ICM to ICM Gateway Support

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Prerequisite

Make sure you have ICM-to-ICM Gateway versions that are compatible with Packaged CCE deployments. For more information, see the *Contact Center Enterprise Solution Compatibility Matrix* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html.

ICM-to-ICM Gateway Overview

Support for ICM-to-ICM Gateway has been provided in Packaged CCE 4000 and 12000 Agent deployments, where Packaged CCE can act as a client or a server. The call requests can be routed from Packaged CCE to remote Unified CCE/Unified ICM deployments and vice versa.

ICM-to-ICM Gateway extends the ICM software capability by allowing agents to simultaneously pre-route/post-route calls, and supply additional call-related information to a second agent on a different ICM. This enables the initial agent to pass on gathered information without the customer's needing to repeat it to the second agent.

Following are some business scenarios where ICM-to-ICM Gateway functionality can be useful.

- A customer calls the institutional department of a financial corporation for customer service assistance with a company-sponsored 401k. The customer then asks to be transferred to the retail department to obtain assistance with a personal account.
- Two corporations (for example, a bank and an insurance company), each of which has a contact center that uses an ICM, merge. It may often be desirable to transfer a call between the two companies; for example, to sell insurance to a bank customer.
- A customer calls a hotel to make a reservation. The hotel agent then asks the customer if he/she also needs to rent a car, and then transfers the customer to a car rental agent.
- A company uses an outsourcer to handle part of its overflow traffic. For example, the company service department handles paid support calls in-house but transfers warranty service requests to the outsourcer.

- A multi-national corporation encompasses several geographic regions; each geographic region has its own ICM.

In all these cases, ICM-to-ICM Gateway enables the call-related data to be transferred along with the call so the customer does not need to supply this information again.

For more information about ICM-to-ICM Gateway call flows and configuration, see the *ICM-to-ICM Gateway User Guide for Cisco Unified ICM Enterprise & Hosted Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html

Tools Supported for ICM-to-ICM Gateway

Configuration Manager Tools and nodes in the Script Editor have been enabled to facilitate the ICM-to-ICM Gateway capability in Packaged CCE 4000 and 12000 Agent deployments. For the complete list of nodes and tools, see the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html.

Note The **Application Gateway List** tool only supports remote ICM configuration.

For design details, scalability constraints and sizing factors, see the *Solution Design Guide for Cisco Packaged Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html.