



Voice Call Routing

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Routing a Target Device in Unified CCE

The following procedures outline the steps to follow each time you want to route to a new device target in Unified CCE.

Target Device Routing on Unified CM

Procedure

- Step 1** Create a CTI Route Point on the Unified CM.
This step configures the Unified CM to make a route request to the system software when the Route Point is dialed.
- Step 2** Associate the CTI Route Point with the PG User.
This step makes the Route Point visible to the system software.
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Route Target Device Using Configuration Manager

Procedure

- Step 1** Create a new Dialed Number using the Configuration Manager.
Defines a new entry point for call routing.
- Step 2** Add a new Call Type using the Configuration Manager.
Allows you to categorize calls and route them appropriately.

- Step 3** Associate the Dialed Number with the Unified ICM Call Type.
Allows you to map the Dialed Number to a routing script.
- Step 4** Create a new routing script using the Script Editor.
Routes the call to the entry point.
- Step 5** Associate the Call Type with the routing script.
Associates the Call Type with the routing script.
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**Note**

- In a Unified Communications Manager cluster, be aware that two routing clients must not share the same CTI Route Point. Each routing client must use distinct CTI Route Points in a Unified Communications Manager cluster.
 - Only one unique Dialed Number can be assigned to a CTI Route Point across all partitions. When setting up a new CTI Route Point, avoid using a Dialed Number that is already assigned to a different CTI Route Point in another partition. Using different Dialed Numbers for different partitions for a CTI Route Point is not a supported configuration.
 - When you configure a calling party transformation mask for the translation pattern in Unified Communications Manager, the application will have additional connections and disconnections. Therefore, for the components to function properly, do not configure a translation pattern mask for the calling party.
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Peripherals and Skill Groups

Only base skill groups are supported for Unified CCE configurations. A default is set at the peripheral level, ensuring that any new skill group created is base-only.

Agents must be associated with skill groups or precision queues. You can create precision queues using the Unified CCE Web Administration.

For more information about creating routing scripts, see *Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise* and the Script Editor online help.

For more information about configuring Unified CCE, see *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*