



Install and Configure Unified IP IVR for Unified CCE

This section describes how to install and configure Unified IP IVR for a Unified CCE system.

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Unified IP IVR in a Unified CCE System

In a Unified CCE system, you can use Unified IP IVR to extract and parse web-based content and present the data to customers using a telephony or an HTTP interface.

Unified IP IVR communicates with Unified ICME software by way of the Service Control Interface (SCI) protocol.

Unified IP IVR for Unified CCE Installation

The procedure for installing Unified IP IVR for an Unified CCE system is the same as that for installing Unified IP IVR outside of an Unified CCE system.

Check List for Configuring Unified IP IVR in a Unified CCE System

After installation, in addition to the configuration tasks described in [Unified IP IVR Configuration Checklist](#), complete the tasks described in the following table to configure Unified IP IVR for use in a Unified CCE environment. These tasks should be performed in the order listed.

Table 1: Checklist for Configuring Unified IP IVR for Unified CCE

Task	Purpose	Configuration Location	Procedure Location
1. Configure the ICM subsystem.	<p>Allows the Unified IP IVR system to interact with Unified ICME software. Unified ICME software provides a central control system that directs calls to various human and automated systems.</p> <p>You must enable the <i>Service Control Interface</i> to use the ICM subsystem.</p> <p>The VRU Connection Port is the same number configured in the VRU Peripheral Interface Manager (PIM) on the Unified ICME system. This is the TCP/IP socket number to use for receiving messages from the Unified ICME system.</p>	<p>Unified CCX ICM Configuration web page</p> <p>In the Unified CCX Administration web page, select Subsystems > ICM.</p>	<p>Provisioning the ICM Subsystem <i>section</i> in the <i>Cisco Unified Contact Center Express Administration and Operations Guide</i>.</p>

Task	Purpose	Configuration Location	Procedure Location
2. Create and upload Unified CCX VRU scripts.	Unified CCE uses Unified ICME Voice Response Unit (VRU) scripts to handle interactions with contacts. These scripts are loaded as applications on the Unified CCX Engine.	Unified CCX ICM Configuration web page After you create the script, in the Unified CCX Administration web page, select Subsystems > ICM . Then click Add a New VRU Script .	<i>Configuring ICM VRU Scripts</i> section in the <i>Cisco Unified Contact Center Express Administration and Operations Guide</i> . For creating VRU scripts, see the <i>Cisco ICM/IP Contact Center Enterprise Edition Scripting and Media Routing Guide</i> .
<p>The script you configure in this step is the Unified CCX script to associate with the ICM VRU script. You can select the script from the drop-down list or click the Edit button to specify a new script.</p> <p>The VRU Script Name configured in this step must be the name of the VRU Script from the Property window of the Run VRU Script call. In other words, the Unified CCX file name configured here and the ICM VRU script file name must have the same name.</p> <p>All scripts under the \default directory are listed in the drop-down list of the Script field in the Cisco Script Application Configuration page.</p> <p>To specify a new script, click Edit, enter the script name in the dialog box, and click OK. The User Prompt dialog box closes, and the name you entered appears in the Script field.</p> <p>If you enter the script name as a file URL, enter the value with double backslashes (\\). For example, file://c:\\temp\\aa.aef.</p> <p>The Application Name is the filename of the script in the Unified CCX repository to run for this VRU Script Name. For example, SCRIPT[BasicQ.aef].</p> <p>A script name is displayed only as an Expression starting in Unified CCX 4.5. The expression formats for different types of script are as follows:</p> <ul style="list-style-type: none"> • SCRIPT[aa.aef] for User scripts • SSCRIPT[aa.aef] for System scripts • SCRIPT[FILE[C:\\Windows\\aa.aef]] for File scripts • SCRIPT[URL[http://localhost/aa.aef]] for URL-based scripts 			

Task	Purpose	Configuration Location	Procedure Location
3. Configure Unified IP IVR for ICM Translation Routing.	In translation routing, Unified ICME software receives the call, instead of the Unified IP IVR system, but then Unified ICME software routes the call to the Unified IP IVR for queuing.	Unified CCX ICM Translation Routing web page In Unified CCX Administration, select Applications > Application Management . Then click Add a New Application , select ICM Translation Routing and click Next .	<i>Configure an ICM Translation-Routing Application</i> section in the <i>Cisco Unified Contact Center Express Administration and Operations Guide</i> .
	<p>You must configure Cisco Unified ICME translation-routing applications when the Cisco IP IVR is used as a queue point in a contact center solution.</p> <p>Translation routing happens when a call is transferred from one peripheral to another. For example, the call could be transferred from a peripheral gateway to an IP IVR.</p>		
4. Configure Unified IP IVR for ICM Post Routing.	In a Unified ICME post routing situation, the Unified CM receives the call and controls it. In this case, Unified IP IVR receives the call directly from the Unified CM and then requests instructions from the Unified ICME system.	Unified CCX ICM Post-Routing web page In Unified CCX Administration, select Applications > Application Management . Then click Add a New Application , select ICM Post Routing and click Next .	<i>Configure an ICM Post-Routing Application</i> section in the <i>Cisco Unified Contact Center Express Administration and Operations Guide</i> .
	<p>If the agent is configured in the Unified ICME system, Unified CCX gets the routing information for the call from the Unified ICME system, and post routes it to the Unified ICME agent when that agent becomes available.</p> <p>This situation happens when any phone numbers that are configured in Unified CM as triggers are dialed.</p> <p>You do not have to configure both ICM post routing and ICM translation routing unless your configuration requires it.</p>		

Important Unified IP IVR Dependency Check List

Before you install Unified ICME, list the values for all the Unified IP IVR configurations listed in the following table. You will need these for your Unified ICME configuration.

Unified CCX route points, group IDs, connection ports, and IVR script names must be the same as the corresponding Unified ICME route points, trunk group numbers, connection ports, ICM VRU script, and enterprise ECC variable names.

The following table lists the configuration dependencies between Unified IP IVR and Unified ICME in a Unified CCE deployment. The items in the left column must be the same as the corresponding items in the right column.

Table 2: Unified IP IVR Dependency Check List

Unified IP IVR Configuration	Unified ICME Configuration
Unified CCX Route Points (DNIS and label for the translation route in the Unified ICME Configuration that maps the route point in Unified CCX)	ICM Translation Routing Route Points (DNIS and label)
CTI Port Group IDs	ICM peripheral trunk group numbers
VRU connection port	VRU connection port in the Unified ICME system
Unified CCX script names	ICM VRU Script names
Unified CCX enterprise ECC (Extended Call Context) variable names	ICM enterprise ECC variable names

