



Cisco MediaSense Video on Hold Configuration

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Introduction

This topic provides the configuration information for Cisco MediaSense (MediaSense) Video on Hold (VoH) in contact center deployments.

The intended audience should be able to perform system-level configuration of Cisco components and deployments and be familiar with products.

The configuration information is based primarily on the system tests performed during Cisco Collaboration Systems Release 10.0(1) testing.

This topic does not contain detailed step-by-step procedures. For detailed information about installing and configuring MediaSense, refer to MediaSense documentation in Related Documentation section.

Design

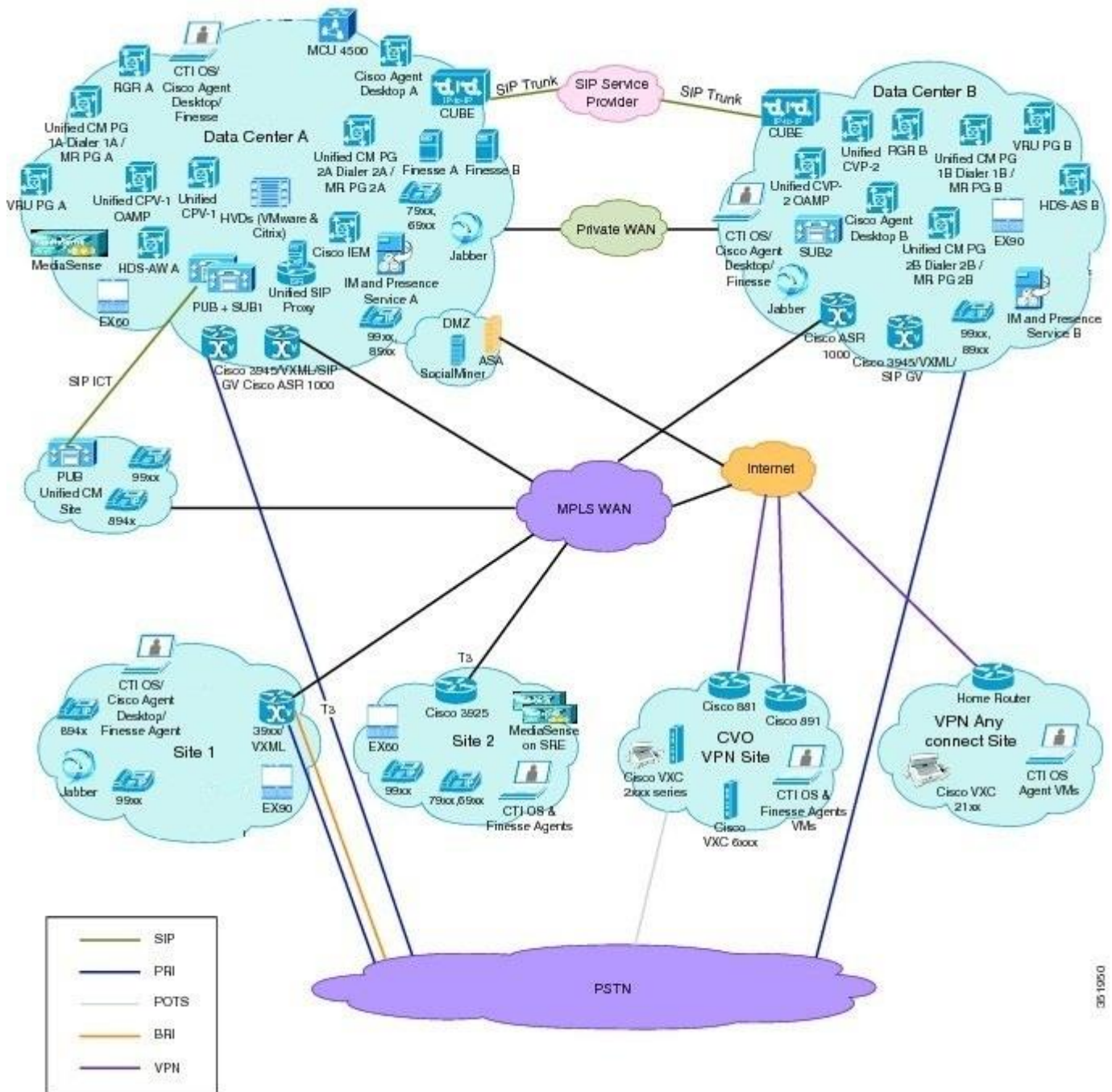
For information about design considerations and guidelines to deploy Cisco Unified Communications Manager (Unified CM) and MediaSense, see:

- Cisco Unified Communications Manager Design Guides:
http://www.cisco.com/en/US/products/sw/voicesw/ps5556/products_implementation_design_guides_list.html
- Solution Reference Network Design for Cisco MediaSense:
http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html

Topologies

This section provides information about the MediaSense Video on Hold deployment used for Cisco Collaboration Systems Release 10.0 (1) testing. In the contact center testbed, other system components are installed and tested, including Cisco Unified Contact Center Enterprise (Unified CCE), Cisco Unified Customer Voice Portal (Unified CVP), and gateways.

Cisco MediaSense Video on Hold Deployment

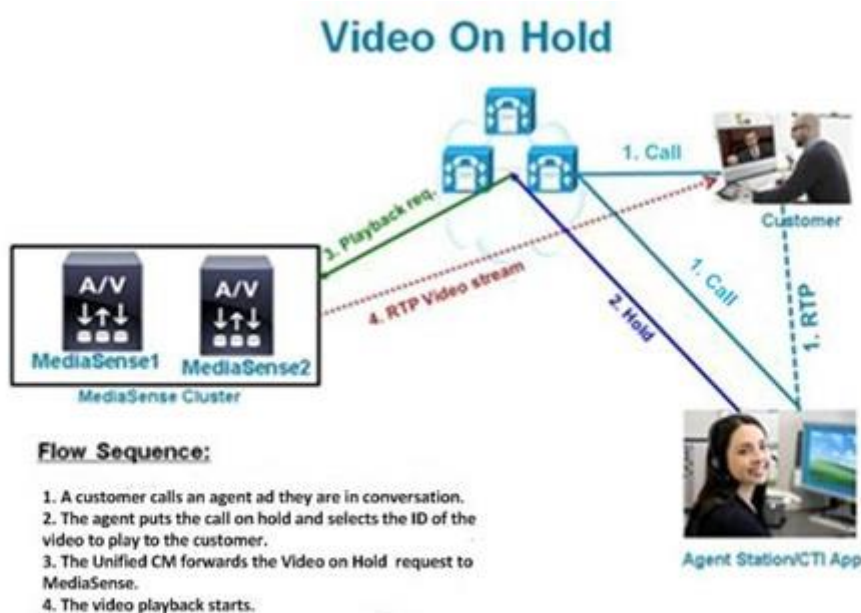


Video on Hold Deployment

In the Contact Center deployment, a MediaSense cluster consists of two nodes which act as a media streaming server for the video on hold solution.

VoH functionality is enabled in call flows from Data Center A and the Remote Site by creating different VoH servers, each with different video streaming IDs.

Call Flow



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- Video on Hold supports load balancing by redistributing video playbacks across multiple MediaSense servers.
- For load balancing, the MediaSense server sends a "302 Redirect" message with the IP address of the new MediaSense server.
- Unified CM reroutes the call to the new MediaSense server based on the IP address in "302 Redirect" message.

Configuration

The following table provides this information:

- **Configuration Tasks:** List of high-level configuration tasks
- **System Test Specifics:** System test variations from procedures and settings documented in the product documentation.
- **More Information:** Links to product documentation for detailed configuration information related to the high-level tasks.

Note: Default and recommended values specified in the product documentation were used during system testing, unless otherwise noted in the System Test Specifics column.

Table 1. Unified Communications Manager Configuration

Configuration Tasks	System Test Specifics	More Information
1. Add a Video on Hold server.		Cisco Unified Communications Manager Configuration Guides
2. Add a Video on Hold server to a Media Resource Group.		Cisco Unified Communications Manager Configuration Guides
3. Add a Media Group Server to the Media Group List.		Cisco Unified Communications Manager Configuration Guides

Configuration Tasks	System Test Specifics	More Information
4. Assign the Media Group List to a SIP trunk.		Cisco Unified Communications Manager Configuration Guides

Table 2. MediaSense Video on Hold Configuration

Configuration Tasks	System Test Specifics	More Information
1. Upload the VoH file to the MediaSense primary server.		Cisco MediaSense Programming Guides
2. Add an incoming call rule to implement VoH.		Cisco MediaSense Programming Guides

Related Documentation

- For related information about configuration and troubleshooting, see http://www.cisco.com/en/US/products/ps11389/prod_installation_guides_list.html.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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