

How To Add MOH to ICD Caller in Queue

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Introduction

This document explains how to play Cisco CallManager Music On Hold (MOH) for Cisco Interactive Call Distribution (ICD) callers that are waiting in the queue. When a caller is placed in the ICD queue, this caller hears the standard prompt that all agents are assisting other callers, followed by silence. In order to play MOH from Cisco CallManager while callers wait in the queue, complete the steps defined in this document.

Note: This feature is not available for Cisco Customer Response Applications (CRA) versions earlier than 3.0.

Prerequisites

Requirements

Ensure that you meet these requirements before you attempt this configuration:

- Cisco CallManager administration
- Cisco Customer Response Solution (CRS) administration
- Cisco ICD administration

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 3.2.2c or later
- Cisco CRS version 3.0.1 or later
- ICD Enhanced package that includes Cisco CRA editor

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Configure the Script

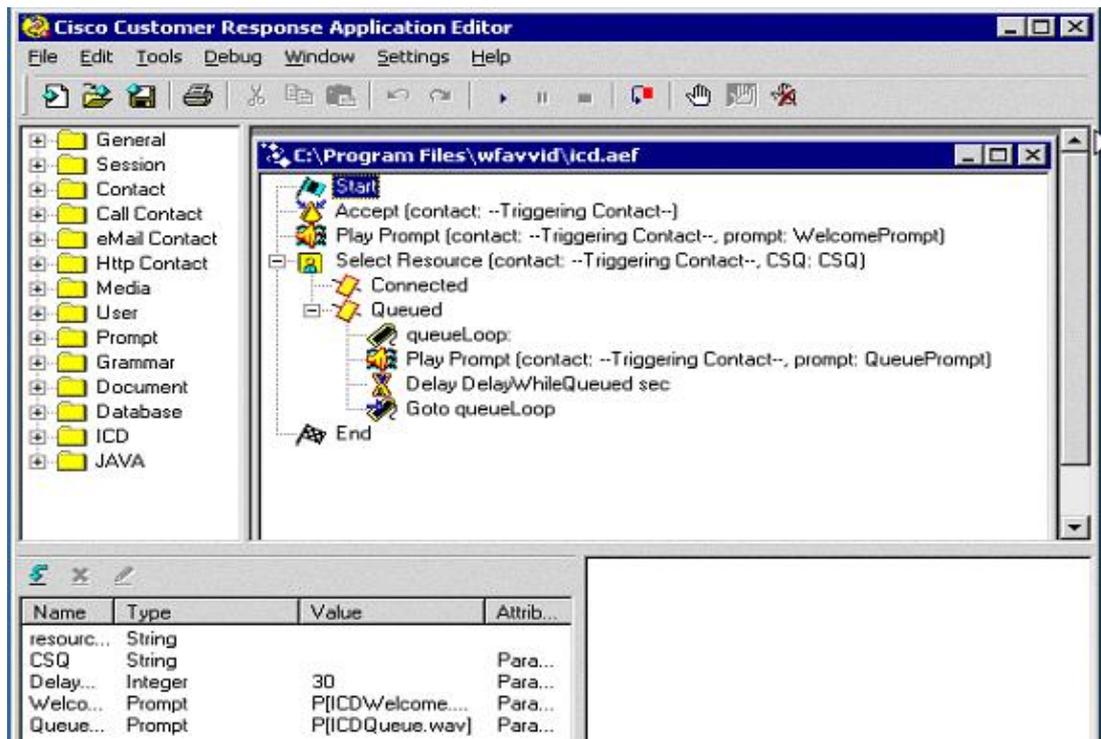
In this section, you are presented with information on how to access the CRA editor and check the default ICD script (icd.aef). Before you attempt this configuration, be sure that you have CRS 3.0 installed and working, you have ICD configured and working, and you have MOH configured and working in Cisco CallManager.

On the CRS Server

Complete these steps:

1. Choose **Start > Programs > Cisco CRA Administrator > Cisco CRA editor** in order to open the CRA editor.
2. In the editor application, choose **File > Open**.
3. Browse to the script **icd.aef**, which can be found in the path C:\ProgramFiles\Cisco\wfavvid\.
4. Open the **icd.aef** script.
5. In the ICD script window, go to the Select Resource tab.
6. Expand the **Queued** folder. These steps appear:
 - a. queueLoop
 - b. Play Prompt
 - c. Delay DelayWhileQueued sec
 - d. Goto queueLoop

This window appears as shown:



Add MOH Steps to the Script

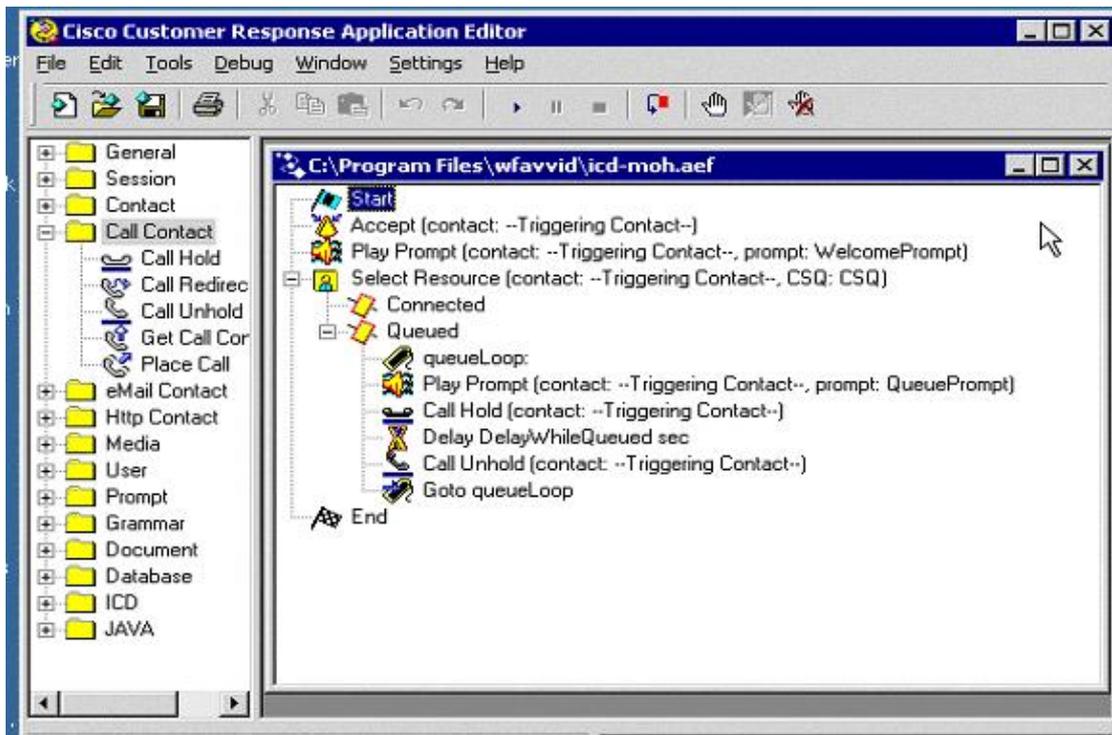
Complete these steps in order to add MOH steps to the script:

1. In the left hand panel, open the **Call Contact** folder.

Drag and drop the step **Call Hold** into the script after the Play Prompt step. This step puts the caller on hold and plays MOH from Cisco CallManager.

2. Drag and drop the step **Call Unhold** from the left-hand panel into the script after the step Delay DelayWhileQueued sec in order to take the caller off hold and send the caller to an agent when one is available.

The steps appear as this figure shows:



Save and close the file.

Note: Every time you upgrade the CRS, the ICD.aef script is replaced with the original script. Therefore, it is recommended that you save this file under a different name (such as icd-moh.aef) so that the original icd.aef file is not modified and your script is not replaced during an upgrade.

Note: Be aware of Cisco bug ID CSCdz09369 (registered customers only) (editing a script and saving it causes script corruption) which is fixed in CRS version 3.0(2).

3. Open **AppAdmin** and go to **Script > Manage Scripts**.
4. Click **Add a script** on the top right-hand corner and type the name of the new script you just added.
5. Refresh the new script and assign it to your ICD application to test it.

Verify

Complete these steps in order to verify that the new MOH configuration functions:

1. Call the ICD route point when there are no agents logged in to take the call. You should be put on

hold in queue.

2. Listen for MOH. If the configuration is functioning properly, hold music is audible while you wait in the hold queue.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- [Cisco Customer Response Applications Administrator Guide 3.0\(2\)](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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