

How Can I Increase the Number of Rings to the Agent Desktop?

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Related Information

Introduction

This document describes how you can modify the number of rings to the agent desktop so an agent can have more time to pick up a call before the system sends it back to the queue in a Cisco IP Contact Center (IPCC) Express Edition environment.

Q. How can I increase the number of rings to the agent desktop?

A. The default value of the timeout to connect an IP Integrated Contact Distribution (ICD) call is 12 seconds, equivalent to 3 rings. Before Cisco Response Solutions (CRS) version 3.0, the value is defined by the `com.cisco.wf.subsystems.rmcm.connectTimeout` parameter in the `SubsystemRmCm.properties` file, as shown below. By default, the file is located in the `c:\Program Files\wfavvid` directory.

Figure 1: Parameter --- `com.cisco.wf.subsystems.rmcm.connectTimeout`

```
com.cisco.wf.subsystems.rmcm.agentUnavailRNA=false
com.cisco.wf.subsystems.rmcm.connectTimeout=12000
com.cisco.wf.subsystems.rmcm.tcpPort=42027
com.cisco.wf.subsystems.rmcm.heartbeatInterval=180000
com.cisco.wf.subsystems.rmcm.watchdogInterval=30000
com.cisco.wf.subsystems.rmcm.maxLoggedInAgents=48
```

To change the default value, the procedure is as follows:

1. On the CRS server, open the `SubsystemRmCm.properties` file with a text editor.
2. Change the `com.cisco.wf.subsystems.rmcm.connectTimeout` setting to the desired seconds.

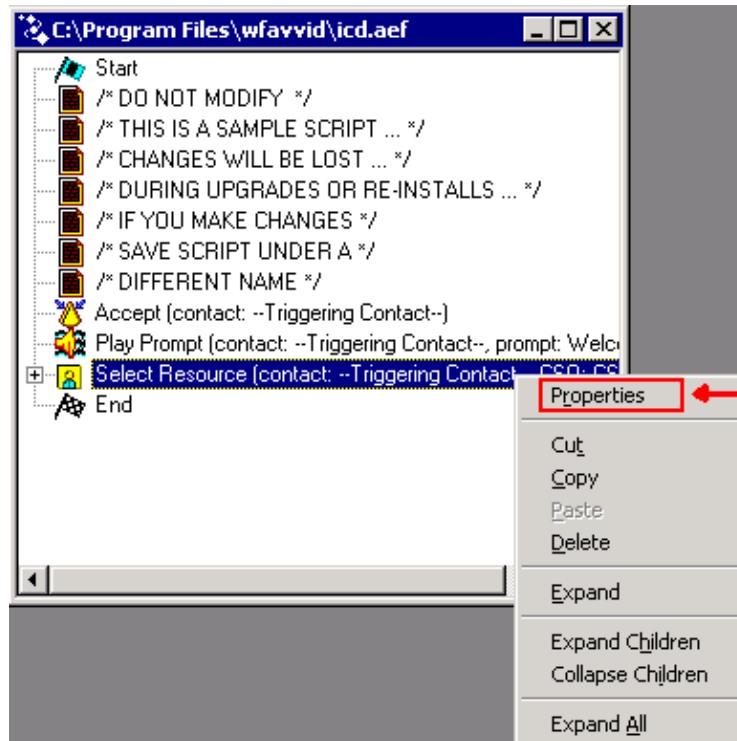
Note: The unit is millisecond (ms). 1000 represents 1 second. One ring is equal to 4 seconds.

3. Restart the CRS Engine.

With CRS version 3.0, this value is controlled by the individual **Select Resource** step in the application scripts. The procedure follows:

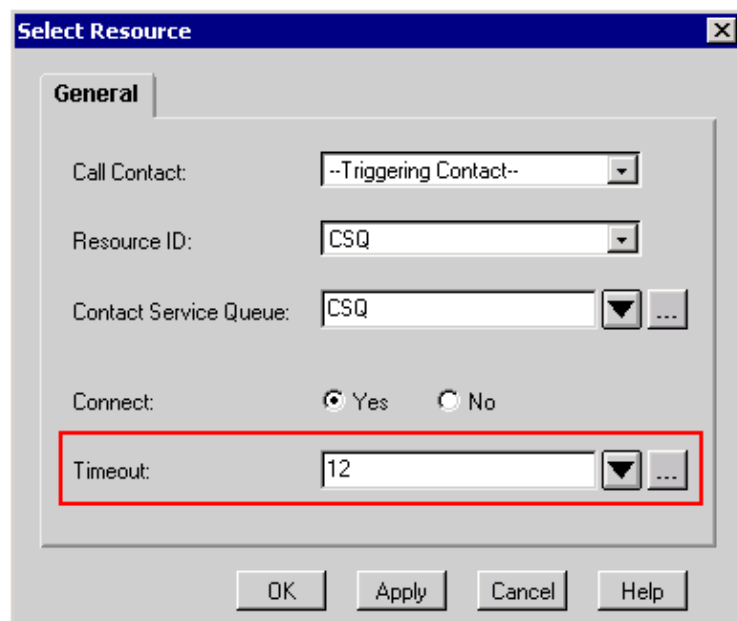
1. Use CRS **Edit** to open the specific application scripts.
2. Right-click the **Select Resource** node.
3. Click **Properties** in the pop-up box, as shown here.

Figure 2: Select Resource > Properties



4. Set the value of the **Timeout** field which represents the length of time, in seconds, before the contact is retrieved back into the queue, as shown here. One ring equals 4 seconds.

Figure 3: Select Resource > Timeout



5. This value must be lower than the **Call Forward No Answer** timeout in Cisco CallManager.

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