



Manage Calls

Unless constrained by their role and department, administrators have full access to all tools under **Unified CCE Administration > Manage > Call**. Supervisors do not have access to these tools.

- [Bucket Intervals, on page 1](#)
- [Call Type, on page 2](#)
- [Dialed Number, on page 4](#)
- [Expanded Call Variables, on page 10](#)
- [Media Routing Domains, on page 12](#)
- [Network VRU Scripts, on page 14](#)

Bucket Intervals

Configure bucket intervals to report on how many calls are handled or abandoned during specific, incremental time slots. Each bucket interval has a maximum of nine configurable time slots, called *Upper Bounds*. Upper Bounds are ranges measured in seconds to segment and capture call-handling activity. You can run reports that show calls answered and calls abandoned for these intervals.

For example, if your goal is to have calls handled within 1 minute, you might set up Upper Bounds for intervals that show how many calls are handled in less than or more than 1 minute. Intervals might be for 30 seconds, 60 seconds, 80 seconds, 120 seconds, 150 seconds, 180 seconds, and 240 seconds. Using these intervals, you can see if calls are being answered within 1 minute or if callers are waiting longer. The intervals also give you insight into how long callers are willing to wait before abandoning a call. Perhaps many callers do not abandon a call until they have waited for two minutes. This might indicate that you can modify your goal.

You can associate bucket intervals with call types, skill groups, and precision queues.

The system automatically creates a built-in bucket interval, which you cannot edit or delete.

Add and Maintain Bucket Intervals

Procedure

- | | |
|---------------|---|
| Step 1 | Navigate to Unified CCE Administration > Manage > Bucket Intervals . |
| Step 2 | Click New to open the New Bucket Interval window. |
| Step 3 | Complete the following fields: |

Field	Required?	Description
Name	yes	Enter a name for the call type using a maximum of 32 characters.
Upper Bound 1	yes	Enter a value in the Upper Bound 1 field, using a number greater than 0 and less than 2147483647. This value is interpreted as seconds. For example, your entry of 10 in this field creates an Upper Bound 1 interval with a time slot of 0 to 10 seconds.
Upper Bound 2 - 9	no	<p>The value for each Upper Bound must be higher than the value of the previous Upper Bound. If you leave an Upper Bound field blank, all remaining fields must be blank.</p> <p>For example: To configure three intervals that span 10 seconds each and then have all other calls grouped into an interval that extends beyond your third defined interval, enter the following values:</p> <ul style="list-style-type: none"> • Upper Bound 1 interval: 10 This time slot is 0 to 10 seconds. Reports will show the total number of calls answered and calls abandoned from 0 to 10 seconds. • Upper Bound 2 interval: 20 This time slot is any time greater than 10 seconds and less than 20 seconds. Reports will show the total number of calls answered and calls abandoned between 10 and 20 seconds. • Upper Bound 3 interval: 30 This time slot is any time greater than 20 seconds and less than 30 seconds. Reports will show the total number of calls answered and calls abandoned between 20 and 30 seconds. • All other Upper Bound fields blank. Reports will show the total number of calls answered and calls abandoned after 30 seconds.

Step 4

Click **Save** to return to the List screen, where a message confirms the successful creation of the bucket interval.

Call Type

Call types categorize calls. Based on call type, the system maps a dialed number to a routing script that ultimately sends the call to the appropriate destination. Consider the call types you need to create to meet your reporting needs, and configure a separate call type for each type of call treatment that you want to offer.

For example, you might create call types for the following:

- Calls answered by agents
- Calls abandoned at the VRU

- Calls that reroute when the agent does not answer
- Calls that are transferred and conferenced
- Outbound Option calls
- Calls that require supervisor assistance

Add and Maintain Call Types

Procedure

- Step 1** Navigate to **Unified CCE Administration > Manage > Call Types**.
- Step 2** Click **New** to open the **New Call Type** window.
- Step 3** Complete the following fields:

Field	Required?	Description
Name	yes	Enter a name for the call type using a maximum of 32 characters. This name must be unique among call types in the system.
Description	no	Enter a maximum of 255 characters to describe the call type. See Native Character Sets .
Service Level Threshold	no	This value is used in reports to identify the percentage of calls that are answered within that time threshold, enabling you to see whether agents are meeting the target goal. The field defaults to the System Default . To select a different service level threshold, enter a value in seconds, from 0 to 2,147,483,647.

Field	Required?	Description
Service Level Type	no	<p>Indicates how the system software calculates the service level. The field defaults to the system default To override the system default for this call type, select one of these other options from the drop-down menu:</p> <ul style="list-style-type: none"> • Ignore Abandoned Calls: This selection excludes abandoned calls from the service level calculation. • Abandoned Calls have Negative Impact: Select this if you want only calls that are answered within the service level threshold time to be counted as treated calls. The service level will be negatively affected by calls that abandon within the service level time. • Abandoned Calls have Positive Impact: Select this if you consider a call abandoned within the service level threshold time as a treated call. Abandoned calls will have a positive impact on the service level.
Bucket Interval	no	<p>Bucket intervals appear in call type reports and display the number of calls answered and abandoned for different time intervals.</p> <p>Configure the bucket interval associated with this call type.</p> <p>The field defaults to the System Default .</p> <p>To select a different bucket interval:</p> <ul style="list-style-type: none"> • Click the magnifying glass icon to display Select Bucket Interval. • Click the row to select a bucket interval and close the List.

Step 4 Click **Save** to return to the List window, where a message confirms the successful creation.

Dialed Number

Dialed numbers are string values used to select the appropriate routing script so that a voice call or a nonvoice task (such as an email or a request for a web chat) can be delivered to an agent. Each dialed number string is configured with a routing type and a Media Routing Domain and can be mapped to a call type.

A typical call center requires multiple dialed number strings. In addition to creating dialed number strings for each telephone number that customers can use to reach you, you must set up dialed number strings for the following reasons:

- So that an agent can transfer to, or conference in, another agent
- For requery on no answer (RONA)
- For supervisor/emergency assist calls

Related Topics

[Add and Maintain Dialed Numbers](#), on page 5

[Call Type](#), on page 2

Add and Maintain Dialed Numbers

This procedure explains how to add a dialed number.

Procedure

- Step 1** Navigate to **Unified CCE Administration > Manage > Dialed Numbers**.
- Step 2** Click **New** to open the **New Dialed Numbers** window.
- Step 3** Complete the following fields:

Field	Required?	Description
Dialed Number String	yes	The value used to route the call or direct the nonvoice task. Enter a string value that is unique for the routing type, maximum of 25 characters.
Description	no	Enter a maximum of 255 characters to describe the dialed number string.
Department	yes (for departmental administrators)	<p>A departmental administrator must select one department from the popup list to associate with this dialed number. The list shows all this administrator's departments.</p> <p>When a departmental administrator selects a department for the dialed number, the popup list for call type includes global call types and call types in the same department as the dialed number.</p> <p>A global administrator can leave this field as Global (the default), which sets the dialed number as global (belonging to no departments). A global administrator can also select a department for this Dialed Number.</p> <p>When an administrator changes the department, selections for call type are cleared if the selections do not belong to the new department or the global department.</p>

Field	Required?	Description
Site	yes	<p>The Site field displays Main by default.</p> <p>To add a different site:</p> <ol style="list-style-type: none">Click the magnifying glass icon to display the list of sites.Select the required site.

Field	Required?	Description
Routing Type	yes	

Field	Required?	Description
		<p>From the drop-down menu, select one of the following options: (Options may vary depending on the PG types configured on the selected site.)</p> <ul style="list-style-type: none"> • External Voice: This option is available if the remote site is configured to VRU PG. Select this option for dialed number strings that apply to voice calls coming from Cisco Unified Customer Voice Portal (CVP). These calls are referred to as external because they typically come from outside of the enterprise through a gateway. External Voice is the selection for calls that come in from customers and must be answered by agents or sent to the VRU. • Internal Voice: This option is available if the remote site is configured to Agent PG. Select this option for dialed number strings that can be called from a Cisco Unified Communications Manager phone. These calls must have a route point on Unified Communications Manager that corresponds to the internally dialed number. They are referred to as internal because they can be accessed only by Unified Communications Manager. <p>Internal Voice is used for dialed numbers that agents use to transfer calls to other agents, to enable the system to redirect calls internally when the agent does not answer, and to direct a call from an agent to a supervisor for assistance.</p> <p>Dialed numbers with the routing type Internal Voice appear on the Supervisor Script Dialed Number list when you create or edit a team.</p> <ul style="list-style-type: none"> • Outbound Voice: This option is available if the remote site is configured to Multichannel PG. Select this option for dialed number strings that are used by the Cisco Outbound Option Dialer. These dialed number strings are referenced and used to route calls to agents or to VRU scripts in the Campaign Skill Group Selection. <p>The following multichannel routing types are available if you have configured the peripherals for the multichannel machines using Peripheral Gateway Setup tool, and added external multichannel machines to the System Inventory:</p> <ul style="list-style-type: none"> • SocialMiner: Select this option for dialed number strings that originate from SocialMiner and are routed to an agent who interacts with a customer by Agent Request. • Enterprise Chat and Email: Select this option for dialed number strings that originate from Enterprise

Field	Required?	Description
		<p>Chat and Email and are routed to an agent who interacts with a customer by email or by web chat.</p> <ul style="list-style-type: none"> • 3rd Party Multichannel: Select this option for dialed number strings that originate from a third-party application and are routed to an agent who interacts with a customer by email or by web chat. <p>See the <i>Cisco Packaged Contact Center Enterprise Features Guide</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html for information about configuring the peripherals using Peripheral Gateway Setup.</p>
Media Routing Domain	no	<p>The Media Routing Domain associated with the dialed number. Media Routing Domains (MRDs) organize how requests for media are routed. The system routes calls to agents who are associated with a particular communication medium; for example, voice or email. The selection of Routing Type determines what appears in this field.</p> <ul style="list-style-type: none"> • If the Routing Type is External Voice, Internal Voice, or Outbound Voice, the Media Routing Domain is Cisco_Voice and you cannot change it. • If the Routing Type is Multichannel, click the magnifying glass icon to display the Select Media Routing Domain popup window.
Call Type	no	<p>Use the drop-down menu to select a valid call type to map to this dialed number strings. Associating a dialed number with a call type ensures appropriate routing and affects reporting. The default is the system default set in System > Settings</p> <p>To select a different call type:</p> <ul style="list-style-type: none"> • Click the magnifying glass icon to display the Select Call Type popup window. • Click a row to make a selection and close the list.

Step 4 Click **Save** to return to the List screen, where a message confirms the successful creation.

Related Topics

[Update Objects](#)
[Delete Objects](#)
[Departments](#)
[Native Character Sets](#)
[System Inventory for Packaged CCE 2000 Agents Deployment](#)

[System Settings for Call Reporting](#)
[Add and Maintain Teams](#)

Expanded Call Variables

Calls can carry data with them as they move through the system. This data, called expanded call variable data, is embedded within the call and is visible to the agent on the agent desktop. Expanded call variable data can assist the agent in working with the caller.

The expanded call variable can be set or updated by Cisco Unified Customer Voice Portal (CVP), by Unified CCE scripting, or by an agent who is transferring the call.

- If the call is at Unified CVP for VRU treatment, the call context is exchanged between Unified CVP and Unified CCE.
- If the call is at an agent, the call context is exchanged between the desktop and Unified CCE.

Note that this is a two-way exchange: in some cases the expanded call variable data is sent to Unified CCE from Unified CVP or the agent desktop, and in some cases the data is sent by Unified CCE based on script configuration to Unified CVP or the agent desktop.

Built-in expanded call variables are identified by the **BuiltIn** check box on the Edit Expanded Call Variable window. You cannot delete these expanded call variables. You can create new expanded call variables subject to certain sizing constraints.

Add and Maintain Expanded Call Variables

Procedure

- Step 1** Navigate to **Unified CCE Administration > Manage > Expanded Call Variables** to open the **List of Expanded Call Variables**.

The window tracks the number of bytes used by the expanded call variables, measured against the system total and the CTI Server total.

- Step 2** Click **New** to open the **New Expanded Call Variable** page.

- Step 3** Complete the following fields:

Field	Required?	Description
Name	yes	The name of the expanded call variable, prepended by user. This field allows a maximum of 32 characters. (This maximum includes the four characters in user.)
Description	no	Enter up to 255 characters to describe the expanded call variable. There is no restriction of characters. See Native Character Sets .

Field	Required?	Description
Max Length	yes	Specifies the maximum number of characters allowed in the value that will be stored in the expanded call variable value. The range is from 1 to 210 characters.
Array	no	This check box is unchecked by default to indicate that the expanded call variable is scalar. Check the check box to configure the expanded call variable as an array, not a scalar.
Maximum Array Size	no	This field appears when Array is checked. Use it to indicate the maximum number of elements (1-255) in the array.
Enabled	no	Checking this check box indicates that the expanded call variable is currently enabled—it can be used in scripts and appears on the agent desktop.
Persistent	no	Checking this check box indicates that data for this expanded call variable will be written to the historical database; specifically to the Termination Call Detail (TCD) and Route Call Detail (RCD) tables. Note that storing excessive call variable data can degrade historical database performance. Only persistent call variables are written to the historical database. Nonpersistent variables can be used in routing scripts, but are not written to the database.
Cisco Provided	—	This check box is display-only, and appears when editing existing built-in or custom expanded call variables. The New Expanded Call Variable window does not include this check box.
Bytes Required (if enabled)	—	This display-only field indicates the number of bytes required to store the expanded call variable in the system.
Bytes Required in CTI Server (if enabled)	—	This display-only field is similar to Bytes Required, above, but applies to the CTI Server. In CTI Server, the number of bytes required includes the length of the expanded call variable name.
Total Bytes Required for Enabled Variables: # of maximum 2000 bytes (# bytes remaining)	—	This display-only field keeps a running total of the number of bytes used by all expanded call variables.

Field	Required?	Description
Total Bytes Required for Enabled Variables in CTI Server: # of maximum 2500 bytes (# bytes remaining)	—	This display-only field keeps a running total of the number of bytes used by all expanded call variables in CTI Server.

Step 4 Save the expanded call variable and return to the List window, where a message confirms the successful creation.

What to do next

If you change the configuration of any ECC variable, restart the Unified CVP Call Server or VRU PIM to force a renegotiation of the ECC variables.

Sizing Expanded Call Variables

Expanded call variable usage impacts PG, Router, and Logger bandwidth. The Expanded Call Variables List, Add, and Edit windows track the space that your expanded call variables are consuming, as compared with the system maximums.

The maximum amount of space that all expanded call variables can take up in Unified Contact Center cannot exceed 2000 bytes.

Each expanded call variable in Unified CCE is calculated using the following formula:

- For scalar: $5 + \text{Maximum_Length}$
- For array: $5 + (1 + \text{Maximum_Length}) * (\text{Maximum_Array_Size})$

The maximum amount of space that all expanded call variables can take up in CTI Server cannot exceed 2500 bytes. Each expanded call variable in CTI Server is calculated using the following formula:

- For a scalar variable, the size is $\text{length of Name} + \text{Maximum Length} + 4$.
- For an array variable, the size is $(\text{length of Name} + \text{Maximum Length} + 5) * \text{Maximum Array Size}$.

Media Routing Domains

Media Routing Domains (MRDs) organize how requests for each communication medium, such as voice and email, are routed to agents.

An agent can handle requests from multiple MRDs. For example, an agent can belong to a skill group in an MRD for email and to a skill group in an MRD for voice calls.

Configure at least one MRD for each communication medium your system supports. You do not need to configure an MRD for voice; the Cisco_Voice MRD is built in.

You can add and update only Cisco_Task MRDs using the Unified CCE Administration Media Routing Domain tool.



Note To add or update Multichannel MRDs for Enterprise Chat and Email, use the Configuration Manager Media Routing Domain List tool.

Add and Maintain Media Routing Domains

This procedure explains how to add a Multichannel Media Routing Domain (MRD). For information on maintaining MRDs, see [Update](#) and [Delete](#).

Procedure

Step 1 Navigate to **Unified CCE Administration > Manage > Media Routing Domains**.

Step 2 Click **New**.

Step 3 Complete the following fields:

Field	Description
Type	The read-only type of the Media Routing Domain.
Name	Enter a unique name for the Media Routing Domain.
Description	Enter a description for the Media Routing Domain. See Native Character Sets .
Service Level Threshold	Enter the maximum time, in seconds, that a customer should wait before being connected with an agent.
Interruptible	Select whether tasks assigned from another MRD can interrupt an agent. Note If you change the MRD from interruptible to non-interruptible or vice versa, the change takes effect once the agent logs out and then logs back in on that MRD.
Life	Enter the amount of time, in seconds, that the system waits before ending all tasks if the connection goes down.
Start Timeout	Enter the amount of time, in seconds, that the system waits for an agent to accept a task. When this time is reached, the system makes the agent Not Routable and re-queues the task.
Max Duration	Enter the maximum duration for a task, in seconds.
Max in Queue	Enter the maximum number of tasks allowed to be queued at one time.
Max Time in Queue	Enter the maximum amount of time, in seconds, a task can be queued.

Step 4 Click **Save**.

Network VRU Scripts

Not all calls are delivered directly to agents. Some are sent to a Voice Response Unit (VRU) instead of, or before, they are sent to an agent. In the Packaged CCE deployment, the VRU is Cisco Unified Customer Voice Portal (Unified CVP). You must configure network VRU scripts to direct Unified CVP on how to handle the treatment of individual calls, using Unified CVP microapplication functions.

There are six Unified CVP microapplication types:

- **Play Media (PM):** Retrieves and plays a media file such as a welcome.wav or an agent greeting.
- **Play Data (PD):** Retrieves and plays data of various types, such as numbers, characters, time of day, or currency.
- **Get Digits (GD):** Plays a media file and retrieves digits from the caller.
- **Menu (M):** Plays media menu file and retrieves a single telephone keypad entry from the caller.
- **Get Speech (GS):** A "GS,Server,V" script is provided with Packaged CCE and appears in the List of Network VRU Scripts.
- **Capture:** Allows you to trigger the storage of current call data at various points.

Related Topics

[Access to VRU Scripts in Packaged CCE Routing Scripts](#)

Add and Maintain Network VRU Scripts

Procedure

Step 1 Navigate to **Unified CCE Administration > Manage > Network VRU Scripts** to open the **List of Network VRU Scripts**.

Step 2 Click **New** to open the **New Network VRU Script** window. Complete the following fields:

Field	Required?	Description
Name	yes	Enter a unique name to identify the script, using a maximum of 32 alphanumeric characters.
Description	no	Enter additional information about the script. See Native Character Sets .
Routing Type	yes	Retain the default (Voice) or select Multichannel from the drop-down menu. Voice routes the script to Unified CVP. Multichannel routes the script to Enterprise Chat and Email (ECE).

Field	Required?	Description
VRU Script Name	yes	Enter the name of the script as it is known on the Unified CVP. See VRU Script Name Parameters, on page 15 .
Configuration Param	no	A string used by Unified CVP to pass additional parameters to the IVR Service. The content of the string depends on the microapplication to be accessed.
RNA Timeout	yes	Enter a number to indicate the number of seconds for the system to wait for a response from the routing client after directing it to run the script. The default value is 180 seconds. Valid values are 1 to 2147483647. The destination phone rings until it exceeds the ring-no-answer (RNA) timeout setting.
Interruptible	no	Checked by default, this check box indicates whether or not the script can be interrupted; for example, when an agent becomes available to handle the call.

Step 3 Click **Save** to return to the List window, where a message confirms the successful creation.

Related Topics

- [VRU Script Name Parameters, on page 15](#)
- [Sample VRU Script Names, on page 17](#)
- [Configuration Parameters, on page 17](#)
- [Sample Configuration Values, on page 21](#)

VRU Script Name Parameters

VRU Script Name parameters have a “positional” sequence format-- the format is Micro_app acronym,parameter,parameter.

- The microapplication acronym is case-insensitive (enter PM or pm).
- Use double commas (,,) to skip a parameter; Unified CVP will supply the default.

The Play Media position sequence is PM,media file name,media library type,Uniqueness value.

The Play Data position sequence is PD,Data Playback Type,Uniqueness value.

The Get Digits position sequence is GD,media file name,media library type,Uniqueness value.

The Menu position sequence is M,media file name, media library type,Uniqueness value.

Parameter Name	Used For	Notes
<p>Media File Name options are as follows:</p> <ul style="list-style-type: none"> • A filename--(for instance, a .wav file) • (number 1-10)--Unified CVP plays the file in the corresponding Call.PeripheralVariable file. <p>For example, a value of 2 instructs Unified CVP to look at Call.PeripheralVariable2.</p> <p>If you use the (number 1-10) option and set the Media Library Type to "V," Unified CVP plays the external VoiceXML file specified in the corresponding Call.PeripheralVariable.</p> <p>If you set the value to (no value) and set the Media Library Type to "A" or "S", the IVR Service creates VoiceXML without a media prompt.</p> <ul style="list-style-type: none"> • a--Unified CVP automatically generates the media file name for agent greeting when this option is specified. The filename is based on GED-125 parameters received from Unified ICM. This option is only valid if the Media Library Type is not set to V. 	Play Media Get Digits Menu	a is used for PlayMedia only
<p>Data Playback Type options are as follows:</p> <ul style="list-style-type: none"> • Number • Char (Character) • Date • Etime (Elapsed time) • TOD (Time of Day) • 24TOD (24-hour Time of Day) • DOW (Day of Week) • Currency (USD only) 	Play Data	
<p>Media Library Type Flag indicates the location of the media files to be played. Options are as follows:</p> <ul style="list-style-type: none"> • A--(Default) Application • S--System • V--External VoiceXML 	Play Media Get Digits Menu	V is an option for PlayMedia only.

Parameter Name	Used For	Notes
Uniqueness value (optional) A string identifying a VRU Script Name as unique.	Play Media Play Data Get Digits Menu	

Sample VRU Script Names

This VRU Script Name	Instructs Unified CVP
PM,July,S	To use the Play Media (PM) microapplication to play the "July.wav" Media file, using the System (S) Media library.
PM,WebSite,,1	To use the Play Media (PM) microapplication to play the "Website.wav" media file, using the default Media Type (Application library), and setting 1 as the Uniqueness value.
GD>Password,A,O	To use the Get Digits microapplication to play the media file named password.wav, using the Application (A) media library and setting 0 as the Uniqueness value.
M,Main_Menu	To use the Menu microapplication to play the media file named Main_Menu.wav.

Configuration Parameters

Configuration parameters have a “positional” sequence format-- the format parameter,parameter,parameter.

Use double commas (,,) to skip a parameter; Unified CVP supplies the default.

The Play Media position sequence is *Barge-in allowed,RTSP Timeout,Type-ahead Buffer Flush*.

The Play Data position sequence is *Location of files to be played,Barge-in allowed,Time Format,Type-ahead Buffer Flush*.

The Get Digits position sequence is *Minimum Field Length,Minimum Field Length,Barge-in allowed,Inter-digit Timeout,No Entry Timeout,Number of Invalid Tries,Timeout Message Override,Invalid Entry Message Override,Dtmf Termination Key,IncompleteTimeout*.

The Menu position sequence is *List of Menu Choices,Barge-in allowed,No Entry Timeout,Number of No Entry Tries,Number of Invalid Tries,Timeout Message Override,Invalid Entry Message Override*.

Parameter Name	Used For	Notes
Barge-in Allowed Valid options are as follows: <ul style="list-style-type: none"> • Y--Barge-in is allowed. Note that DTMF barge-in is supported. Voice barge-in is not. <ul style="list-style-type: none"> • N --(Default) Barge-in is not allowed 	Play Media Play Data Get Digits Menu	Unified CVP handles barge-in as follows: <ul style="list-style-type: none"> • If barge-in is not allowed, the SIP/H.323 Service/Gateway continues prompt play when a caller starts entering digits, and the entered digits are discarded. • If barge-in is allowed, the H.323Service/Gateway discontinues prompt play when the caller starts entering digits.
DTMF Termination Key A single character that, when entered by the caller, indicates digit entry is complete. Valid options are as follows: <ul style="list-style-type: none"> • 0 to 9 • * (asterisk) • # (pound sign, the default) • N (no termination key) 	Get Digits	
Incomplete Timeout The amount of time after a caller stops speaking to generate an invalid entry error because the caller input does not match the defined grammar. The valid options are 0 to 99. The default is 3.	Get Digits	V is an option for Play Media only.
Inter-digit Timeout The number of seconds the caller is allowed between entering digits. If exceeded, the system times out. The valid options are 1 to 99. The default is 3.	Get Digits	
Invalid Entry Message Override The valid options are: <ul style="list-style-type: none"> • Y--Override the system default with a pre-recorded Application Media Library file • N-- (Default) Do not override the system default 	Get Digits Menu	

Parameter Name	Used For	Notes
List of Menu Choices Valid options are as follows: <ul style="list-style-type: none"> • 0 to 9 • * (asterisk) • # (pound sign) 	Menu	Formats allowed are: <ul style="list-style-type: none"> • Individual options delimited by a / (forward slash) • Ranges delimited by a - (hyphen) with no space
Location of the data to be played Valid options are as follows: <ul style="list-style-type: none"> • Null--(Default) If you leave this option empty, the system uses the expanded call variable named user.microapp.play_data. • A number representing a Call Peripheral Variable number (for example, a 1 to represent Call.PeripheralVariable1). 	Play Data	
Maximum Field Length Maximum number of digits entered by the caller. The valid options are 1 to 32. The default is 1.	Get Digits	
Minimum Field Length Minimum number of digits entered by the caller. The valid options are 1 to 32. The default is 1.	Get Digits	
No Entry Timeout The number of seconds a caller is allowed to begin entering digits. If exceeded, the system times out. The valid options are 0 to 99. The default is 5.	Get Digits Menu	
Number of Invalid Tries Unified CVP repeats the "Get digits" cycle when the caller enters invalid data. (Total includes the first cycle.) The valid options are 1 to 9. The default is 3.	Get Digits Menu	
Number of No Entry Tries Unified CVP repeats the "Get Digits" cycle when the caller does not enter any data after the prompt has been played. (Total includes the first cycle.) The valid options are 1 to 9. (The default is 3.)	Get Digits Menu	
RTSP Timeout Specifies the Real-time Streaming Protocol (RTSP) timeout—in seconds—when RTSP is used. The valid range is 0 to 43200 seconds. The default is 10 seconds. If the value is set to 0 or a timeout value is not provided, the stream will not end.	Play Media	

Parameter Name	Used For	Notes
<p>Time format Valid only for the time Data Playback types Etime, TOD, and 24TOD.</p> <p>The available formats are as follows:</p> <ul style="list-style-type: none"> • Null--Leave this option empty for non-time formats • HHMM--Default for time formats • HHMMSS • HHMMAP--Includes a.m. or p.m.; valid only for TOD 	Play Data	
<p>Timeout Message Override. The valid options are as follows:</p> <ul style="list-style-type: none"> • Y--Override the system default with a pre-recorded Application Media Library file • N--(Default) Do not override the system default 	Get Digits Menu	
<p>Type-ahead buffer flush The Cisco VoiceXML implementation includes a type-ahead buffer that holds DTMF digits collected from the caller. When the VoiceXML form-interpretation algorithm collects user DTMF input, it uses the digits from this buffer before waiting for further input. This parameter controls whether the type-ahead buffer is flushed after the prompt plays out. A False value (default) means that the type-ahead buffer is not flushed after the prompt plays out. If the prompt allows barge-in, the digit that barges in is not flushed. Valid options are as follows:</p> <ul style="list-style-type: none"> • Y—Flush the type-ahead buffer • N—(Default) Do not flush the type-ahead buffer 	Play Media Play Data	

Sample Configuration Values

This Configuration sequence	Instructs Unified CVP
(for a Menu microapplication) 0-2/9,,4,2,2	To accept numbers 0, 1, 2, and 9. , (Skipped parameter) To accept the default barge-insetting (Y). To set the no entry timeout value to 4 seconds. To allow 2 no entry tries. To allow 2 invalid tries. To accept all other defaults.
(for a Get Digits microapplication) GD>Password,A,O	To use the Get Digits micro-application to play the media file named password.wav, using the Application (A) media library and setting 0 as the Uniqueness value.
(for a Menu microapplication) M,Main_Menu	To use the Menu micro-application to play the media file named Main-Menu.wav.

