



Unified ICME for Unified CCE Installation and Configuration



Note

Although you can install Unified ICME software before you install the Unified CM and Cisco Unified CCX (Unified IP IVR) software, this guide places Unified ICME installation and configuration last. If by chance you have installed Unified ICME software in your contact center first, you should be aware of all the configuration dependencies described in this guide when you configure each product.

For instructions on installing and configuring Unified ICME for use in a Unified CCE environment, see the [Cisco Unified Contact Center Enterprise Install and Upgrade Guides](#).

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About Unified ICME Software

As part of Unified CCE, Unified ICME software provides ACD functionality including monitoring and control of agent states, routing and queuing of contacts, CTI capabilities, real-time data for agents and supervisors, and gathering real-time and historical data for reporting in the Unified CCE system.

The basic Unified ICME software for a Unified CCE system includes the following components: CallRouter, Logger, Peripheral Gateway with a Unified CM PIM and an Unified IP IVR PIM, CTI Server, and an Admin Workstation.

Unified ICME Dependencies in a Unified CCE System

Before installing and configuring Unified ICME for use with Unified IP IVR in a Unified CCE system, you must do the following.

- Install Unified CM.
On the Cisco Unified Communications Manager, you must have:
 - Created a Unified CM PG user and associated the user with CTI Route Point(s) and CTI Port(s).
 - Enabled CTI for the Unified CM PG user.

- Install Unified IP IVR if your Unified CCE system will use Unified IP IVR.
On the Unified IP IVR system, you must have:
 - Configured one CTI Route Point for each post route number and/or one for each translation route DNIS.
 - Configured the VRU Port Group.
 - Configured the ICM subsystem.
 - Predefined in the Unified CCX Editor any enterprise ECC variables and uploaded VRU scripts.
 - Specified the VRU Connection Port.
 - Configured translation routing on the Unified IP IVR system.

Configure the Unified ICME System for the Unified IP IVR System

To enable the Unified ICME to communicate with the Unified IP IVR system, you must:

- Add an ICM VRU PIM to an ICM VRU Peripheral Gateway.
- Add a Type 2 Network VRU in the ICM Configuration Manager and select this Network VRU in the Advanced tab of the VRU PIM configuration.
- Define the necessary ICM Labels.
- Create separate ICM call types for Unified IP IVR applications and queuing applications (not essential, but a good practice).
- Define ICM Expanded Call Variables.
- Configure Announcements.
- Define ICM VRU Scripts.
- Configure an ICM Service for Translation Routing.
- Configure an ICM Service for Post Routing.

For complete instructions on configuring Unified ICME for use in a Unified CCE Environment, see the appropriate installation and configuration guide for the software version you have at [Cisco Unified Contact Center Enterprise Install and Upgrade Guides](#).

Ensure Unified IP IVR PG is Configured Correctly

There may be cases when a call is not queued, but instead sent to the agent directly (via the LAA Select node) from Unified IP IVR. You must ensure the Unified IP IVR PG is configured correctly to ensure that such a call is considered answered at the Unified IP IVR service rather than abandoned.

Procedure

- Step 1** In the ICM Configuration Manager, select **Tools > Explorer Tools > PG Explorer**.
 - Step 2** Click **Retrieve**.
 - Step 3** Select the IP IVR peripheral.
 - Step 4** In Configuration Parameter, insert `/ASSUME_ANSWERED`.
 - Step 5** Click **Save**.
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Unified ICME Documentation

Planning and step-by-step installation instructions for Unified ICME are included in the documentation located at [Cisco Unified Contact Center Enterprise Install and Upgrade Guides](#).

