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Community Live event

UCCE Solution Troubleshooting Based on Comprehensive Call Flow for CVP and IP IVR Deployment Models

German Manvelyan & Konstantin Vaksin

Technical Consulting Engineer

October 22nd, 2020

News & Upcoming events

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Now through Friday October 30, 2020

With
German & Konstantin

https://bit.ly/AMAe-22oct20

German Manvelyan
Technical Consulting Engineer

Konstantin Vaksin
Technical Consulting Engineer

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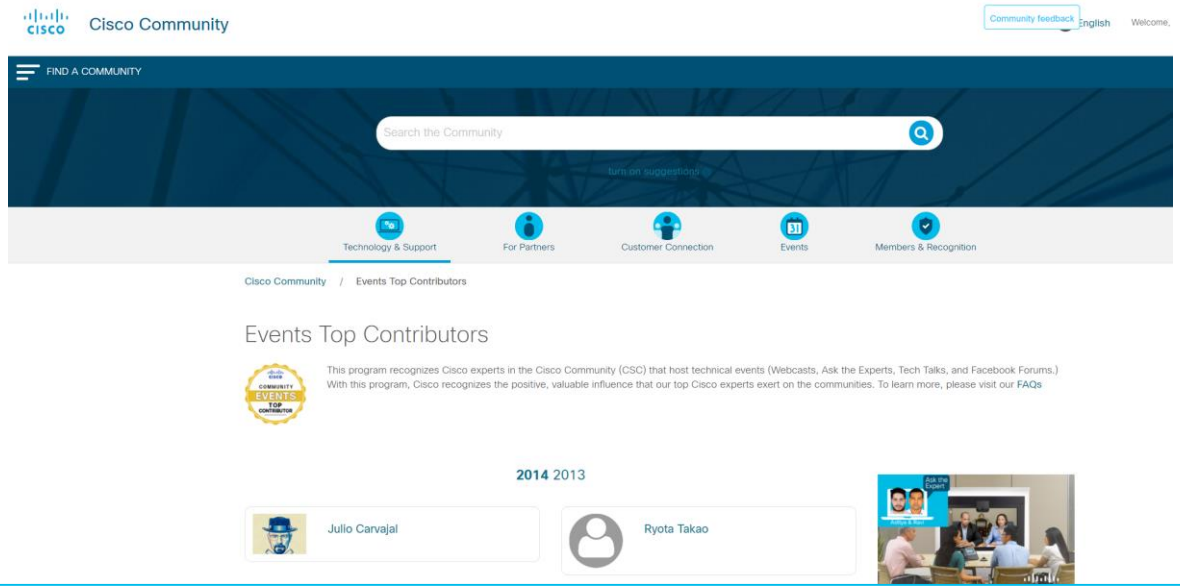

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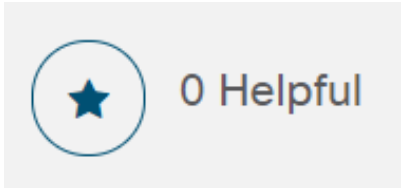

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Cisco Community Experts

German Manvelya
Technical Consulting Engineer

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Questions Managers

Mohamed Mohasseb
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Polling Question 1

1. Are you interested in Webinars, covering UCCE technology?
A. Yes
B. No

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UCCE Technology

- Series of online Webinars, that will be delivered quarterly
- Topics will be selected from the survey

Are you interested?

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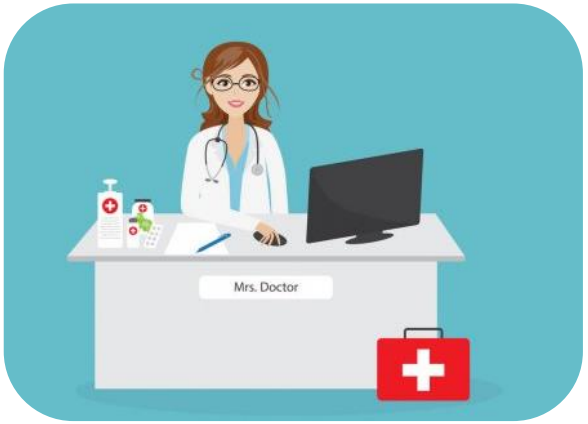
Lead-In



When did it start?

What is your version?

What changes in the environment?

What are the error messages?

When did it start?

What is your age?

What changes in your life?

What is the collor of your..?

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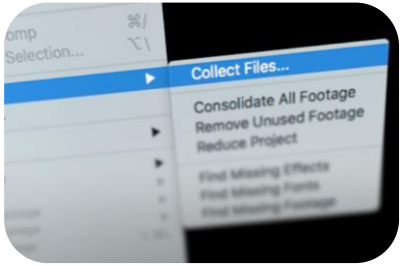
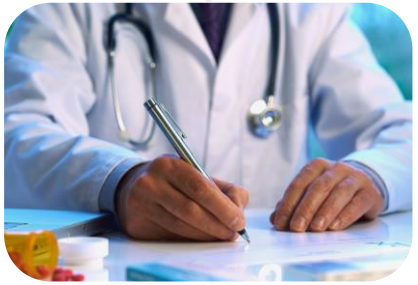


ACTION PLAN



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Agenda

1. CVP Comprehensive Call Flow
2. CVP Standalone Call Flow
3. IP IVR Call Flow
4. IP IVR Standalone Call Flow

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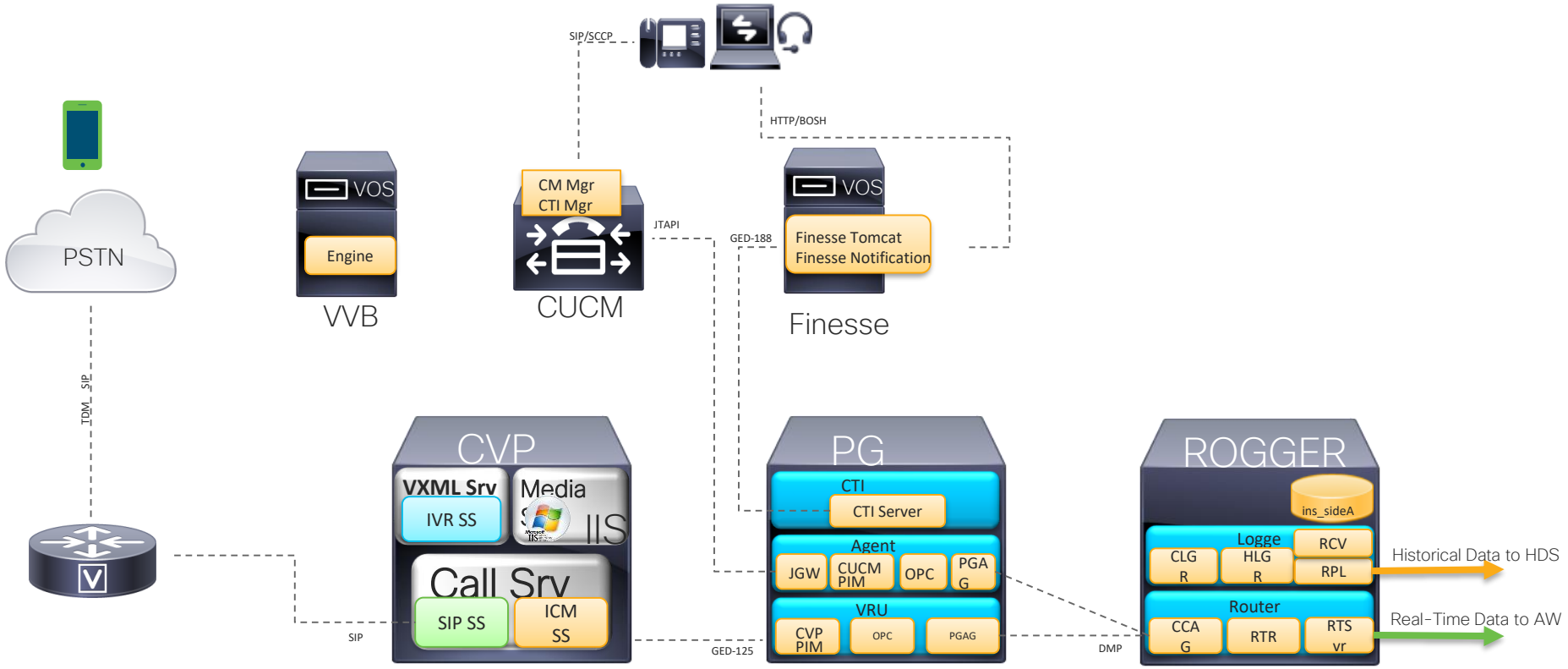
Comprehensive Call Flow

Comprehensive



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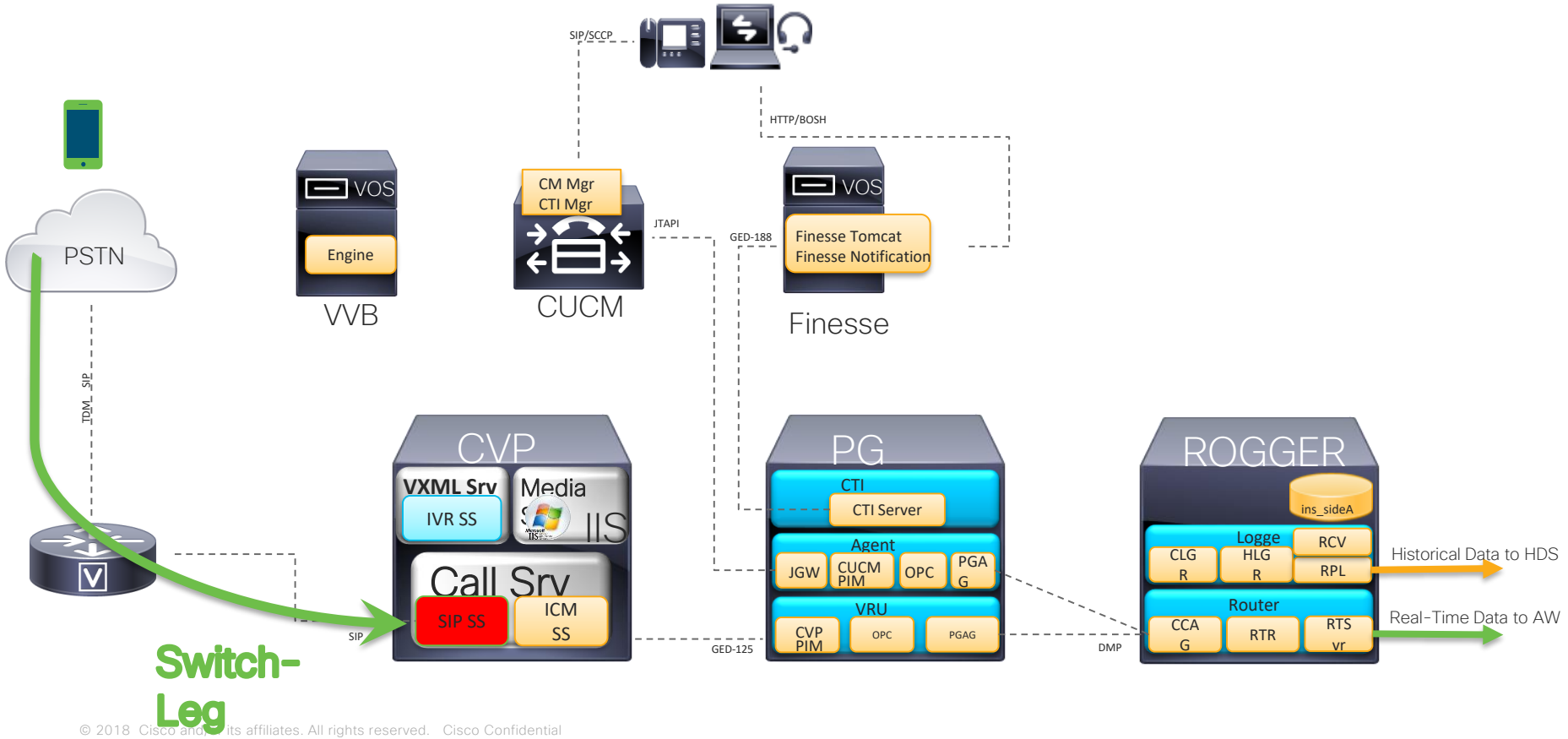

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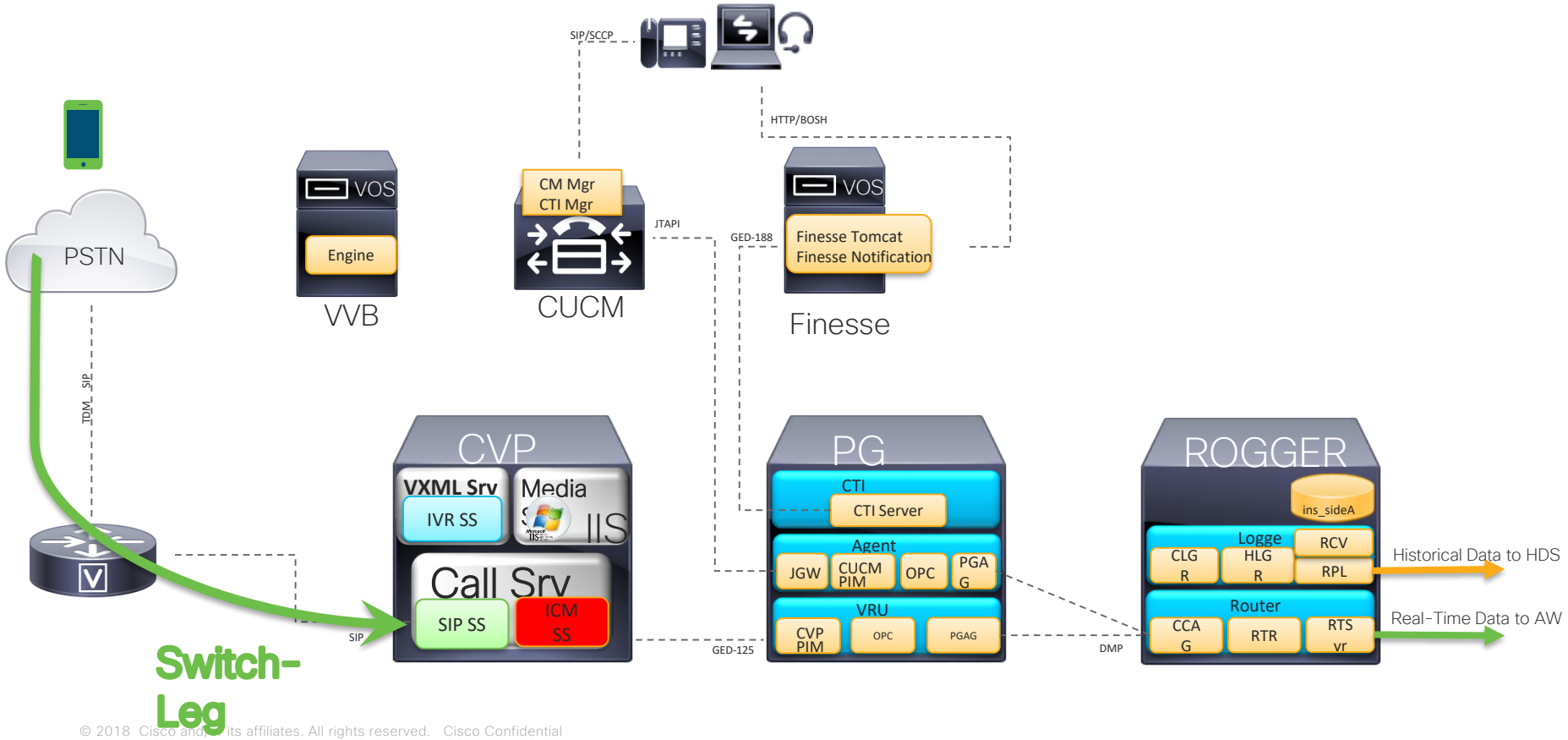

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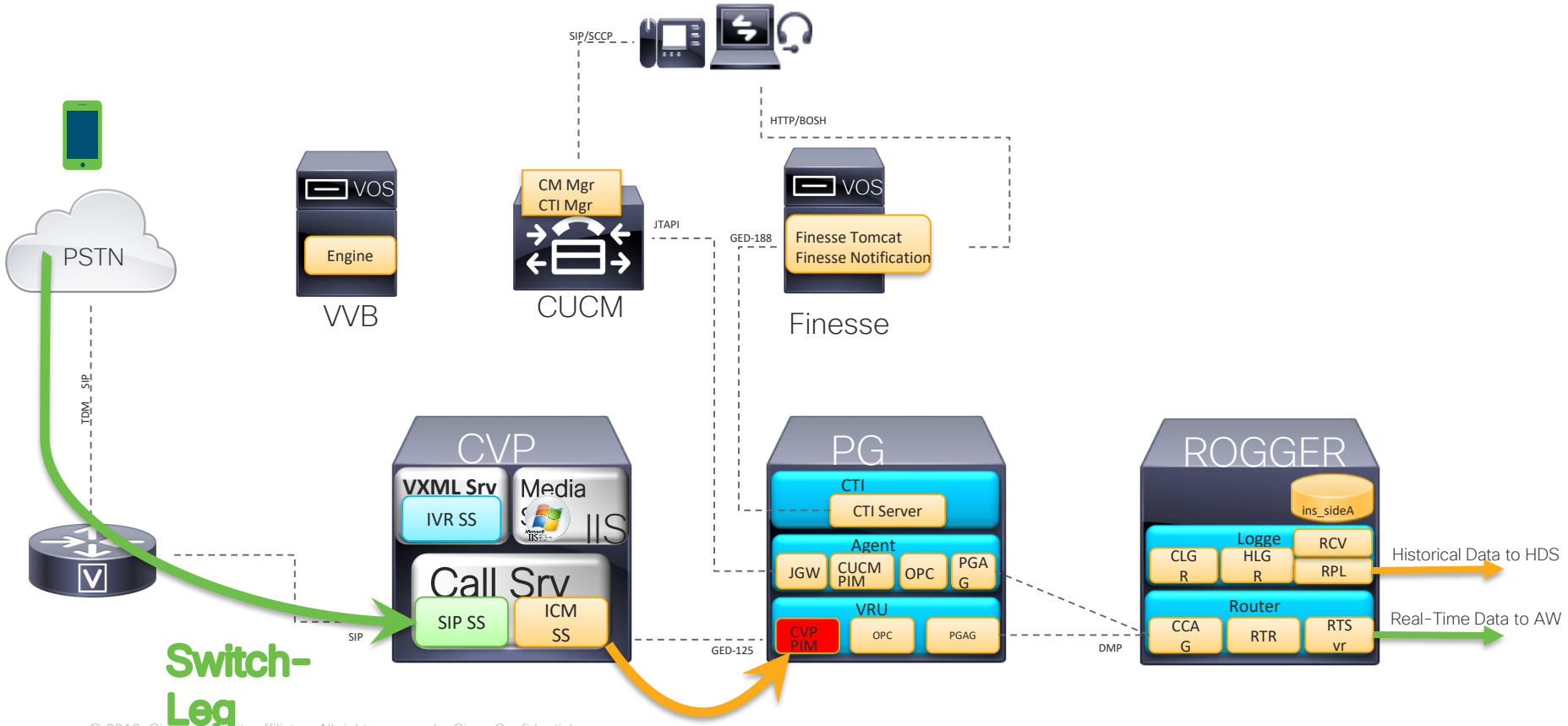

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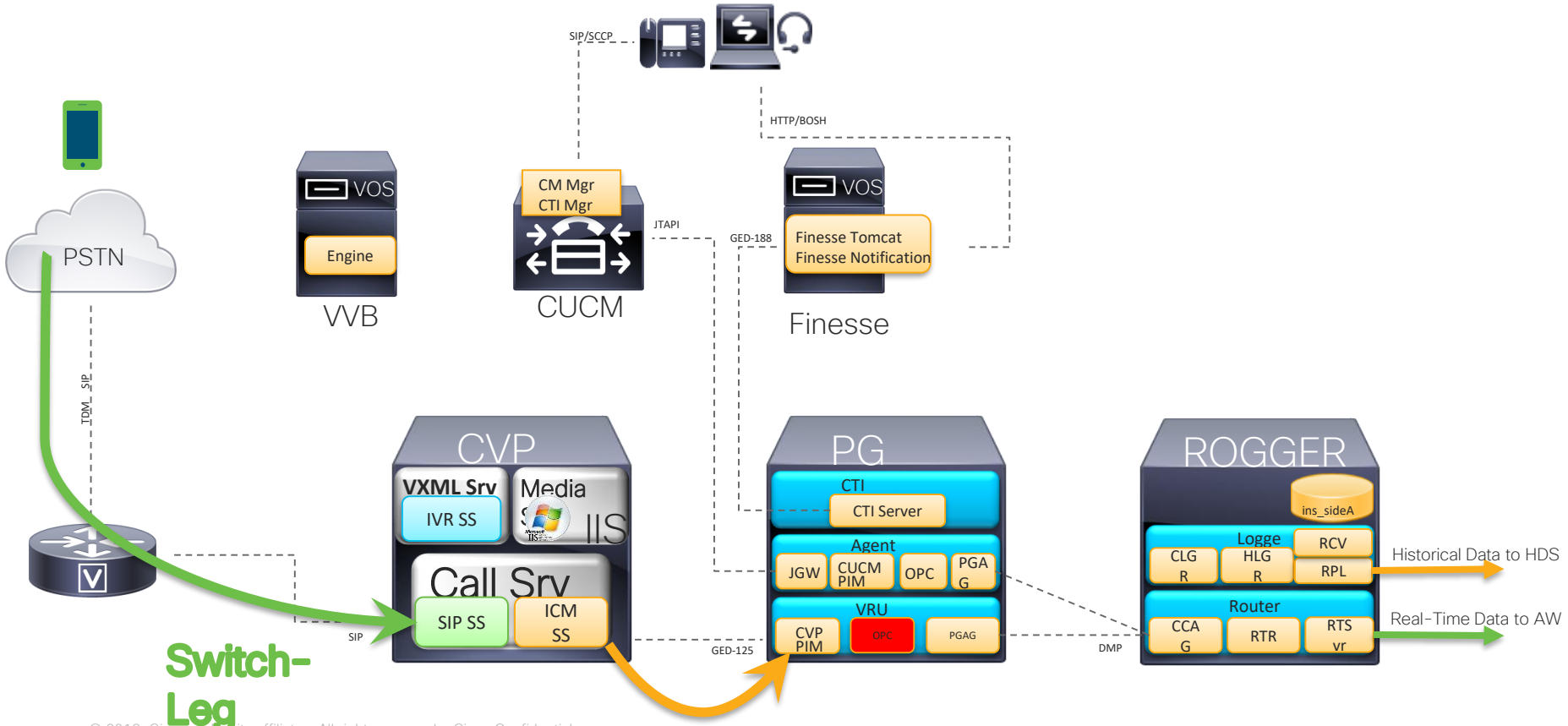

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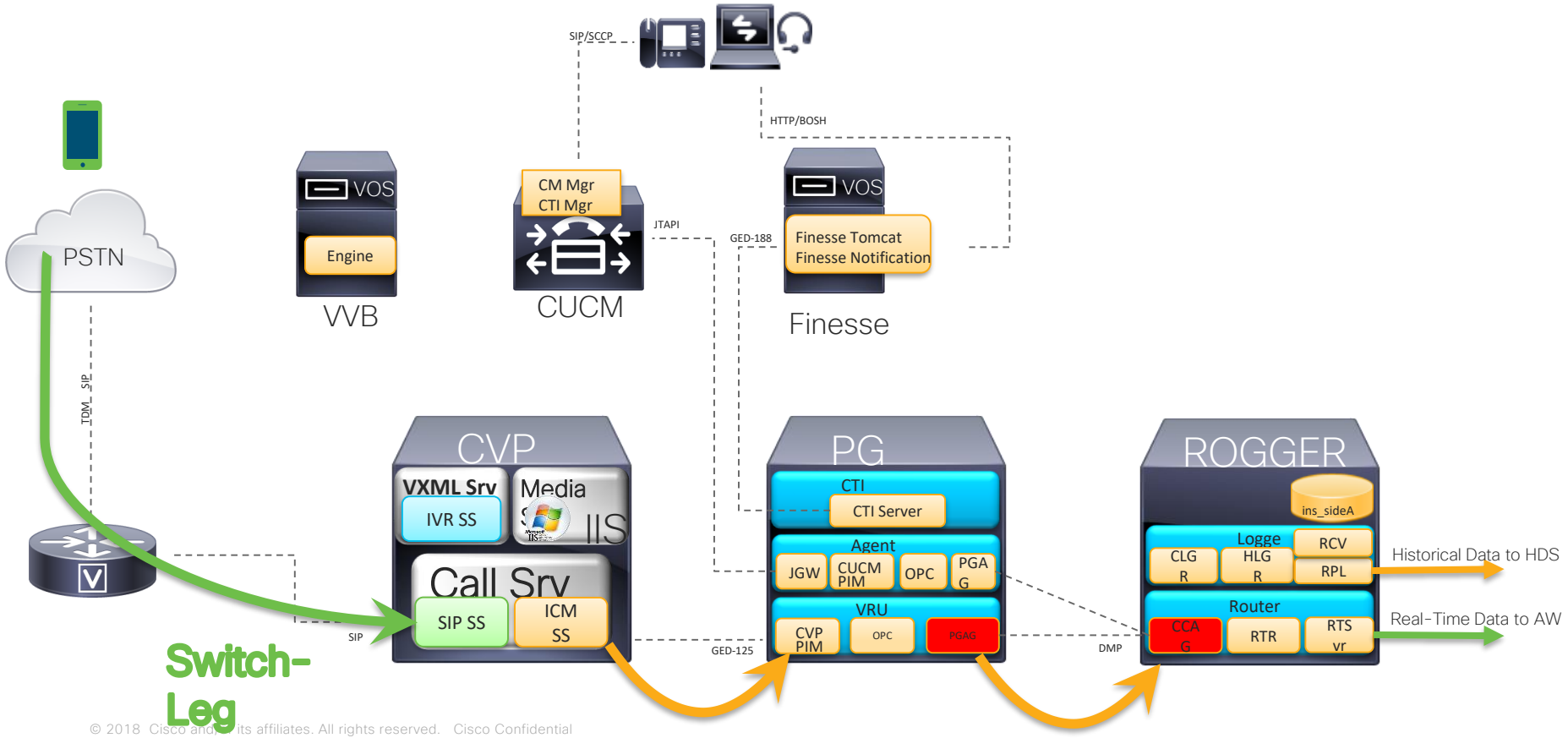

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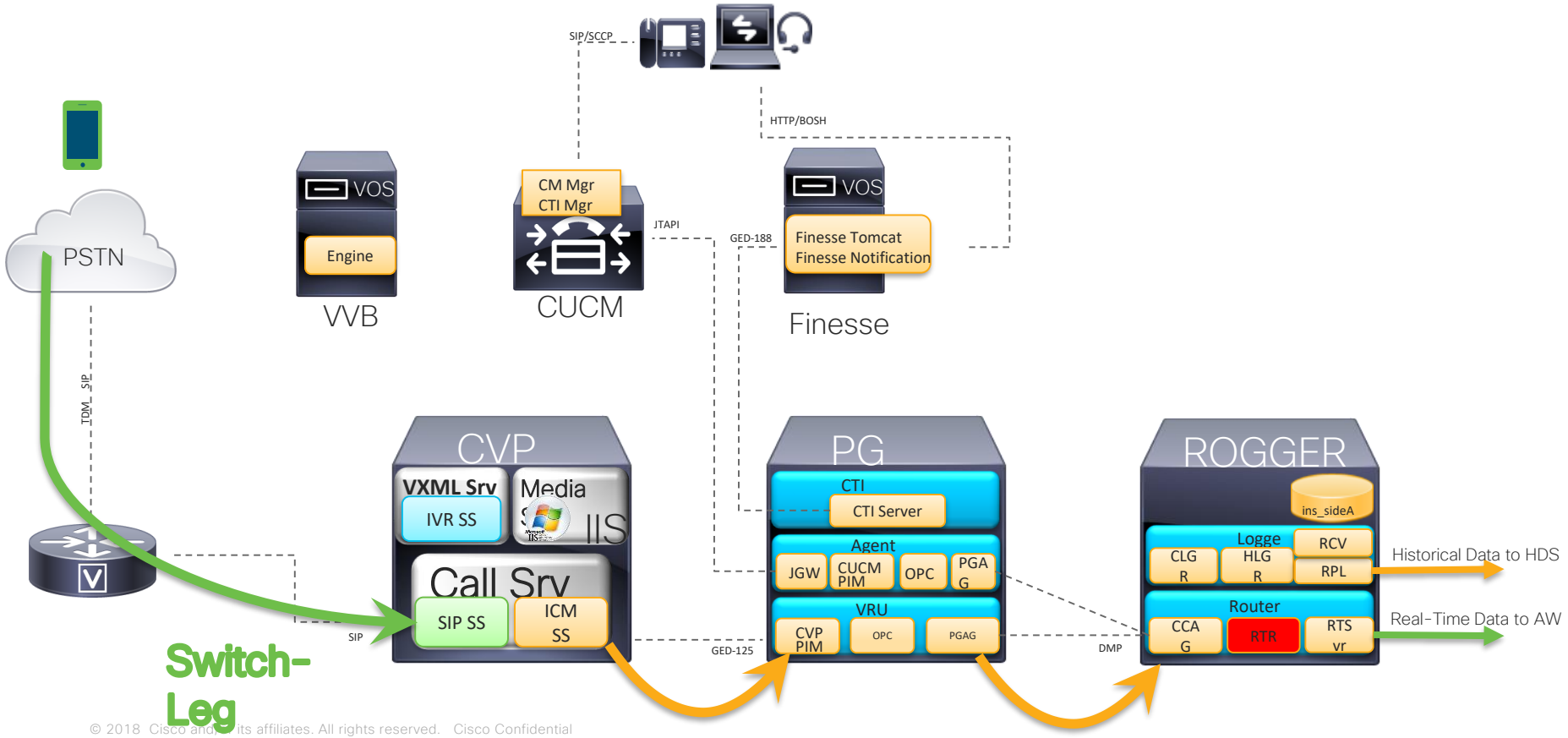

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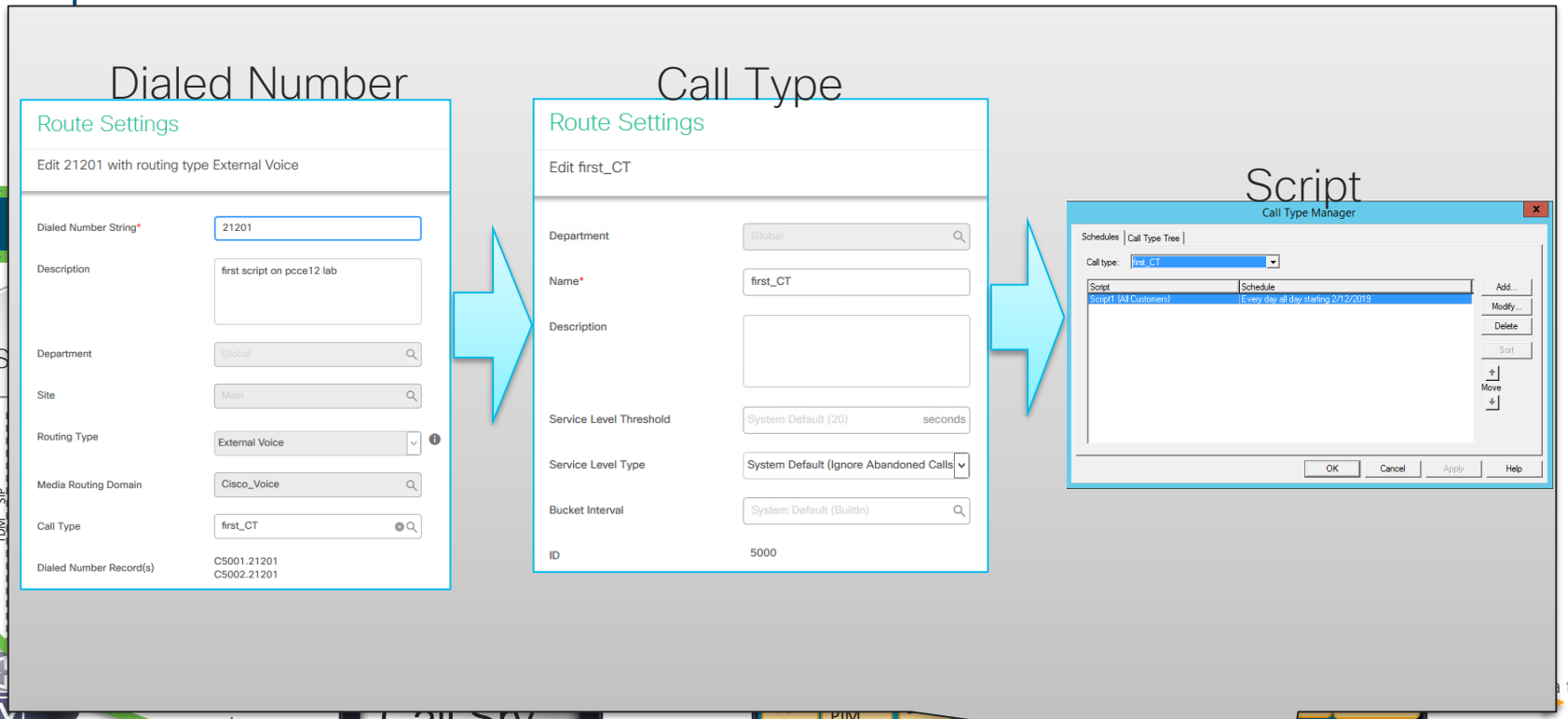

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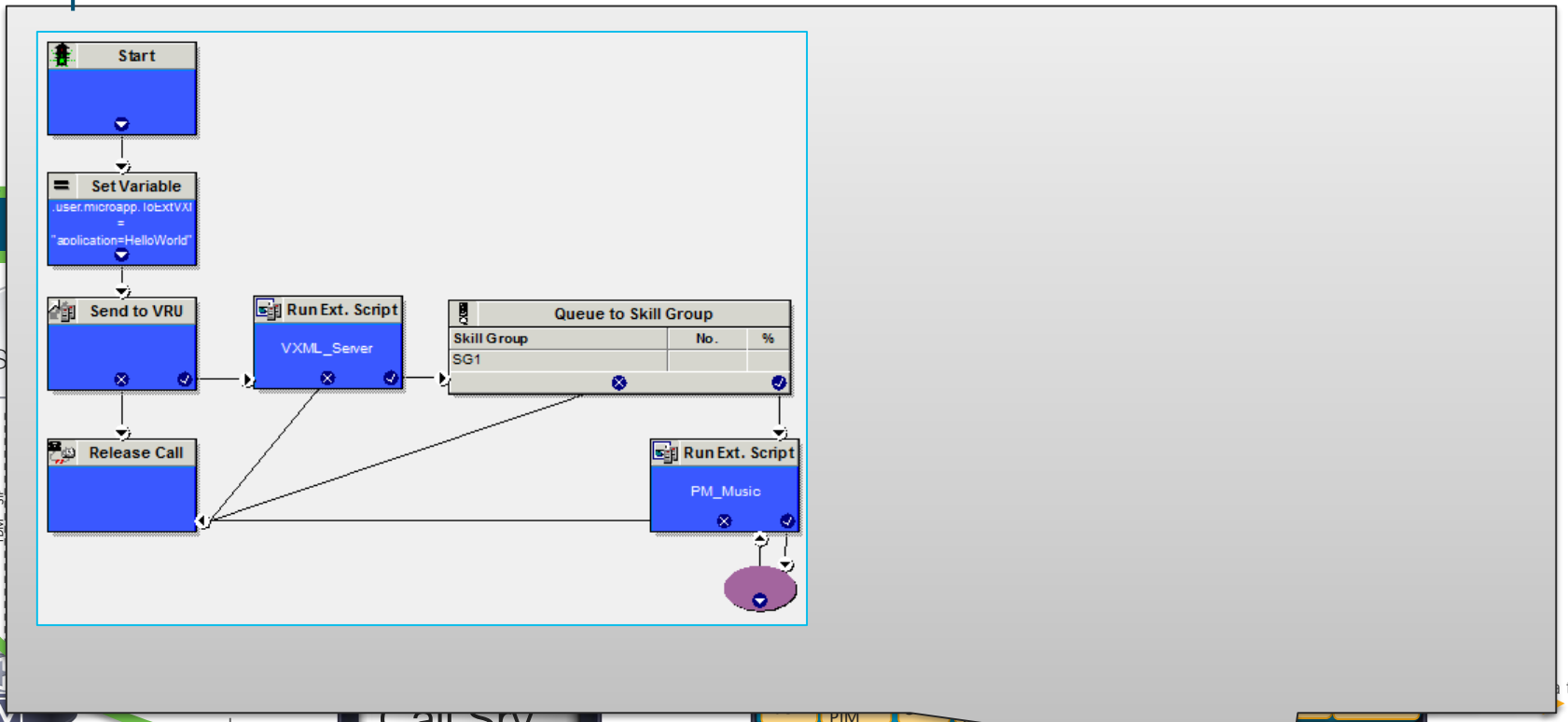

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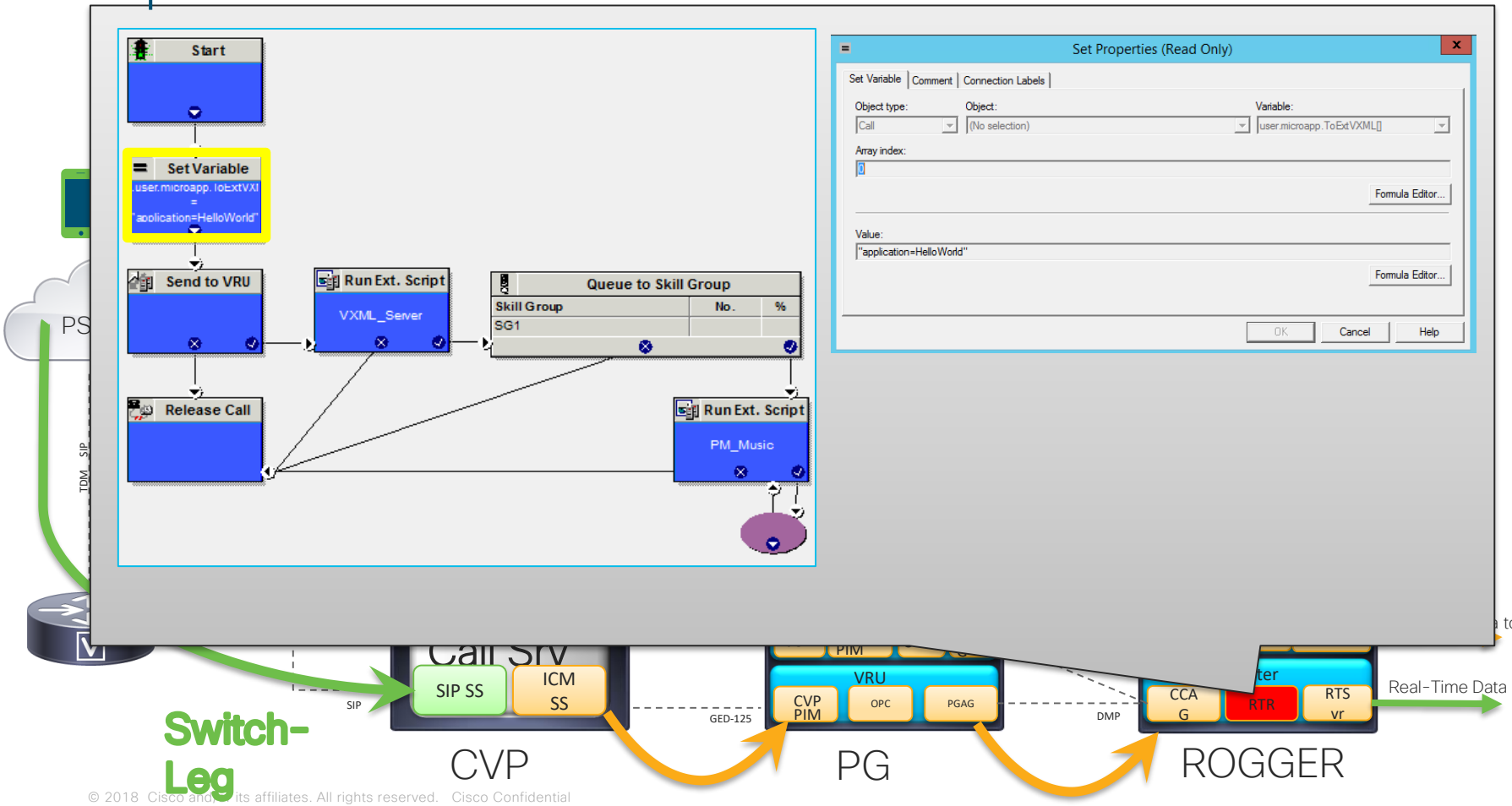

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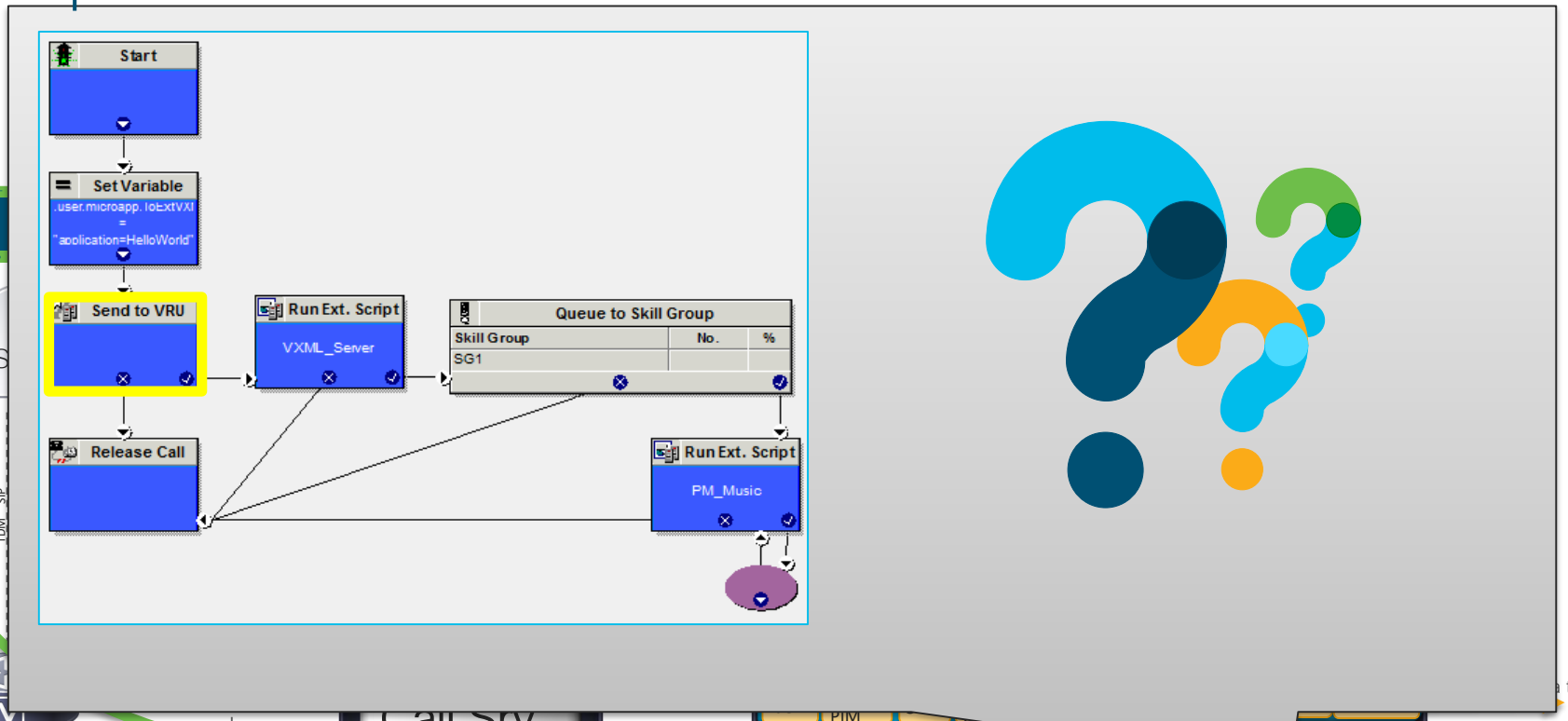

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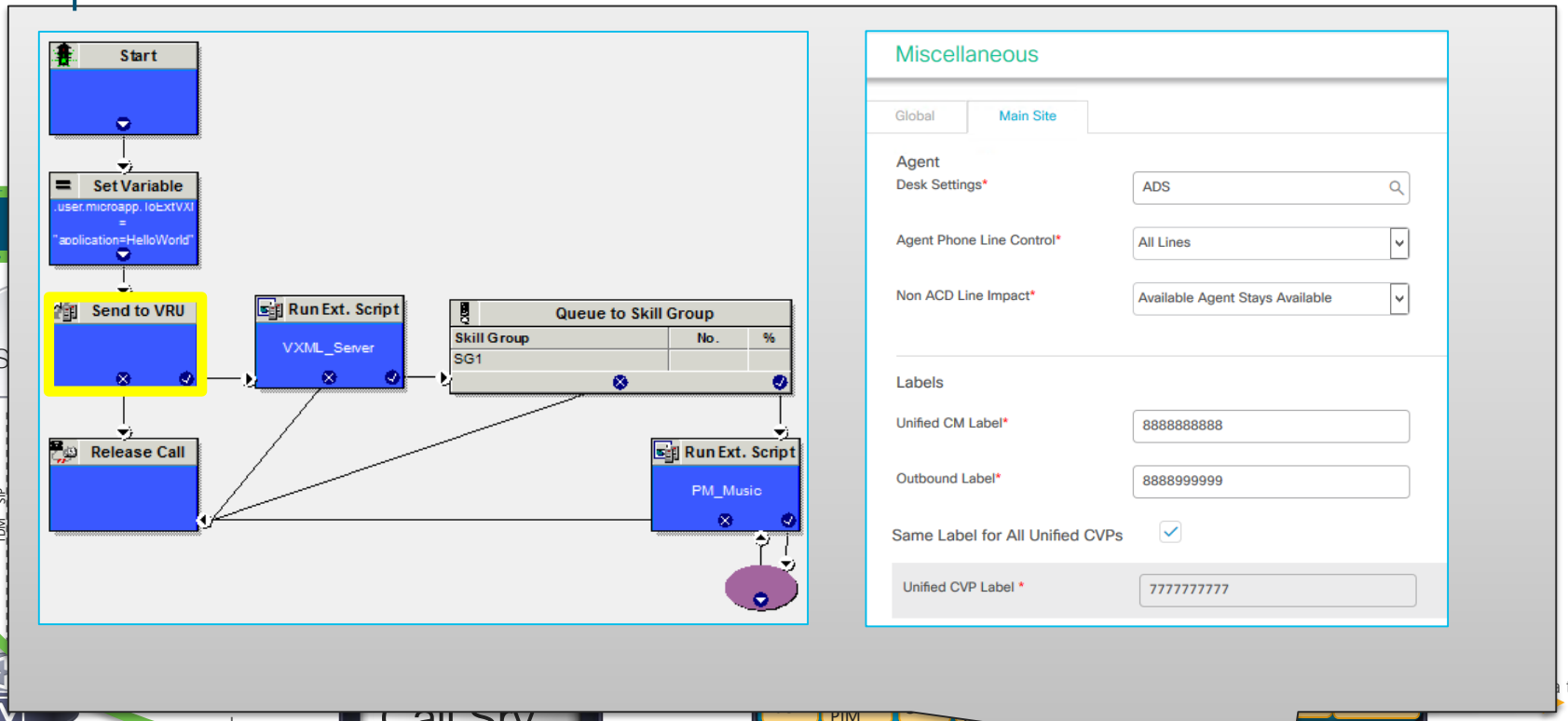

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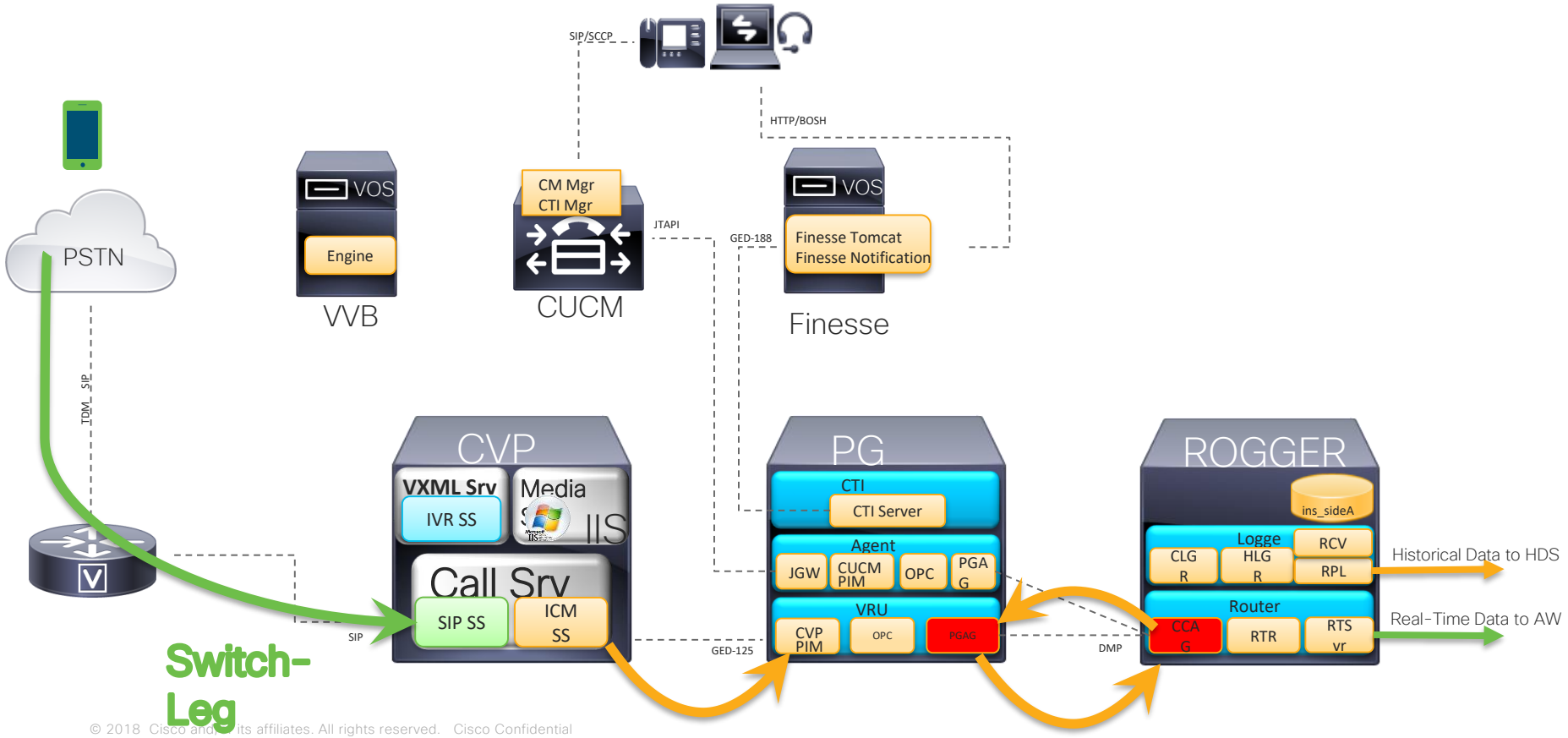

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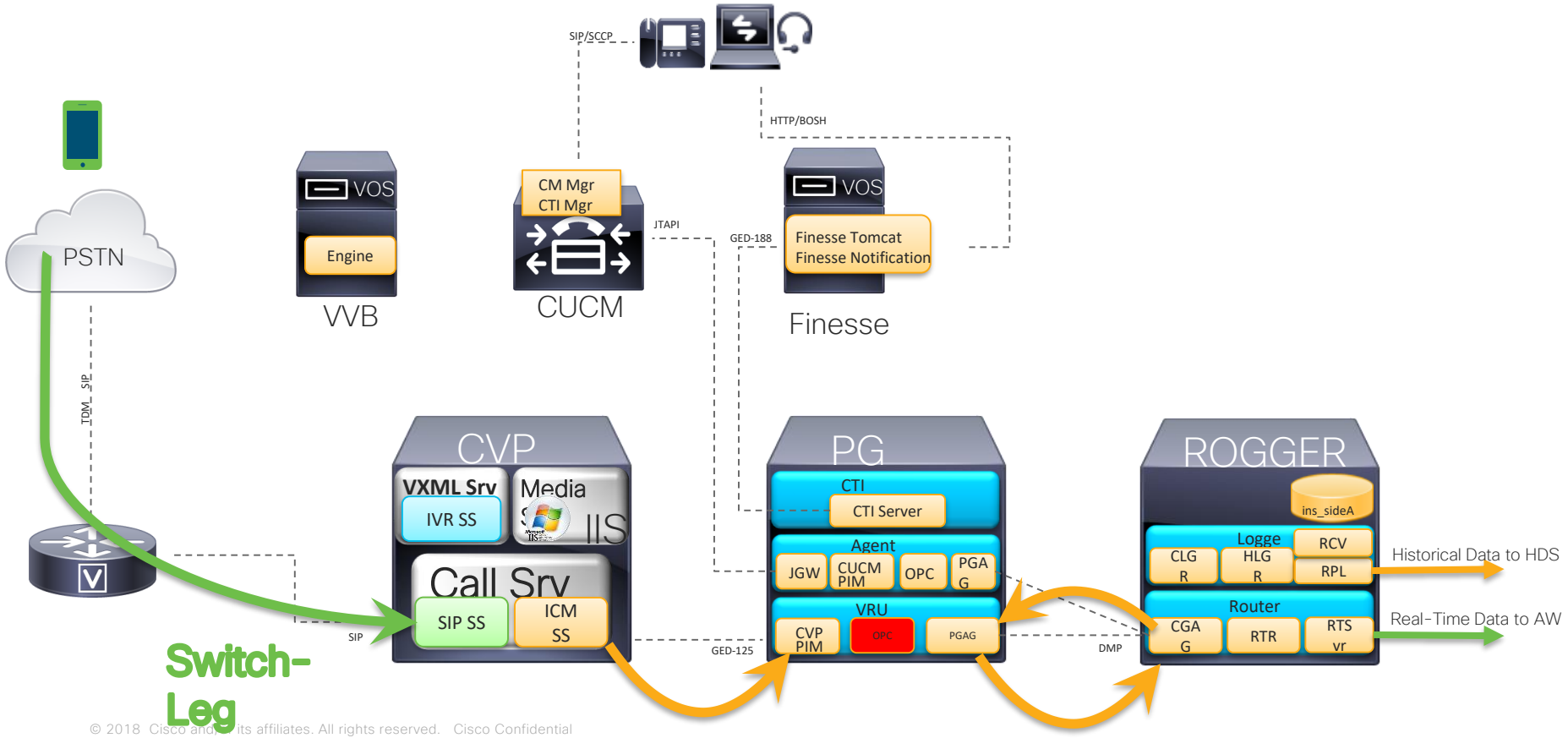

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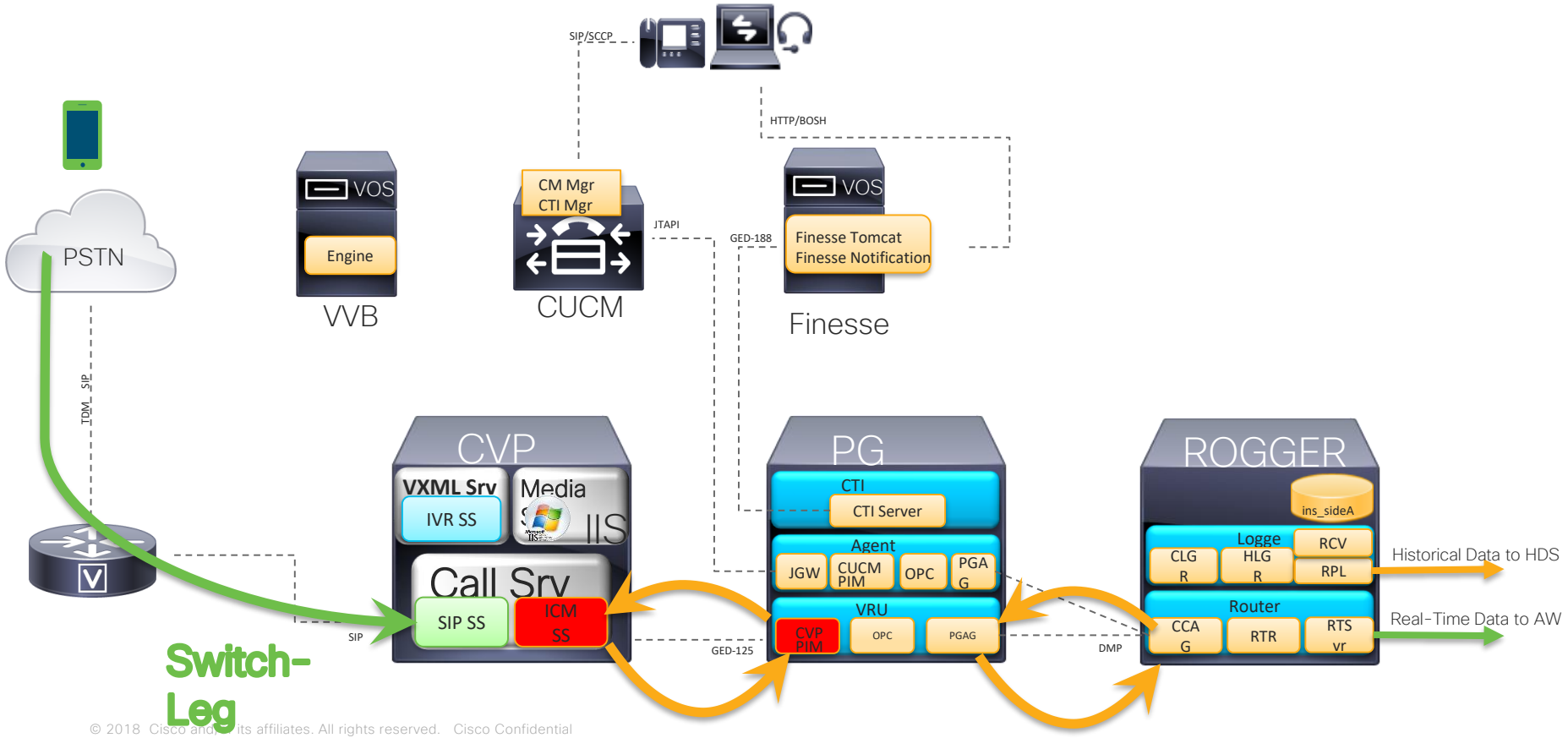

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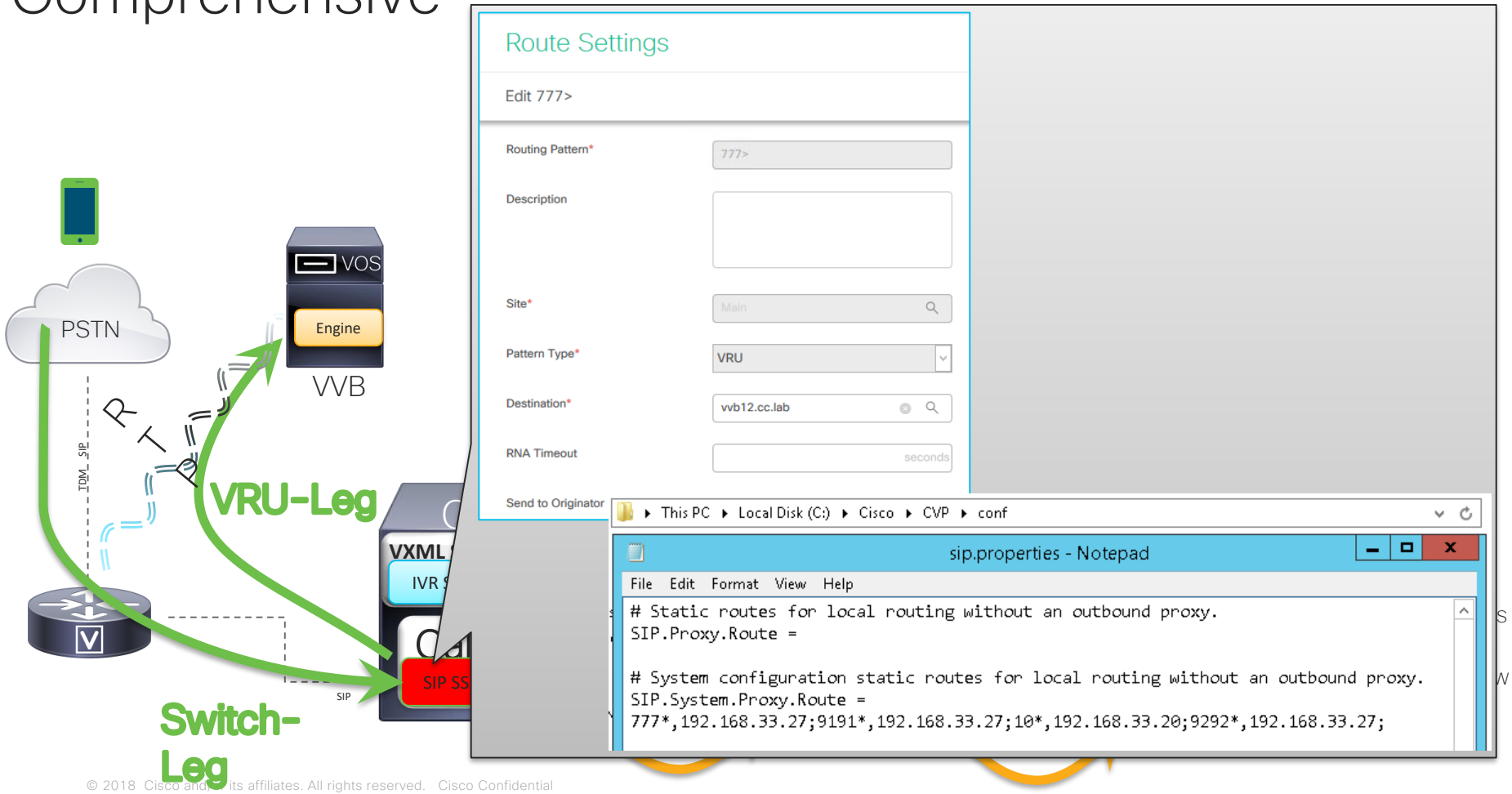

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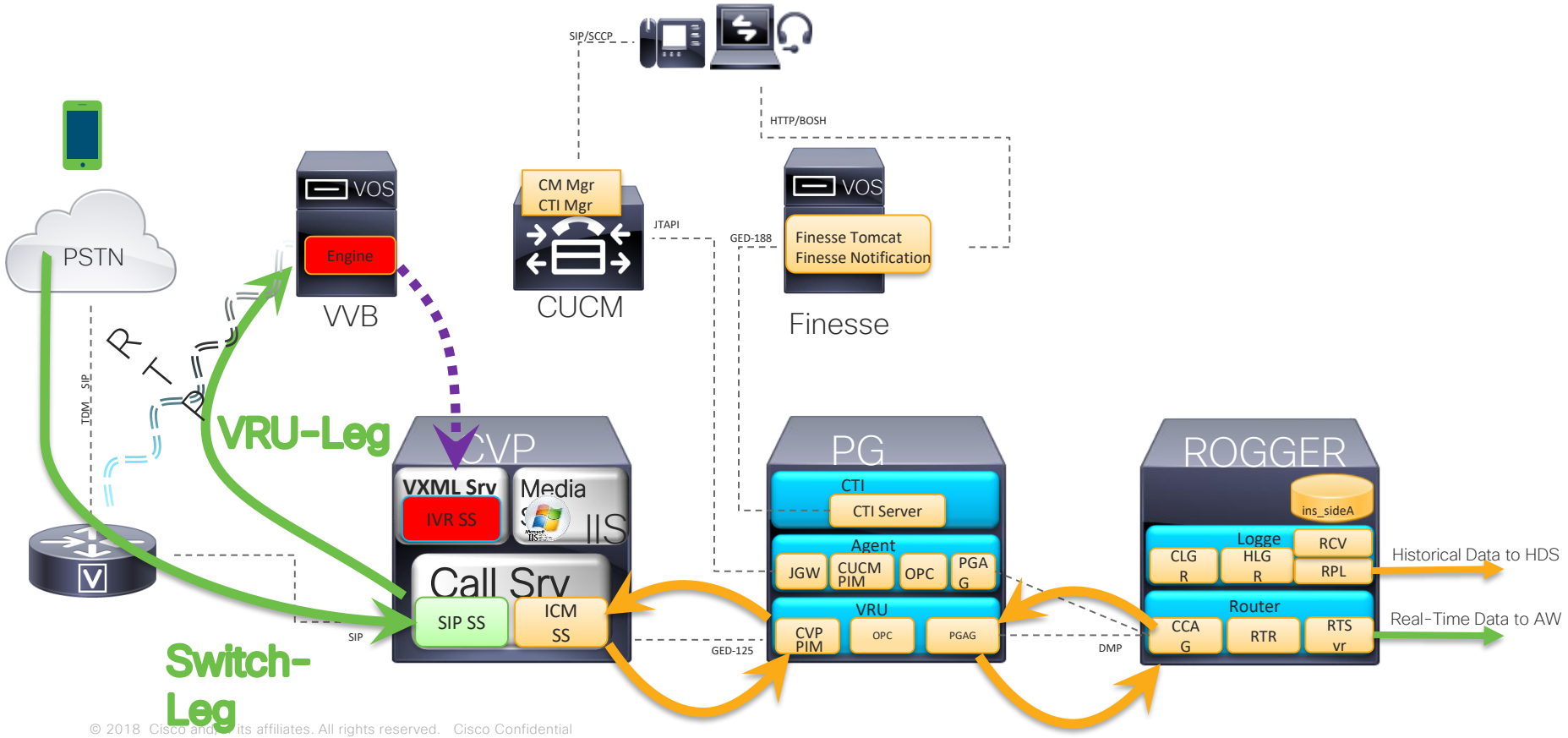

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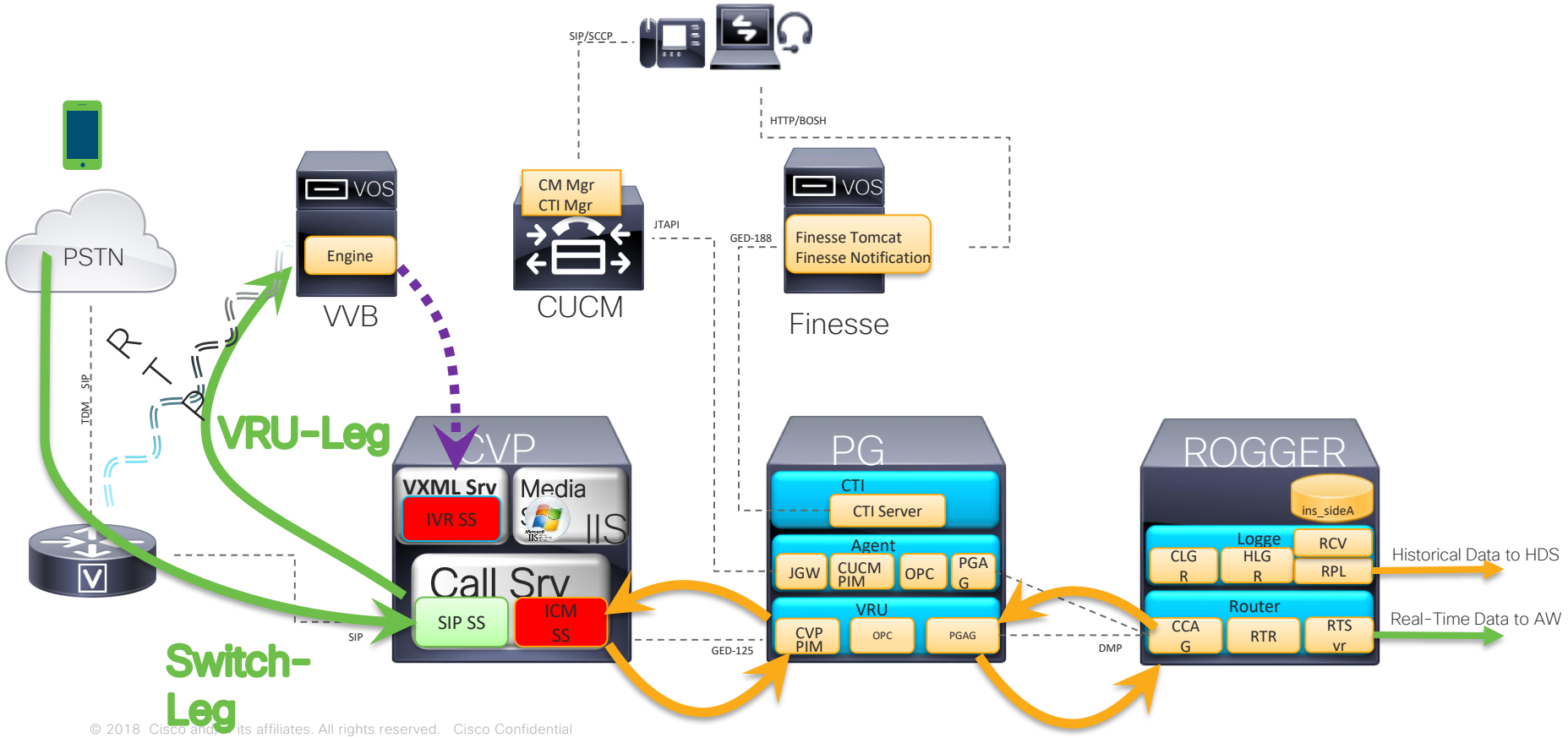

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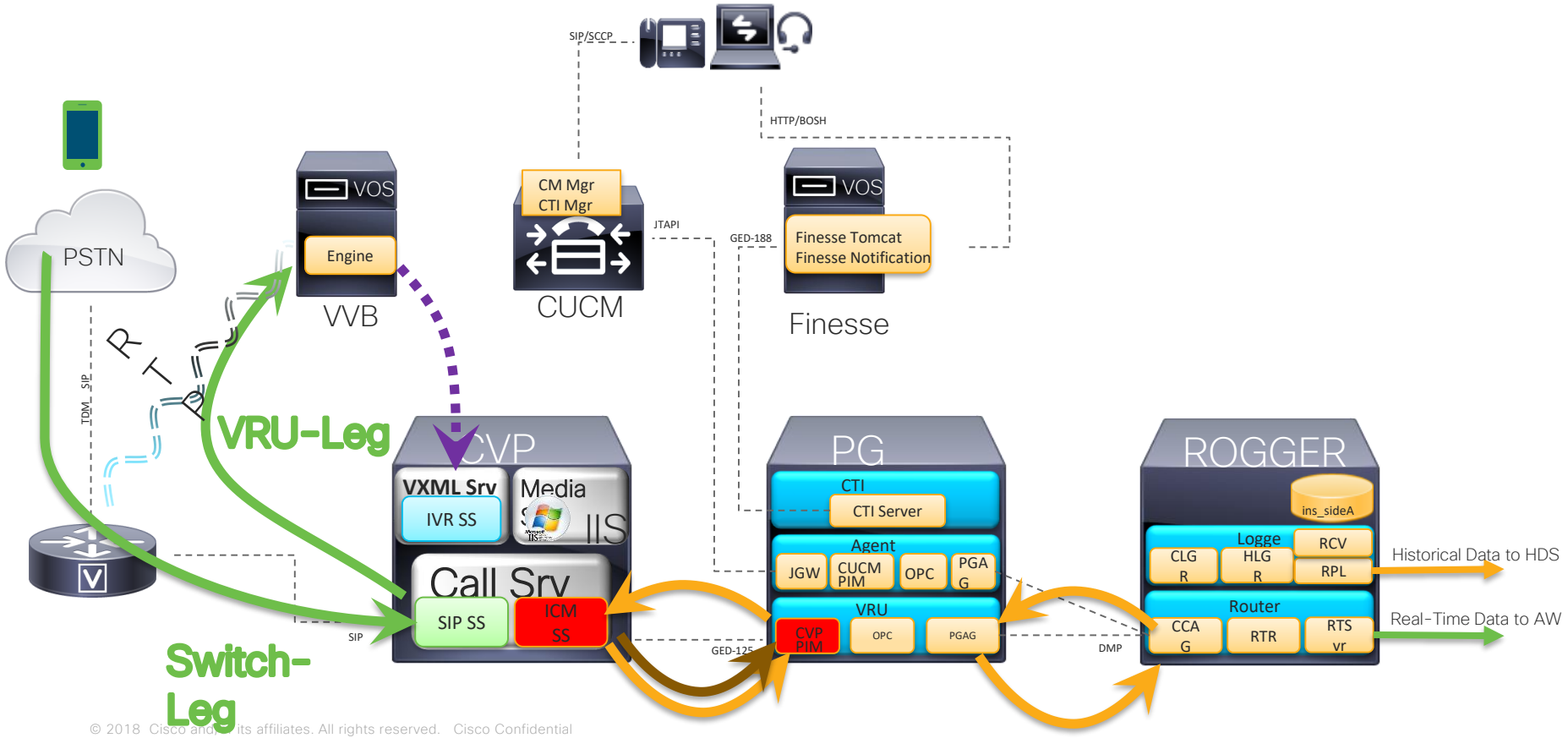

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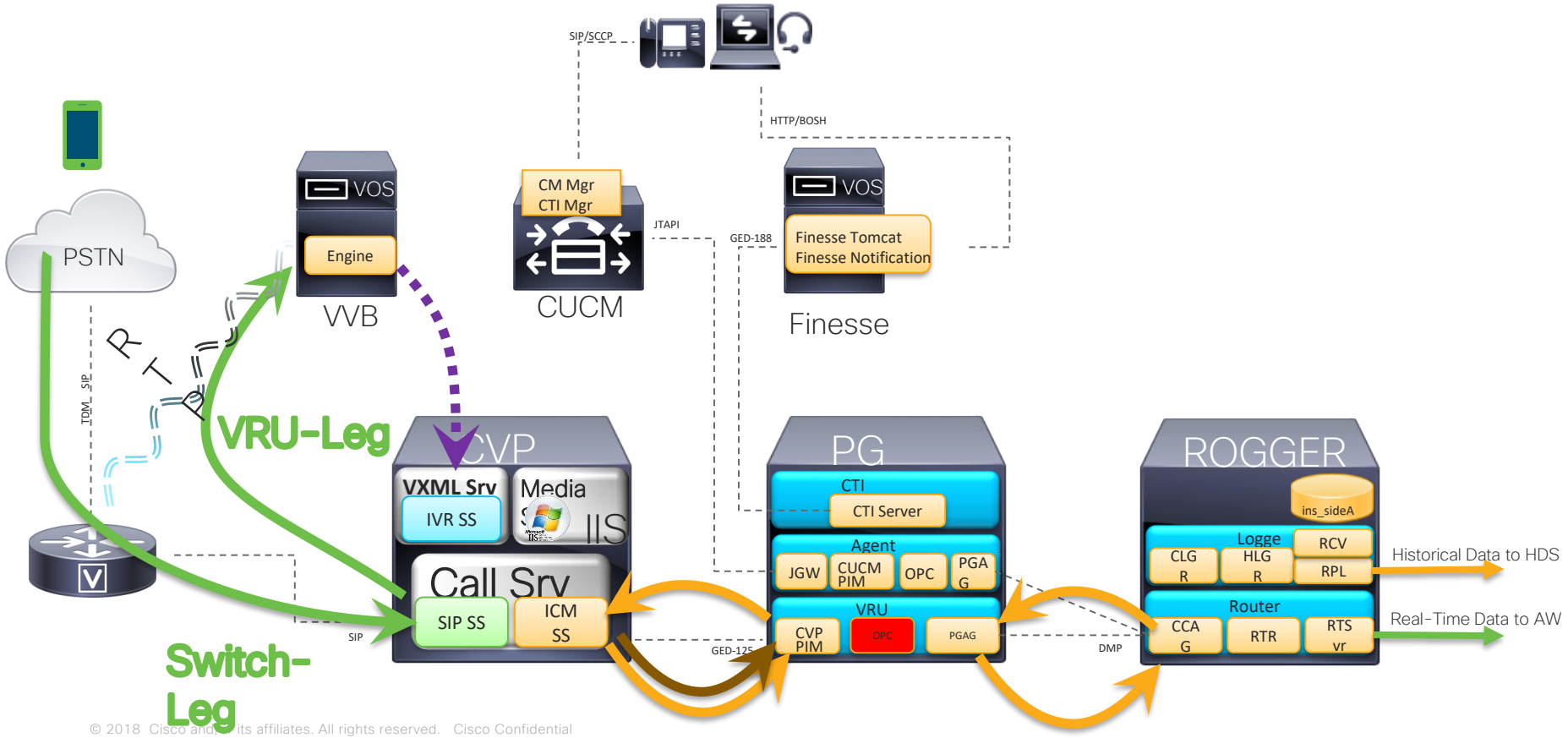

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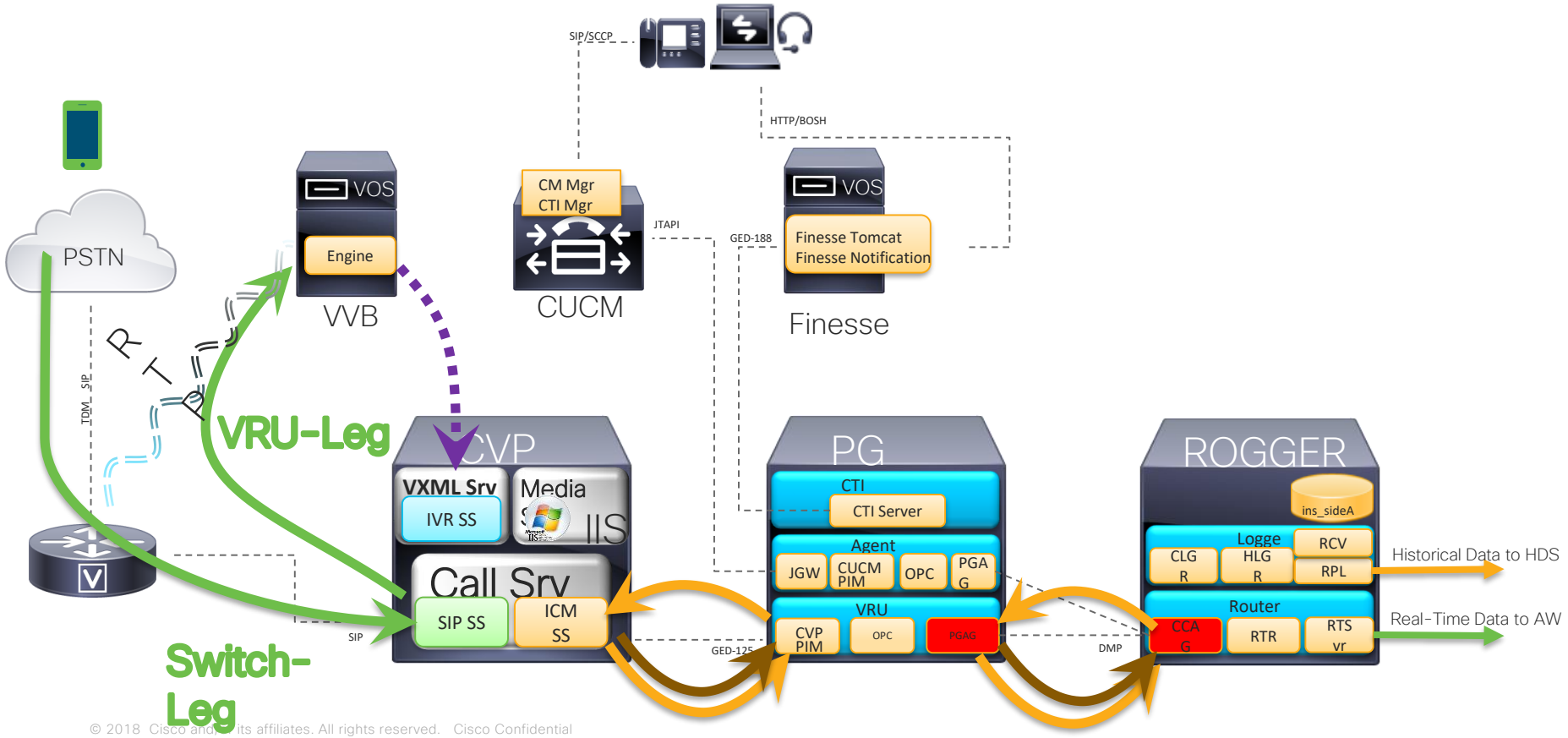

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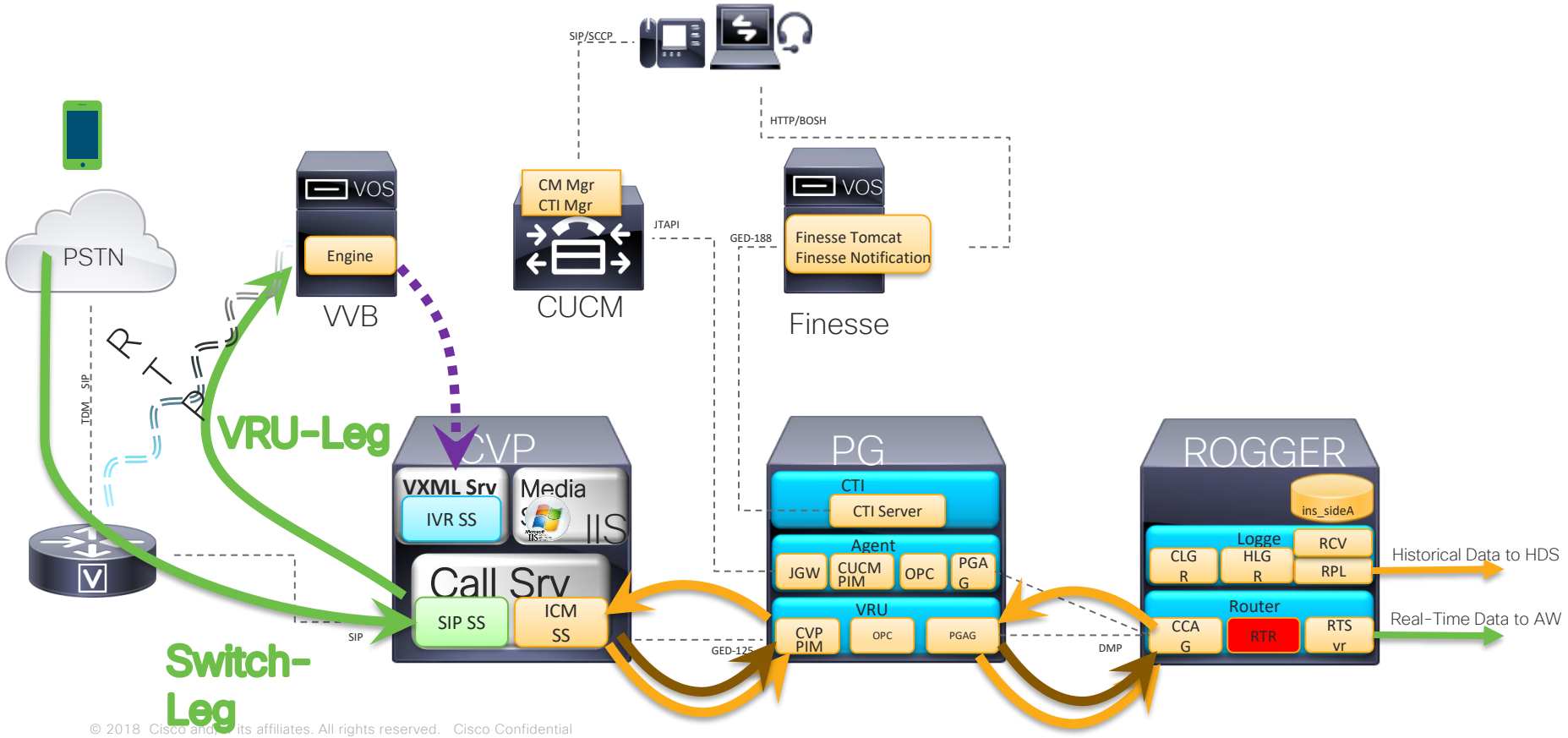

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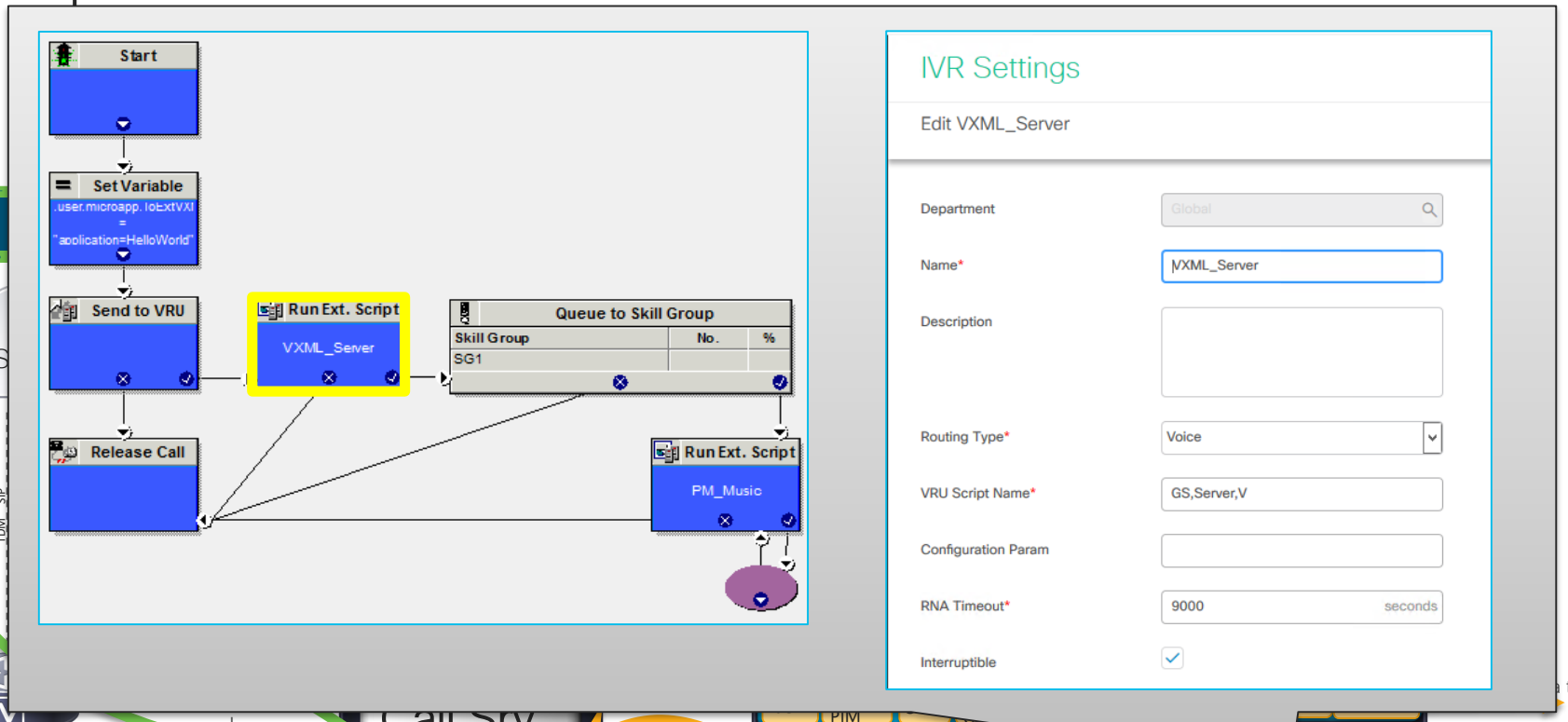

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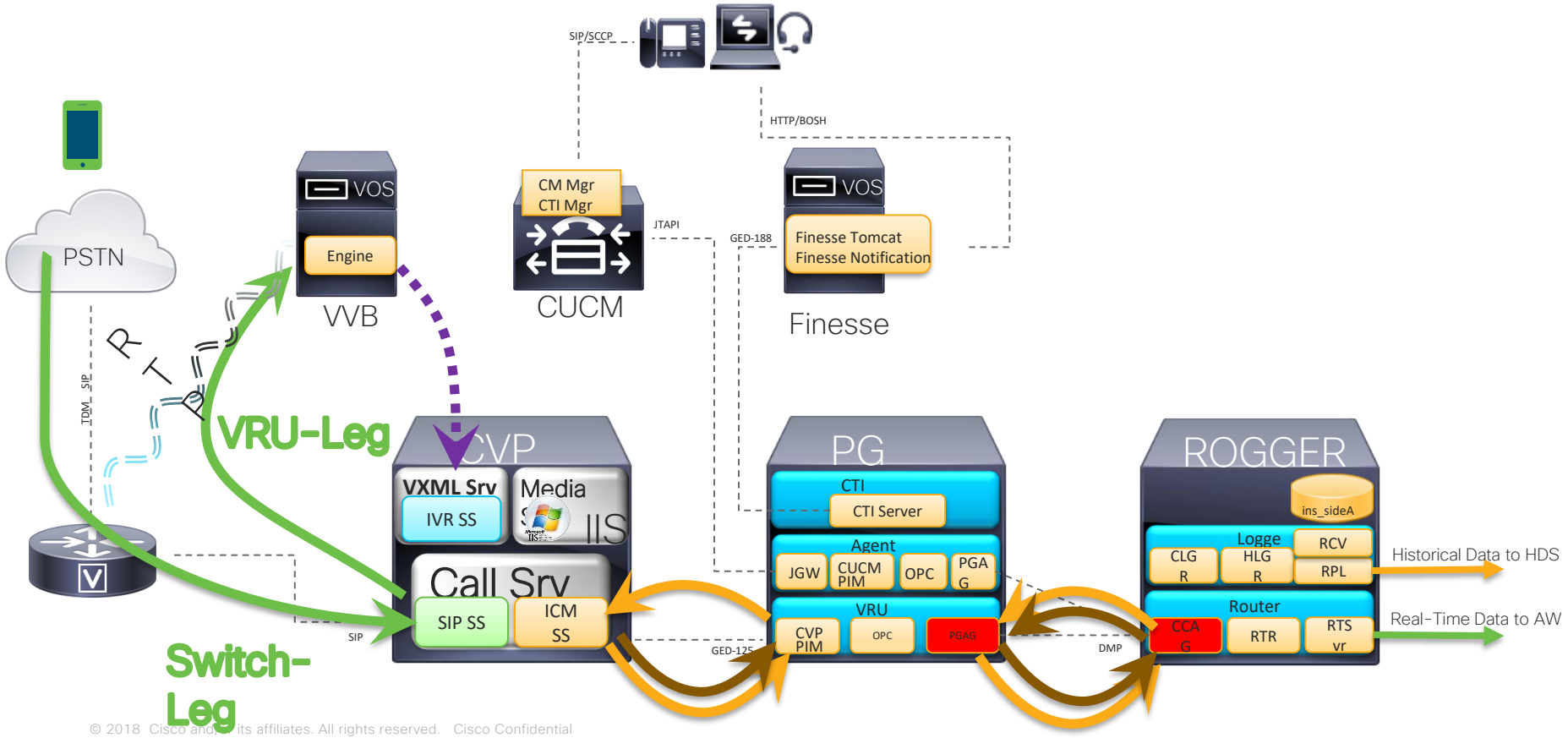

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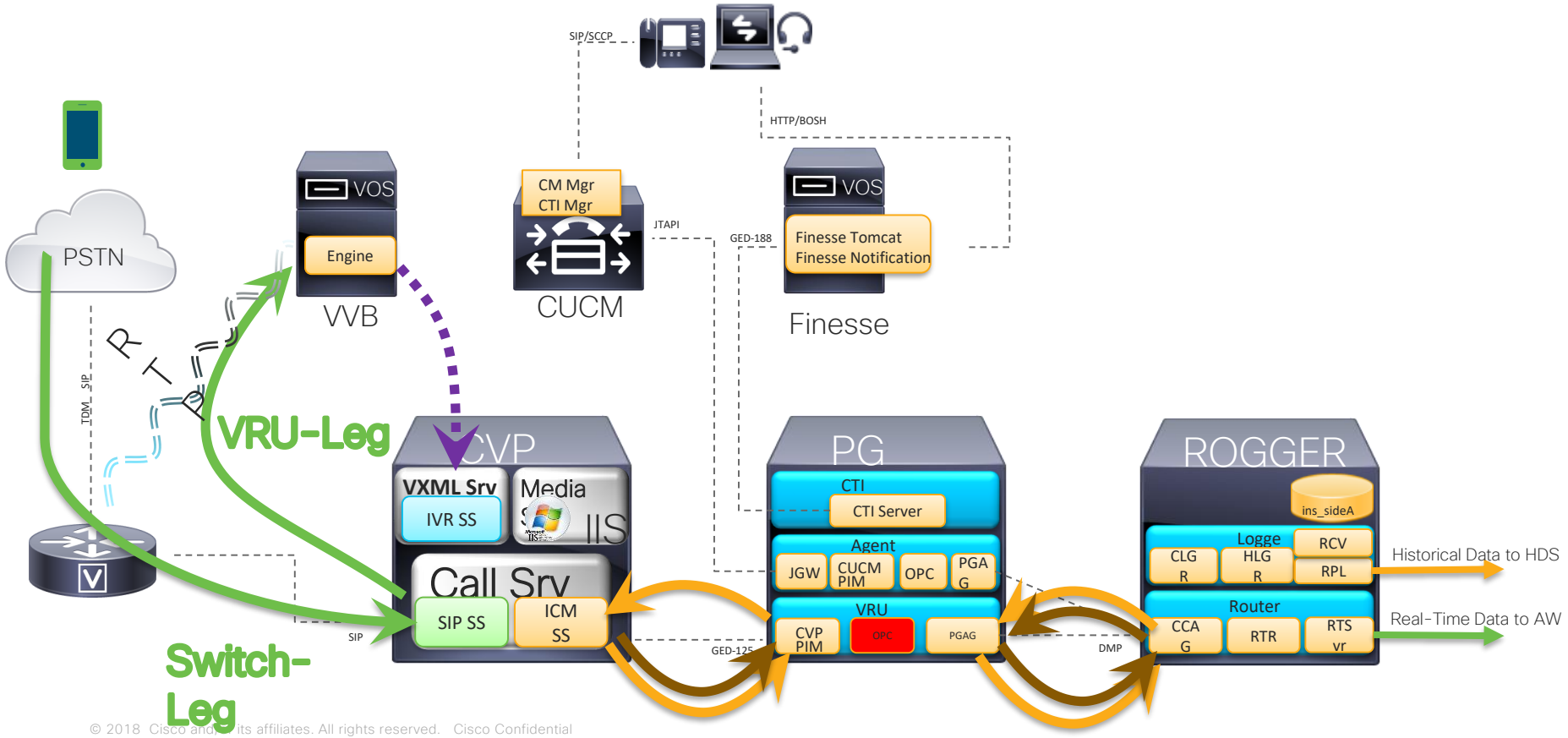

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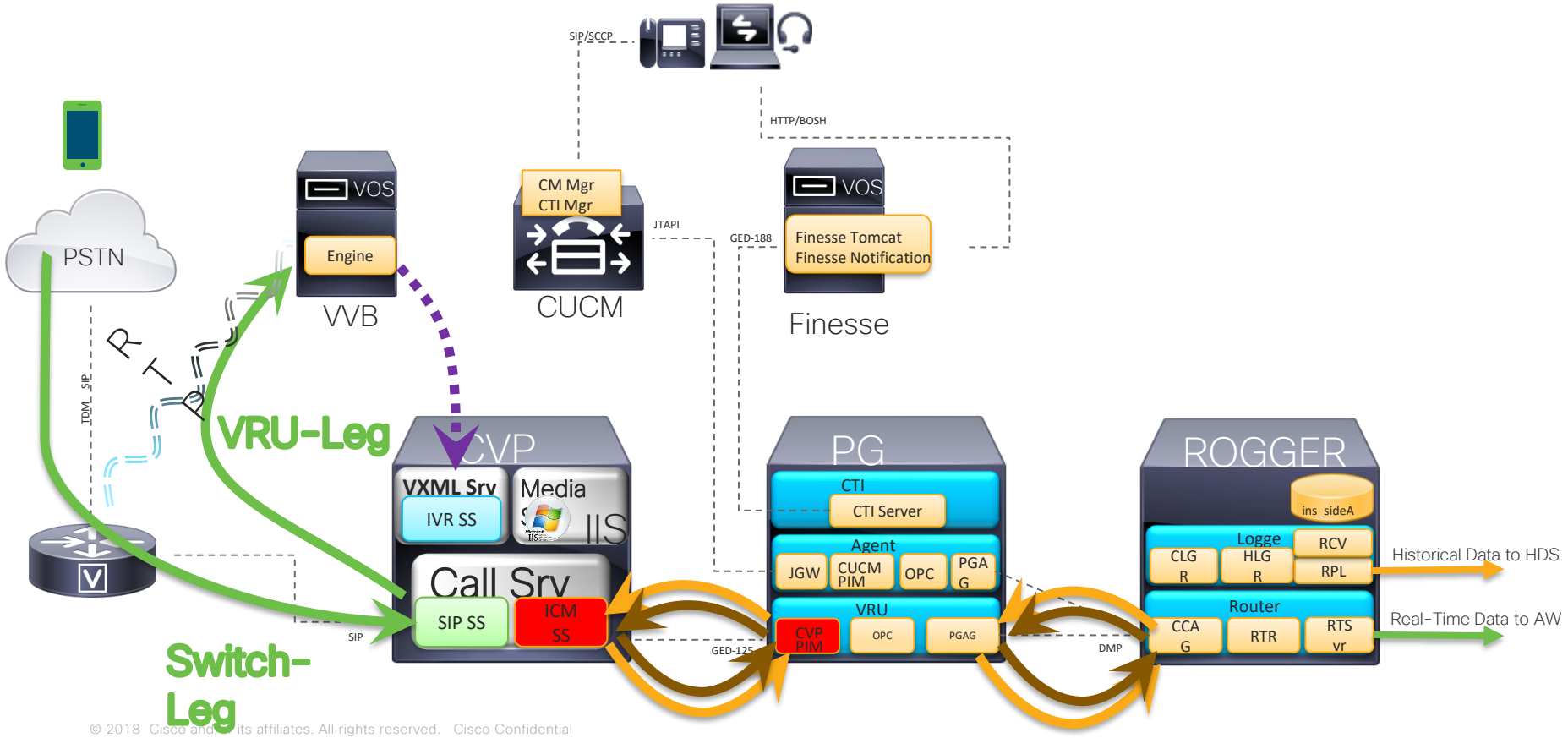

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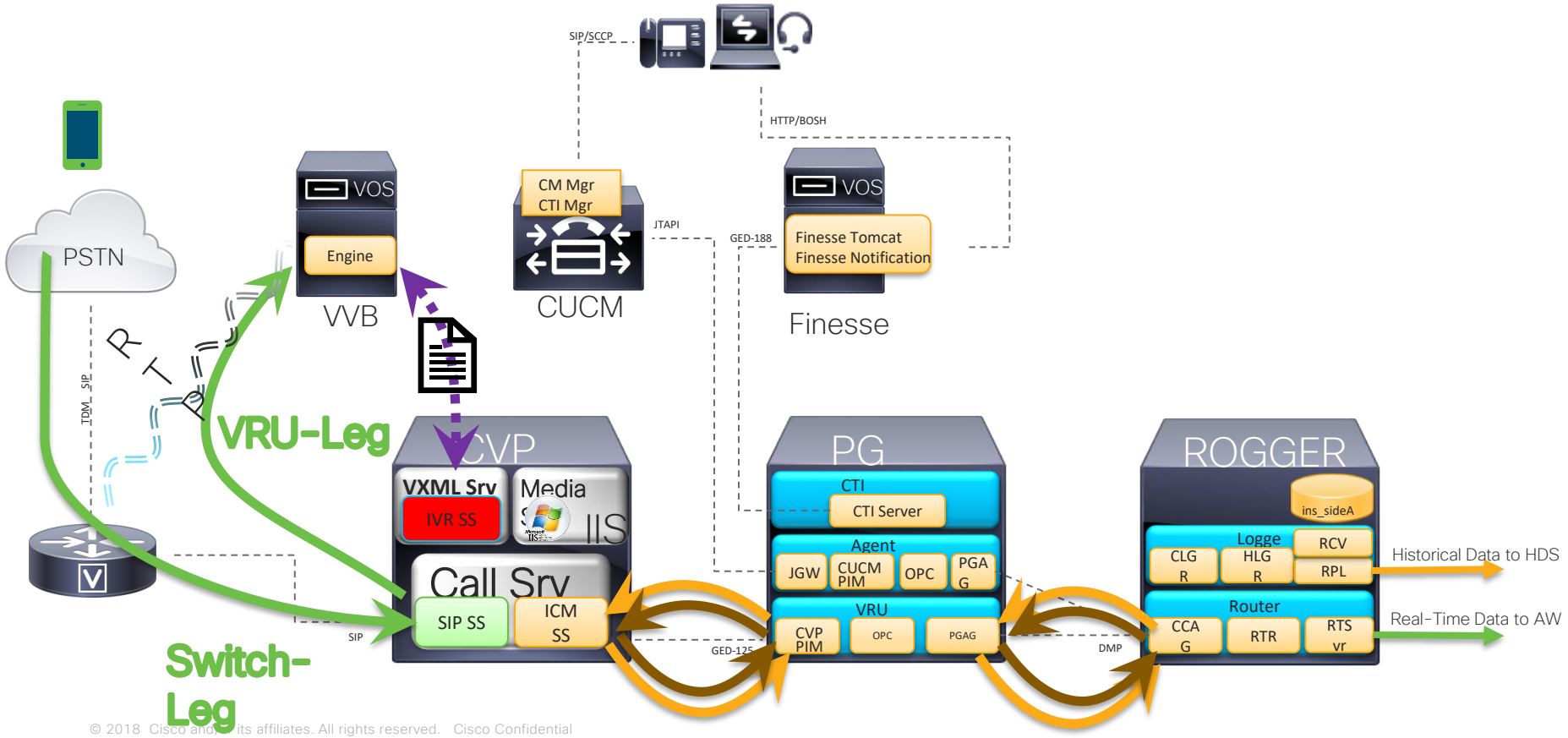

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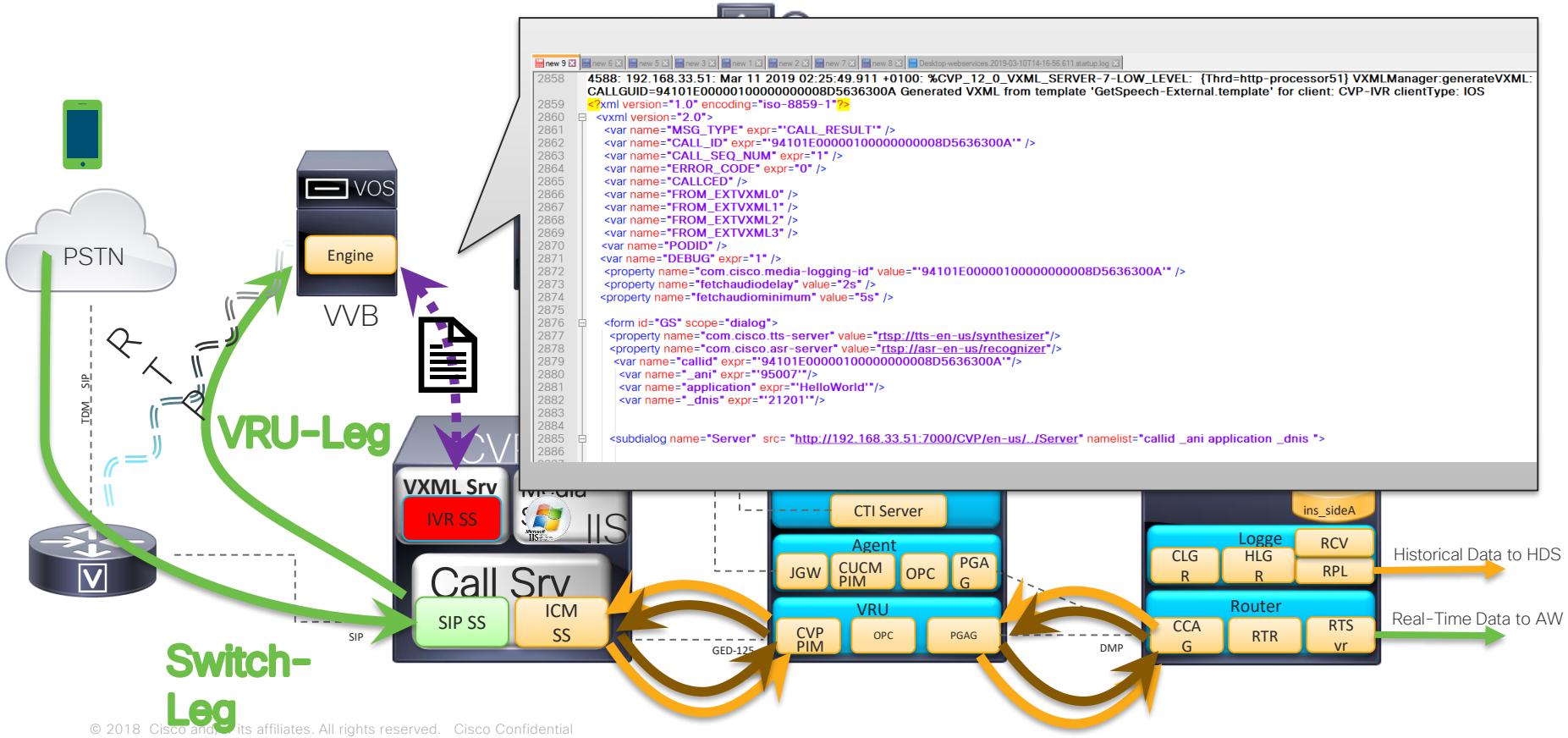

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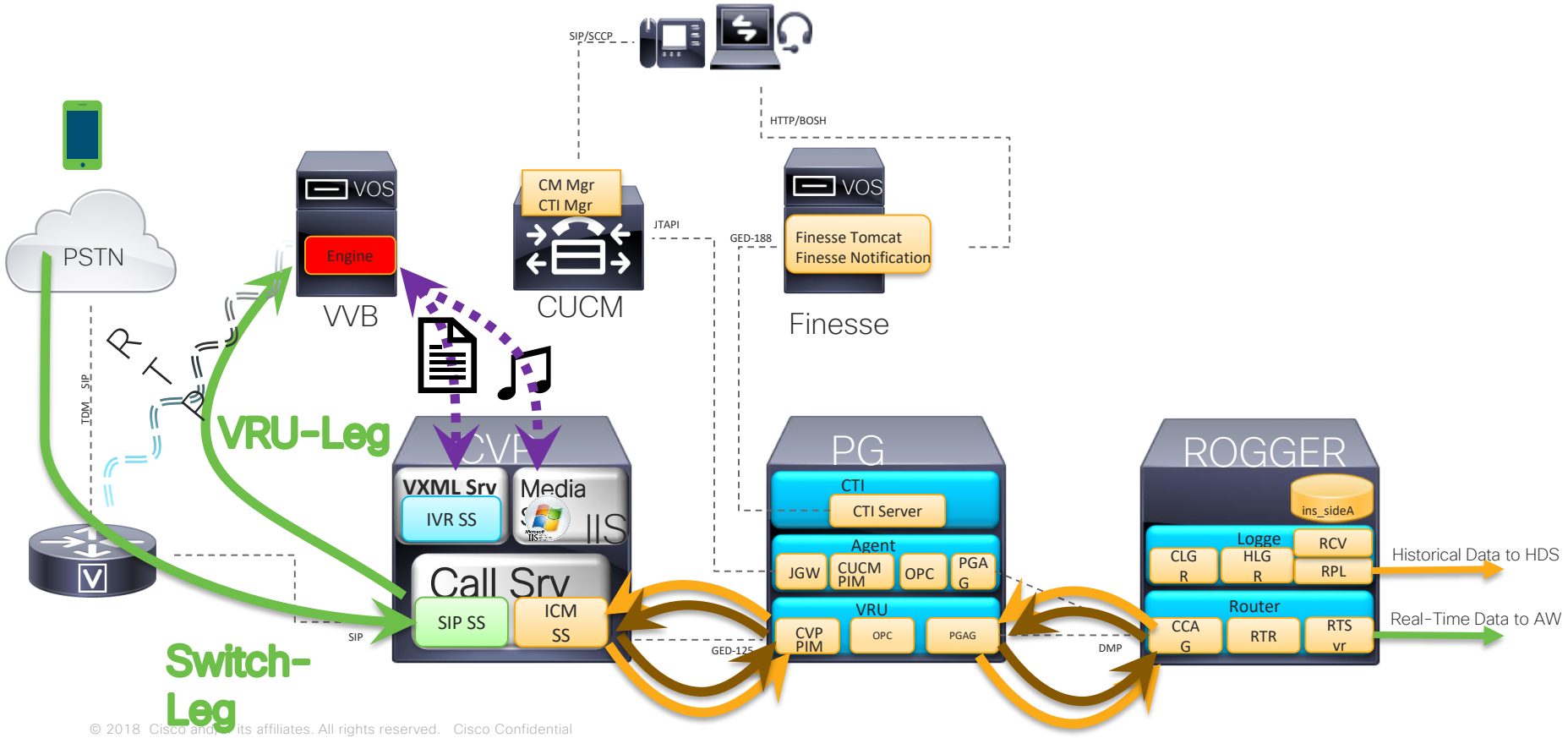

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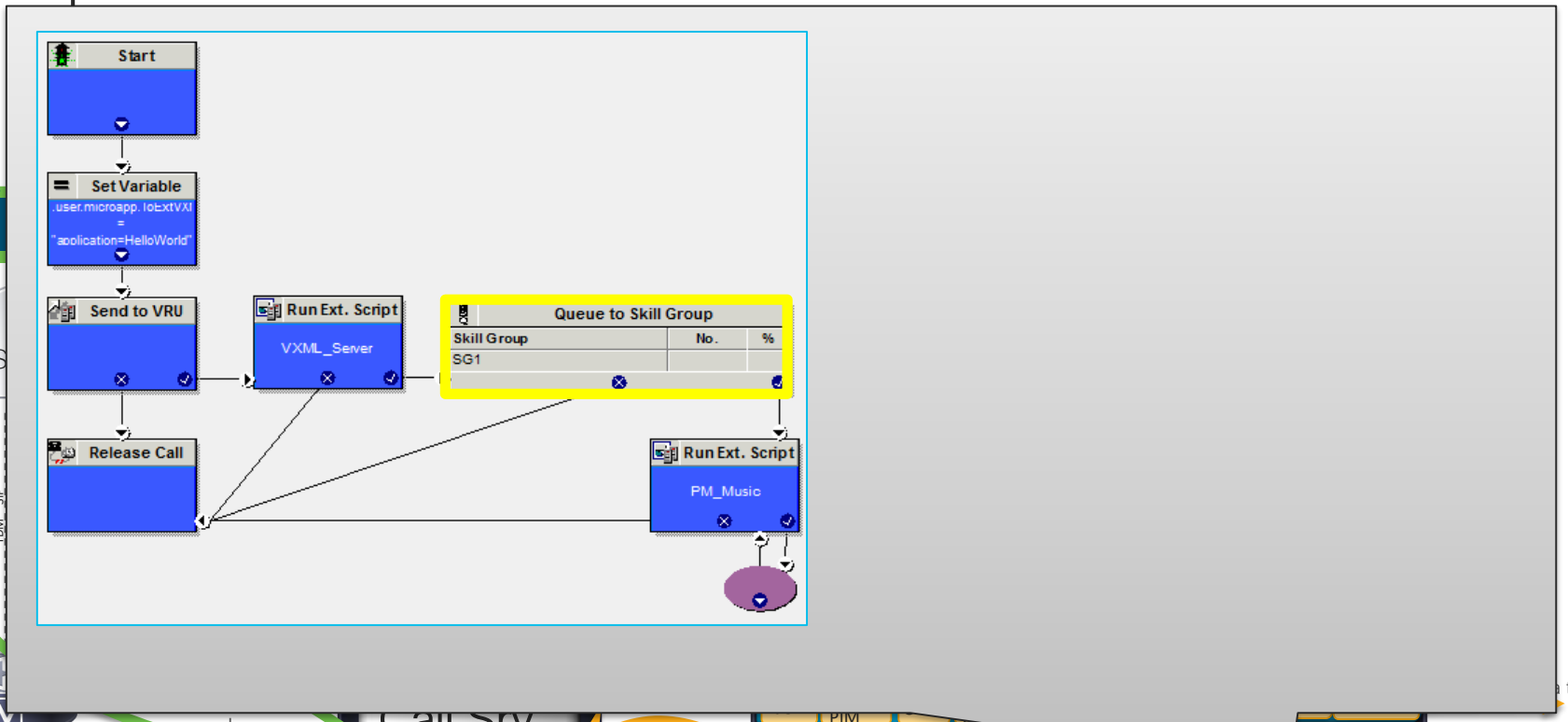

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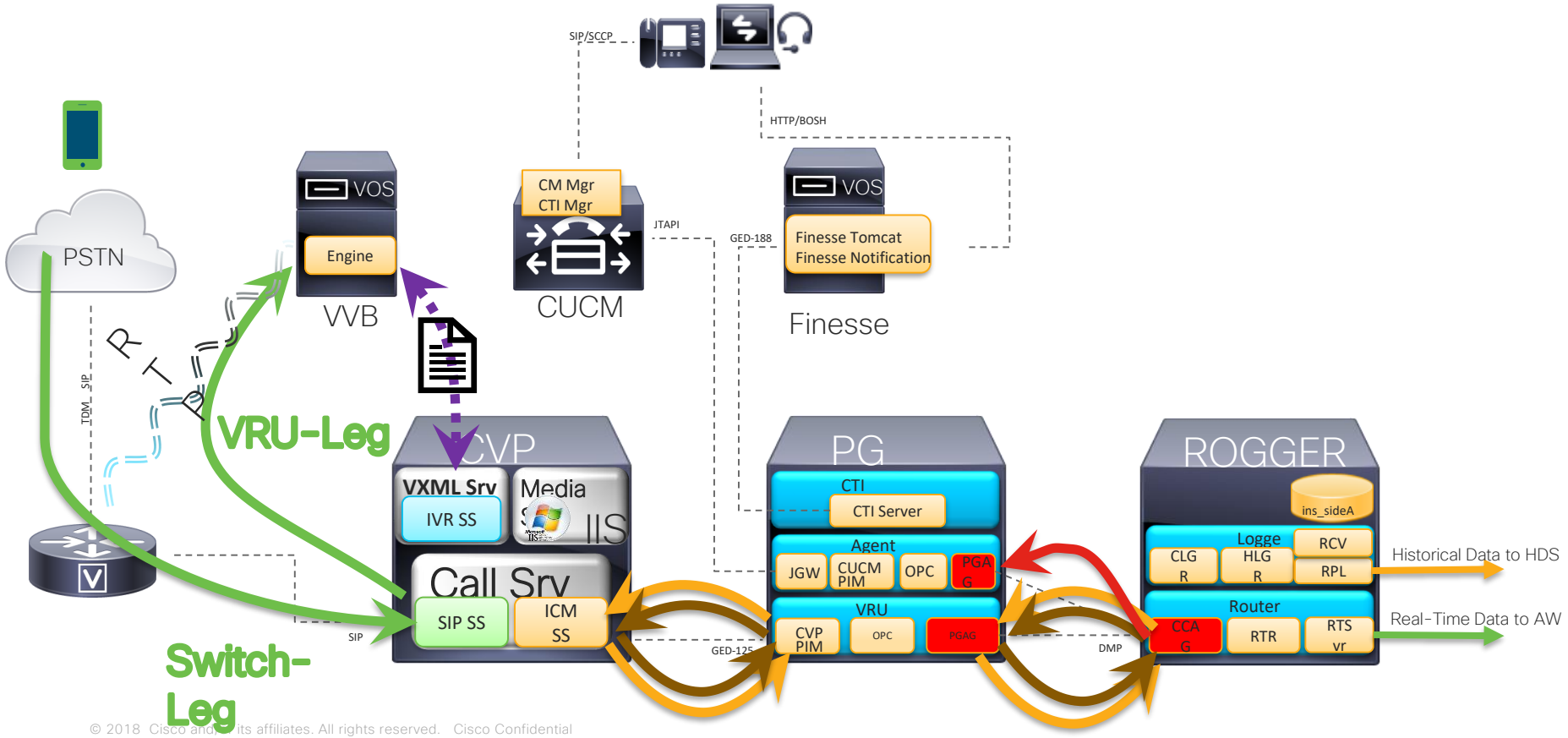

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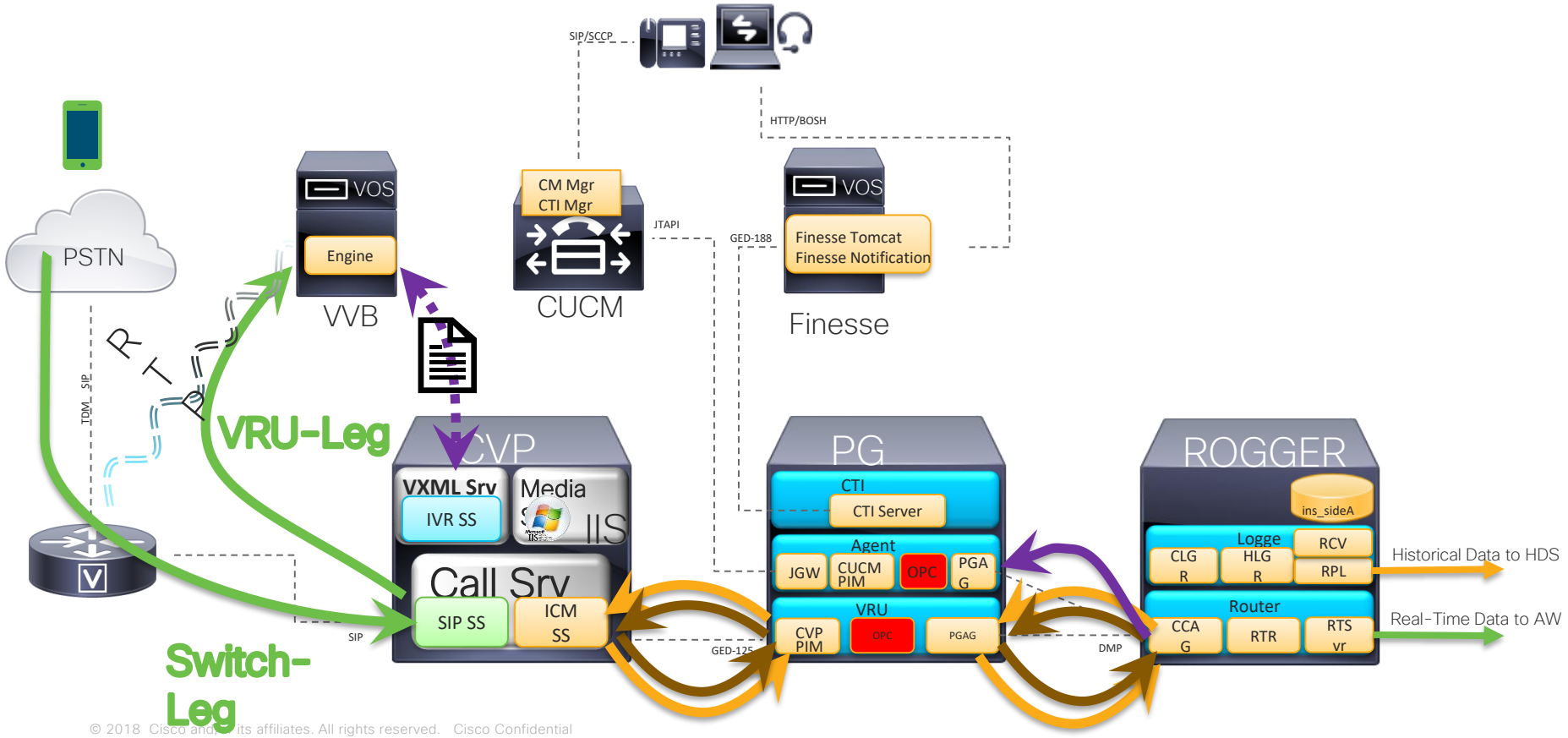

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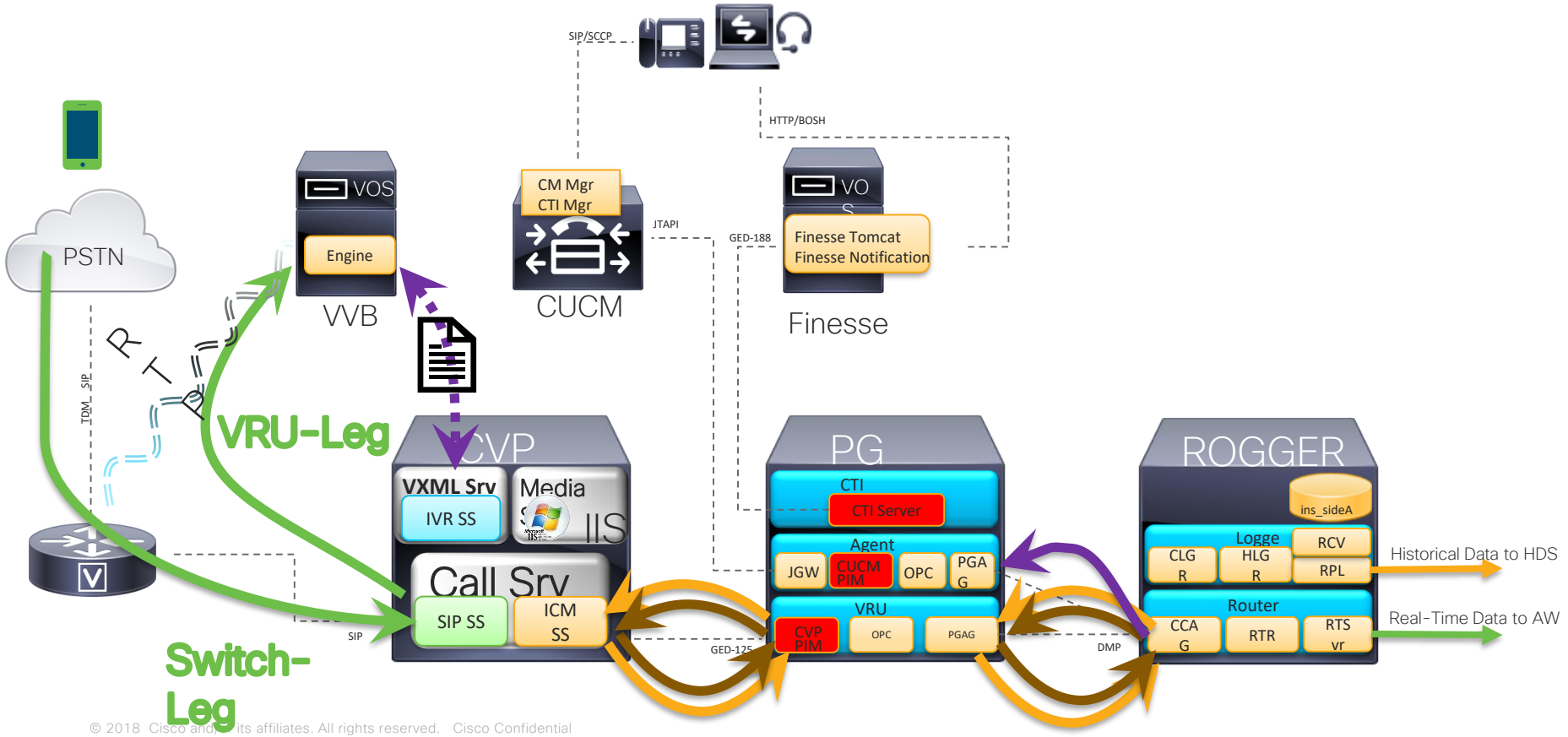

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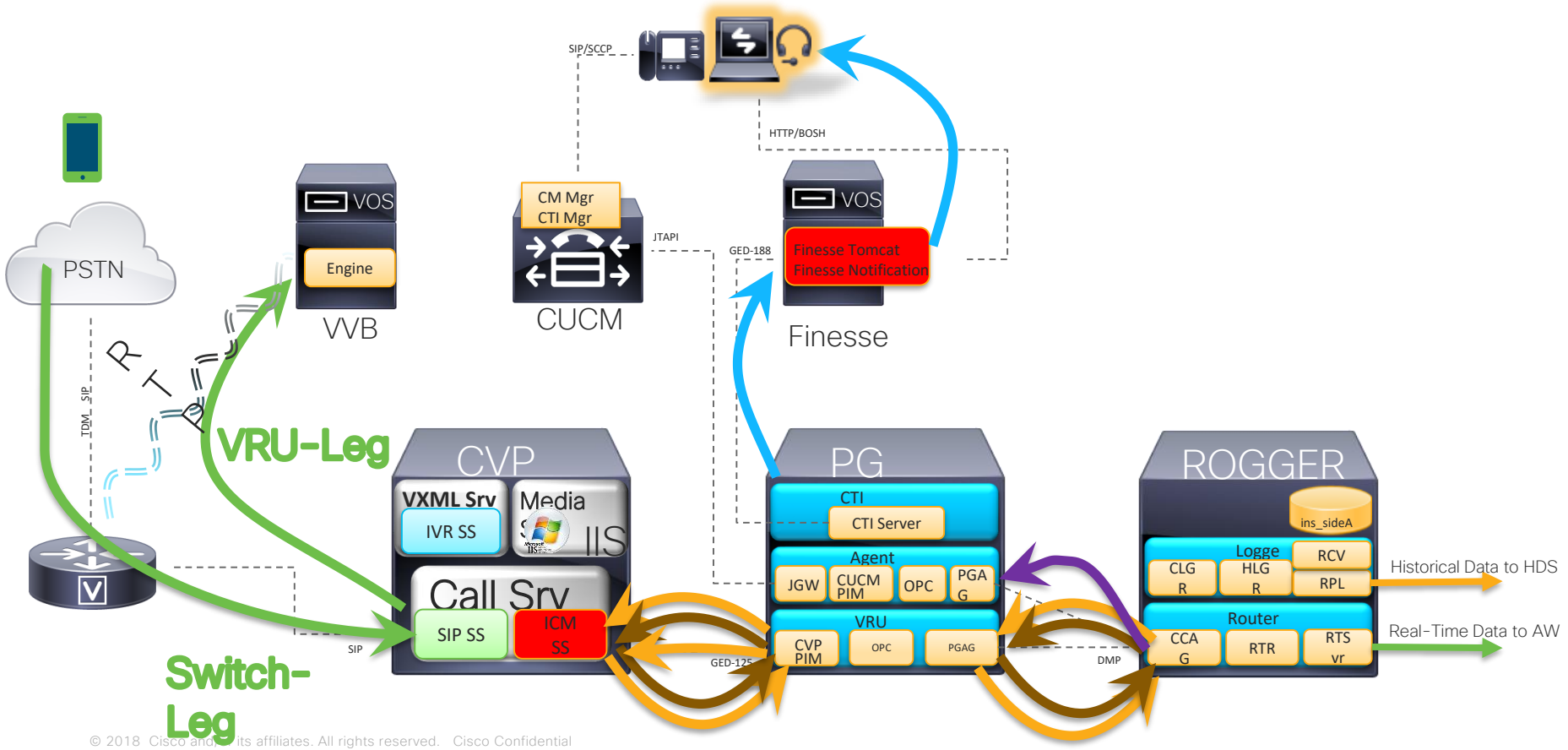

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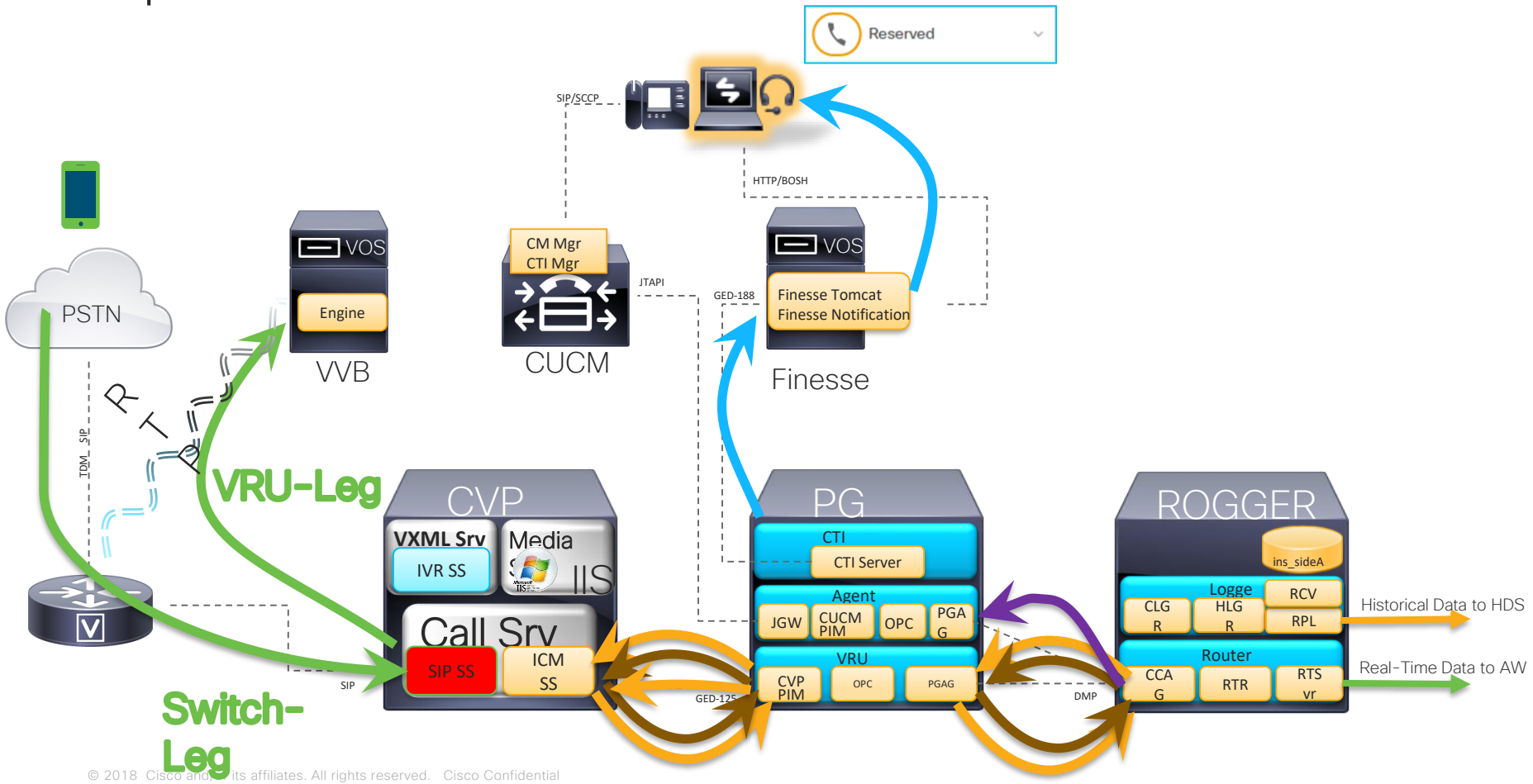

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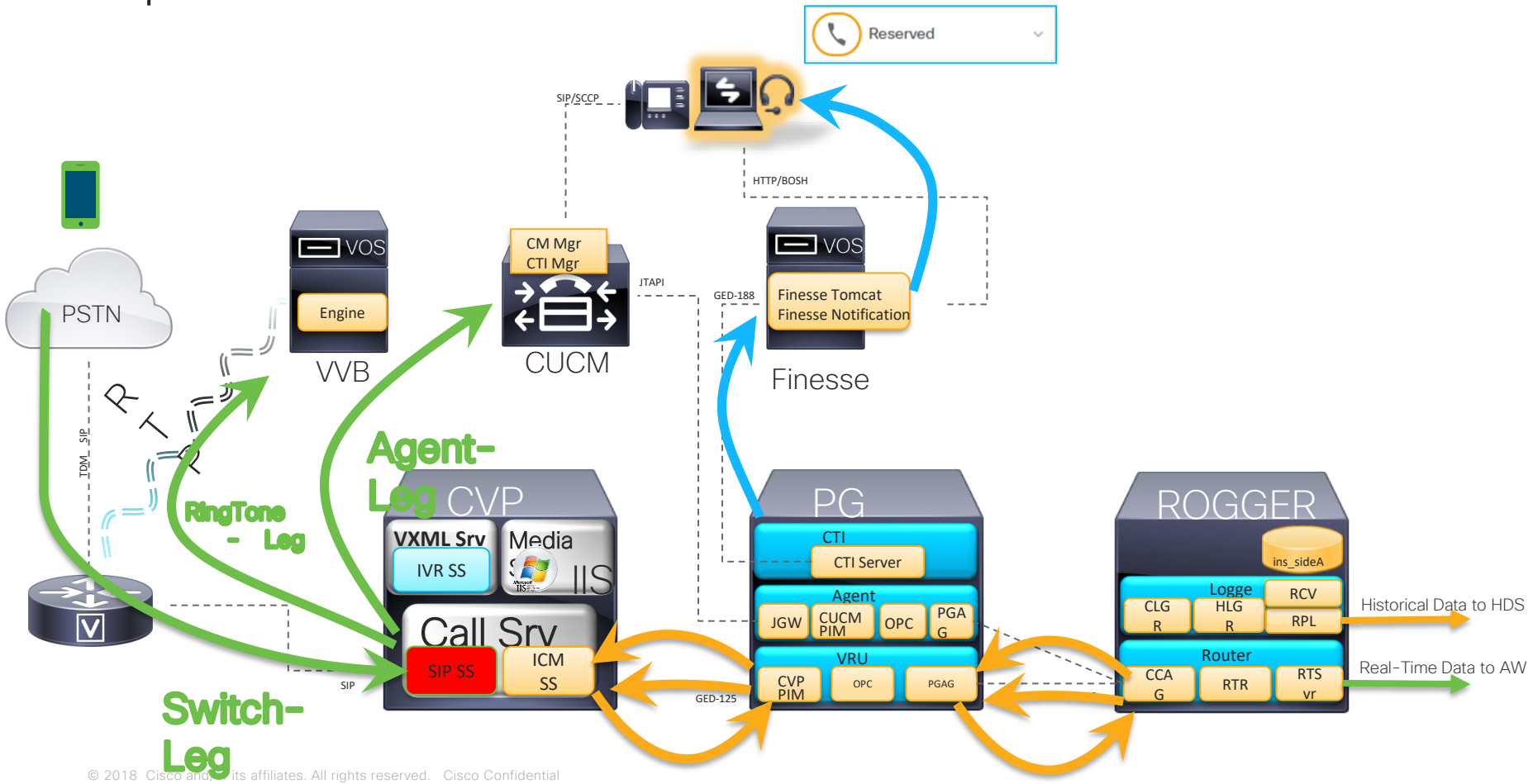

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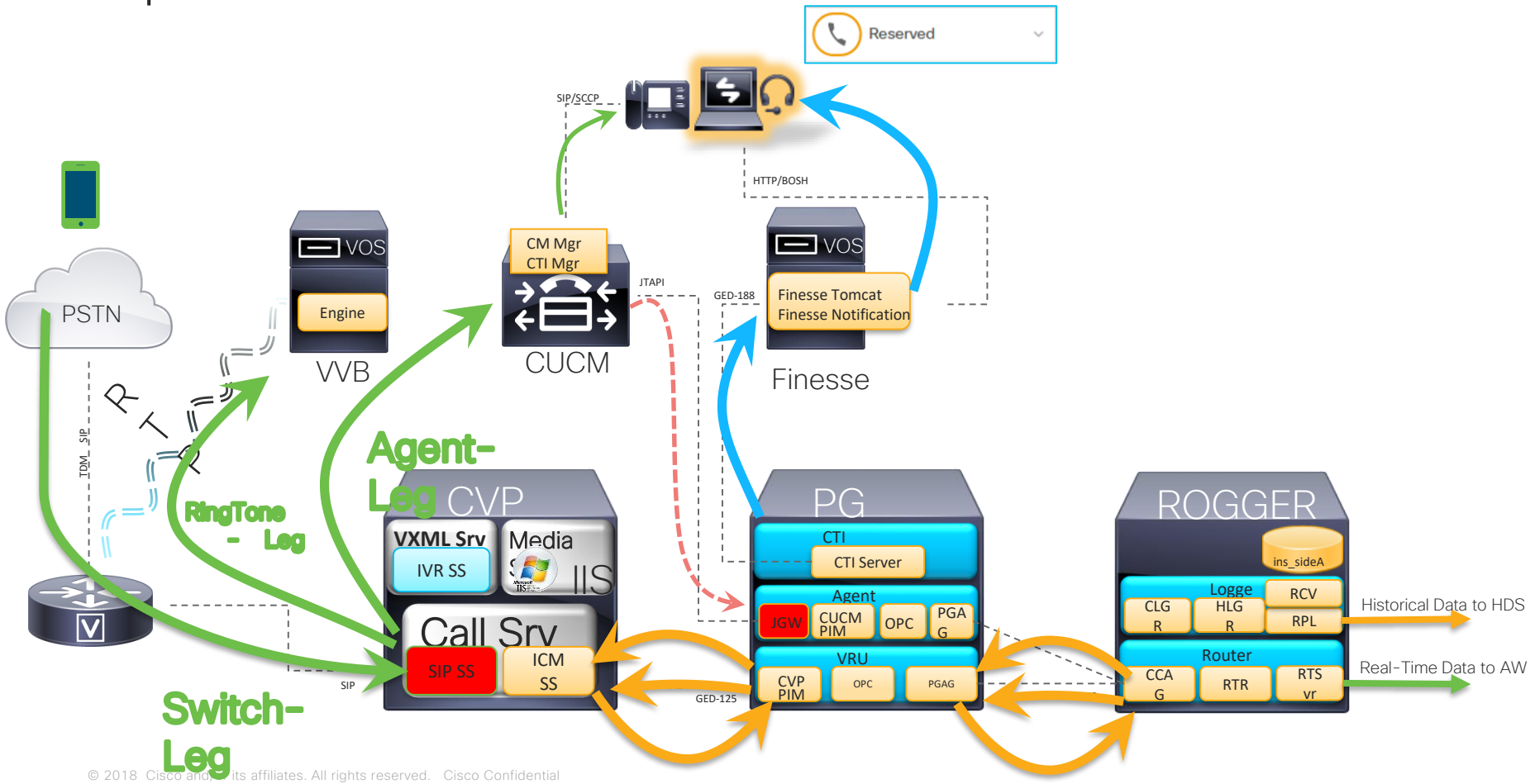

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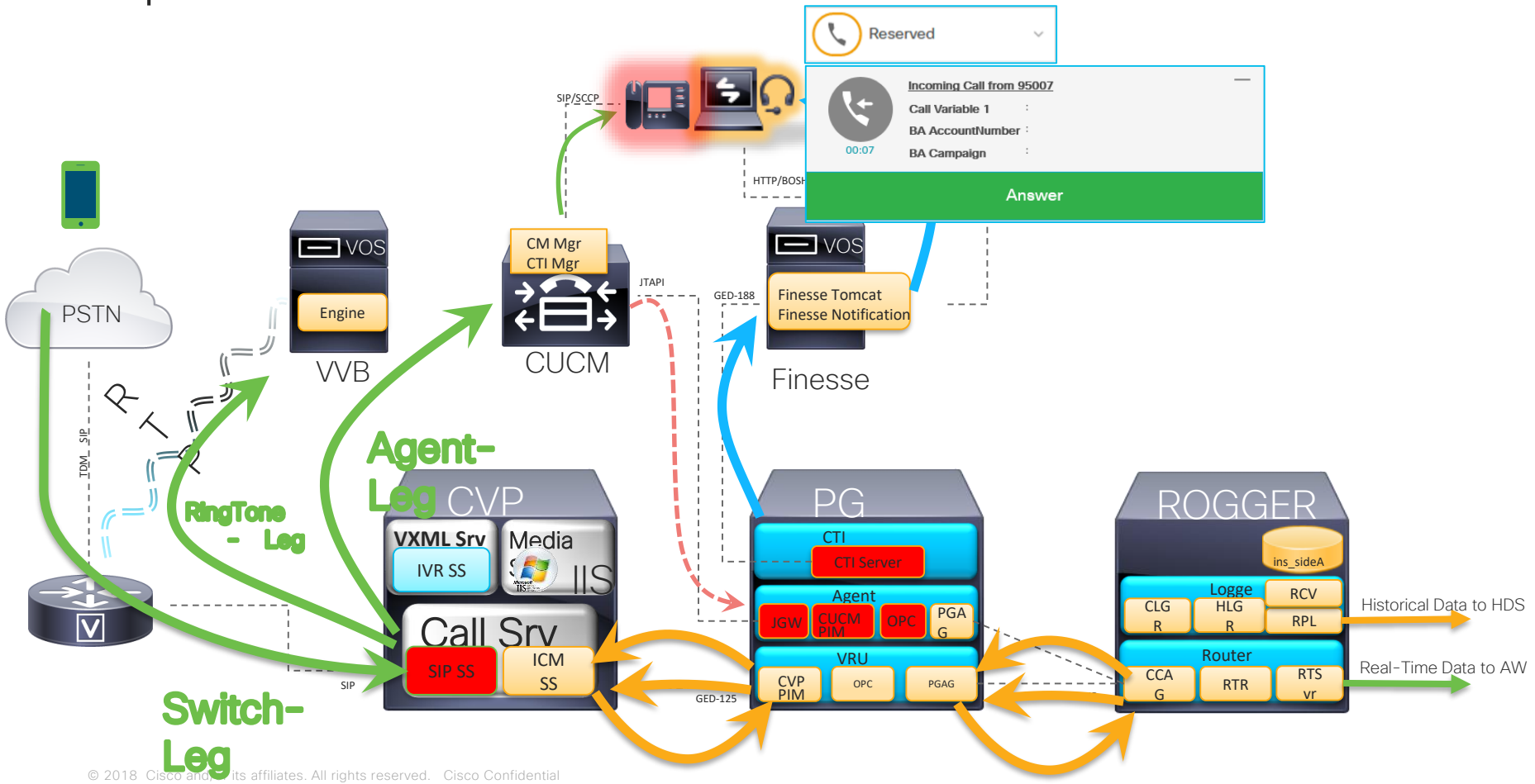

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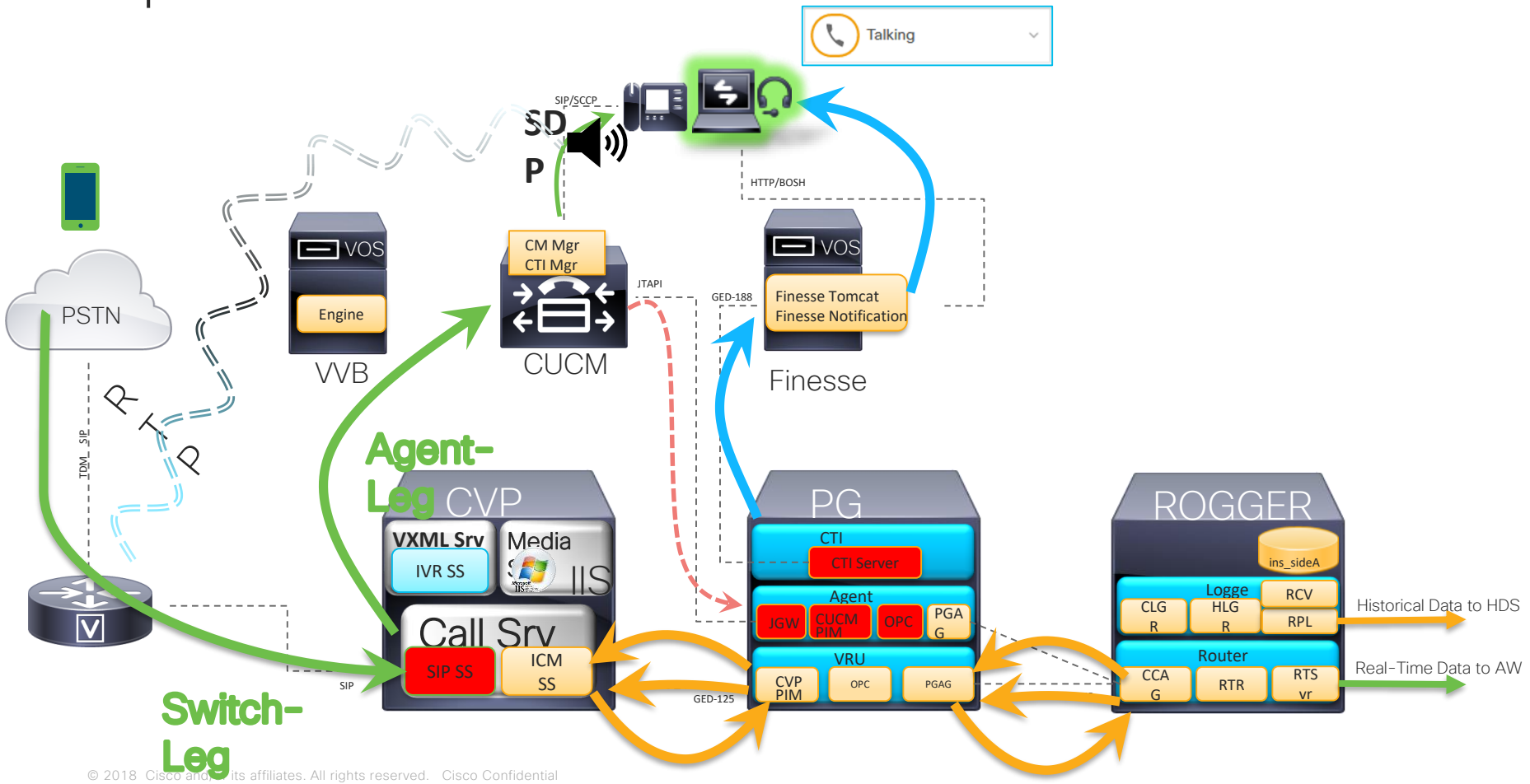

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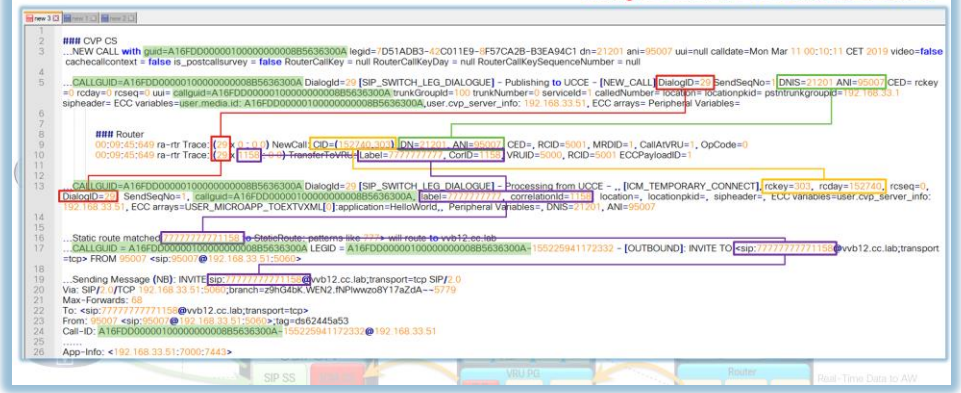
Comprehensive Log Analysis and callID mapping

Comprehensive new call arrived and transferred to the VRU

DialogID DNIS,ANI RCK VRU label+CorrID

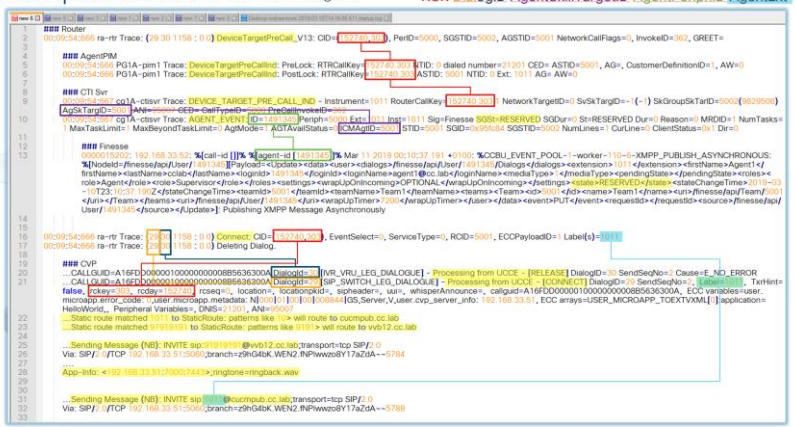


Comprehensive transferred call to VRU landed on VVB and Router produces RUN_SCRIPT_REQ

DialogID

Comprehensive transfer to agent

RCK DialogID AgentSkillTargetID AgentPeriphID AgentExt



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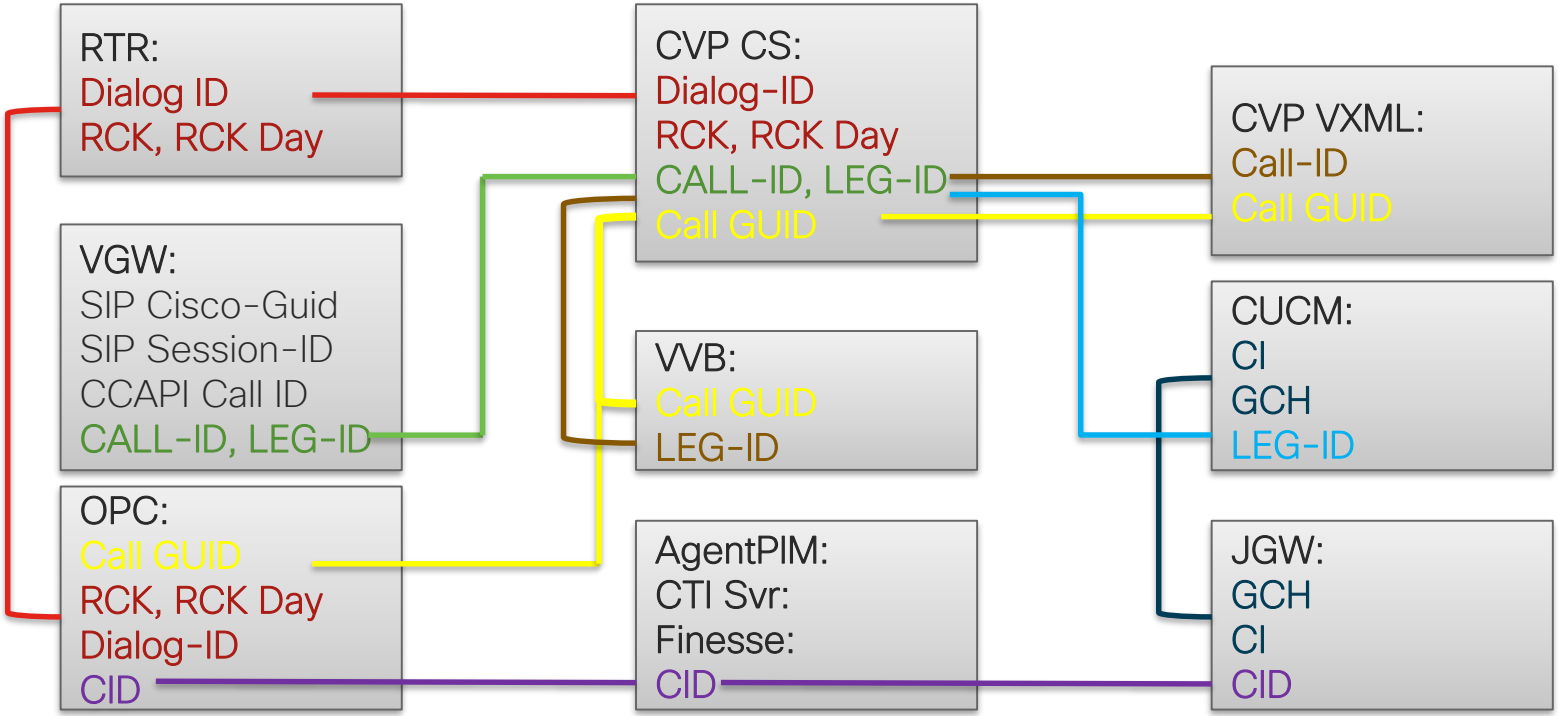
Correlation between components



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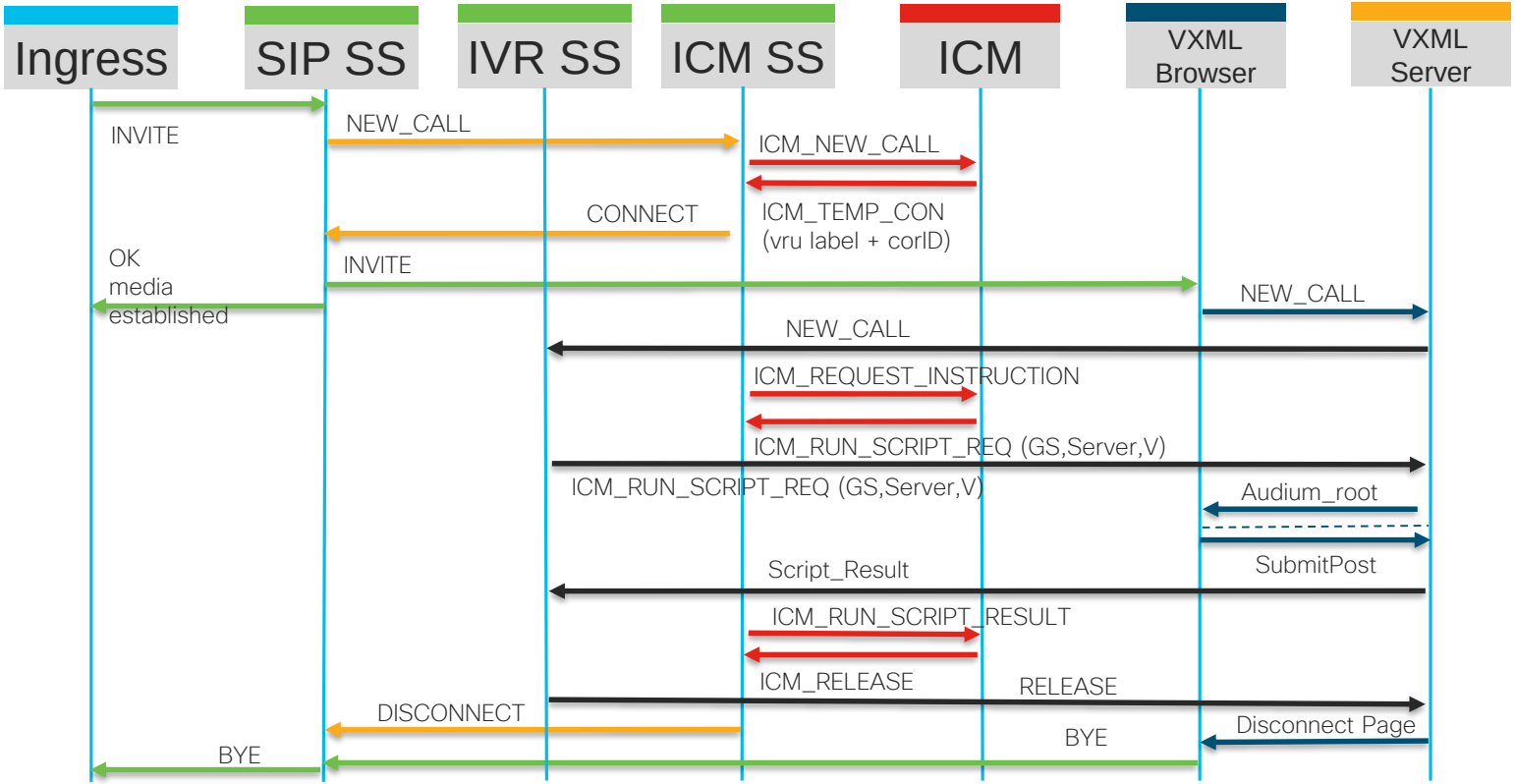
Message flow



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Polling Question 2

What will happen with the Agent, when Router generates Label with Agent extension?

A. Call will be dropped
B. Agent will go to Reserved state
C. Agent phone will start Ringing
D. Call will be send to VRU

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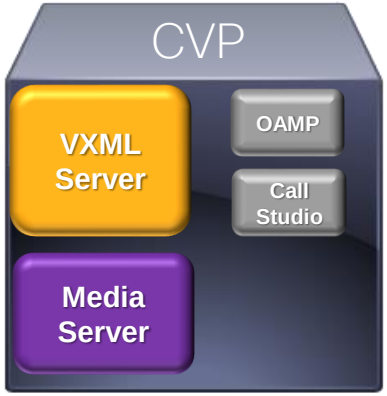
CVP Standalone Call Flow

CVP Standalone Call Flow



Customer

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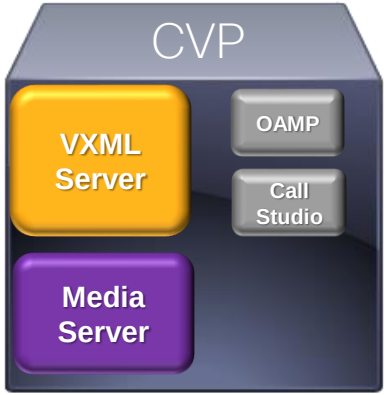
CVP Standalone Call Flow

Customer

VVB



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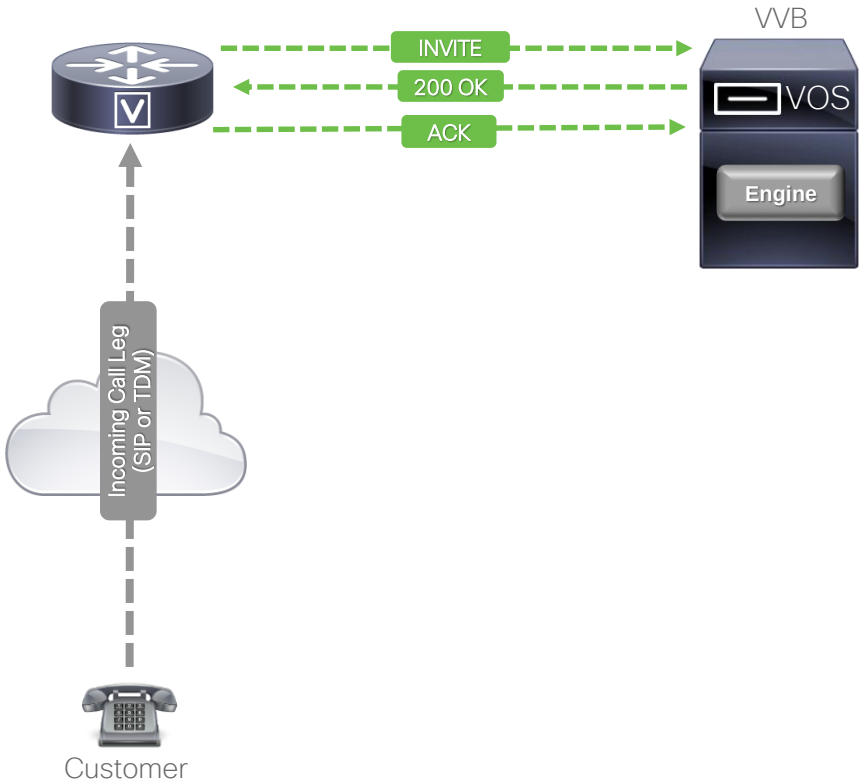
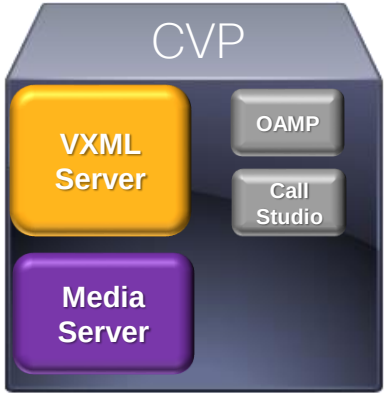
CVP Standalone Call Flow





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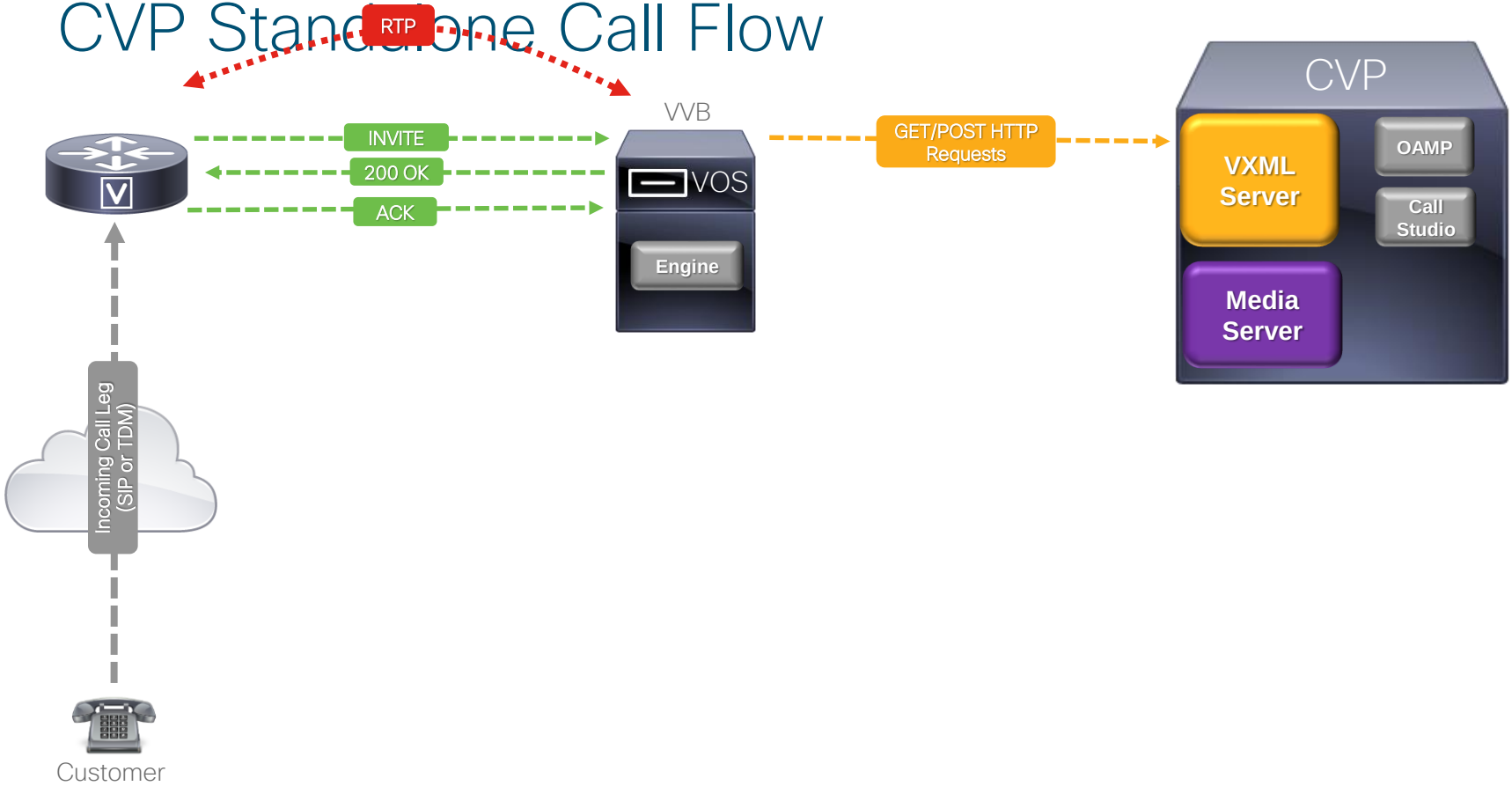
CVP Standalone Call Flow



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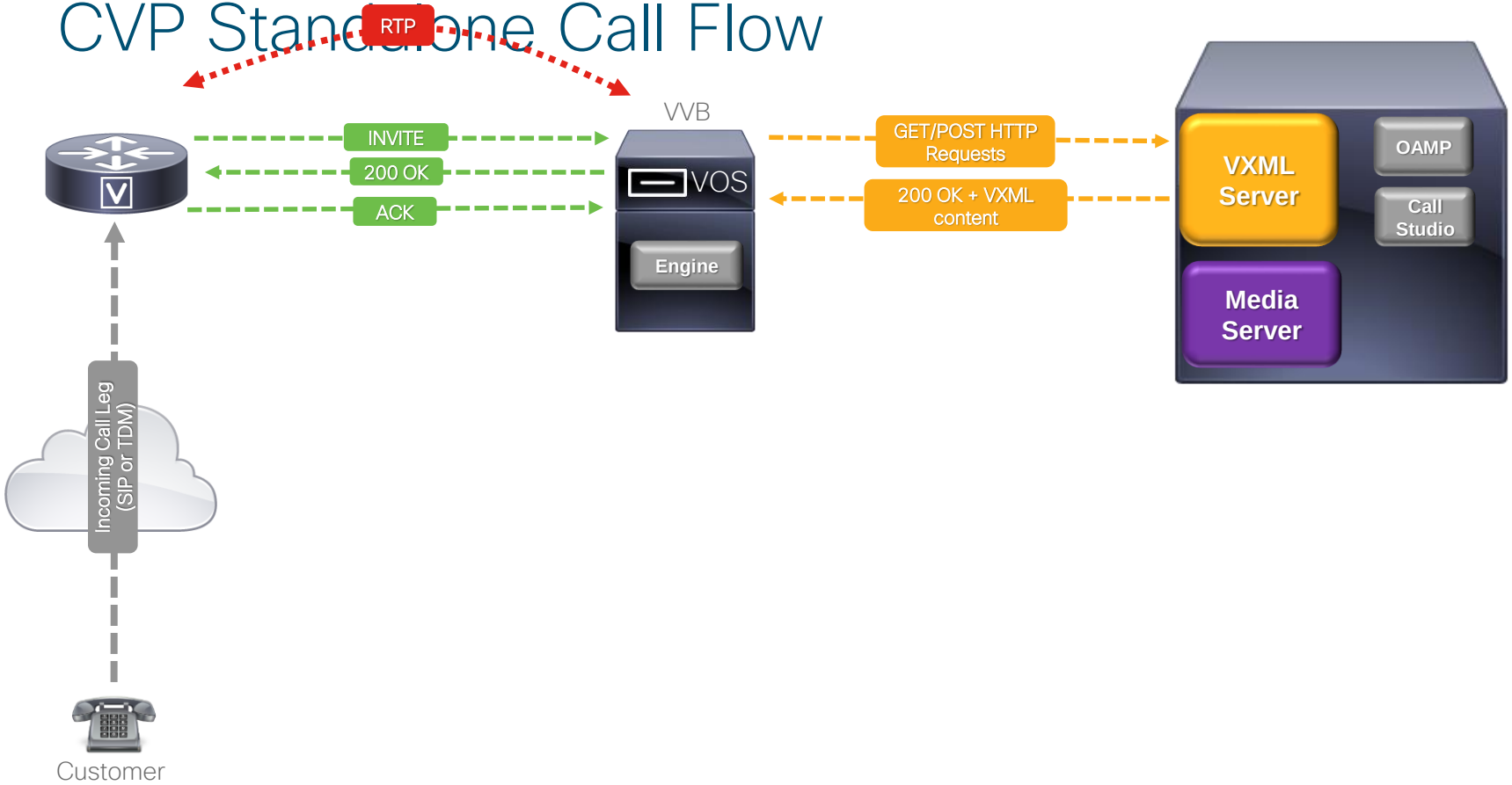
CVP Standalone Call Flow



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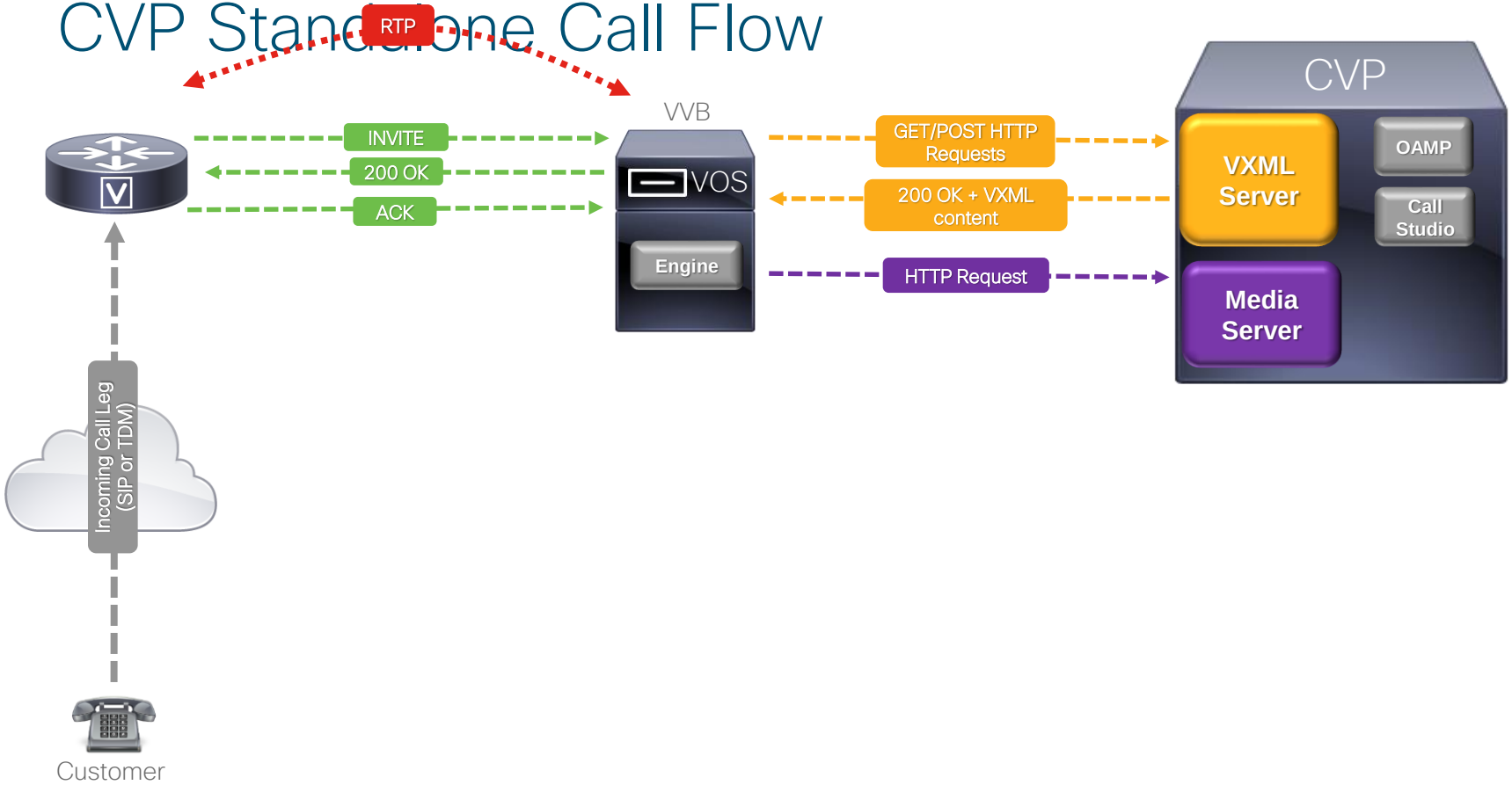
CVP Standalone Call Flow



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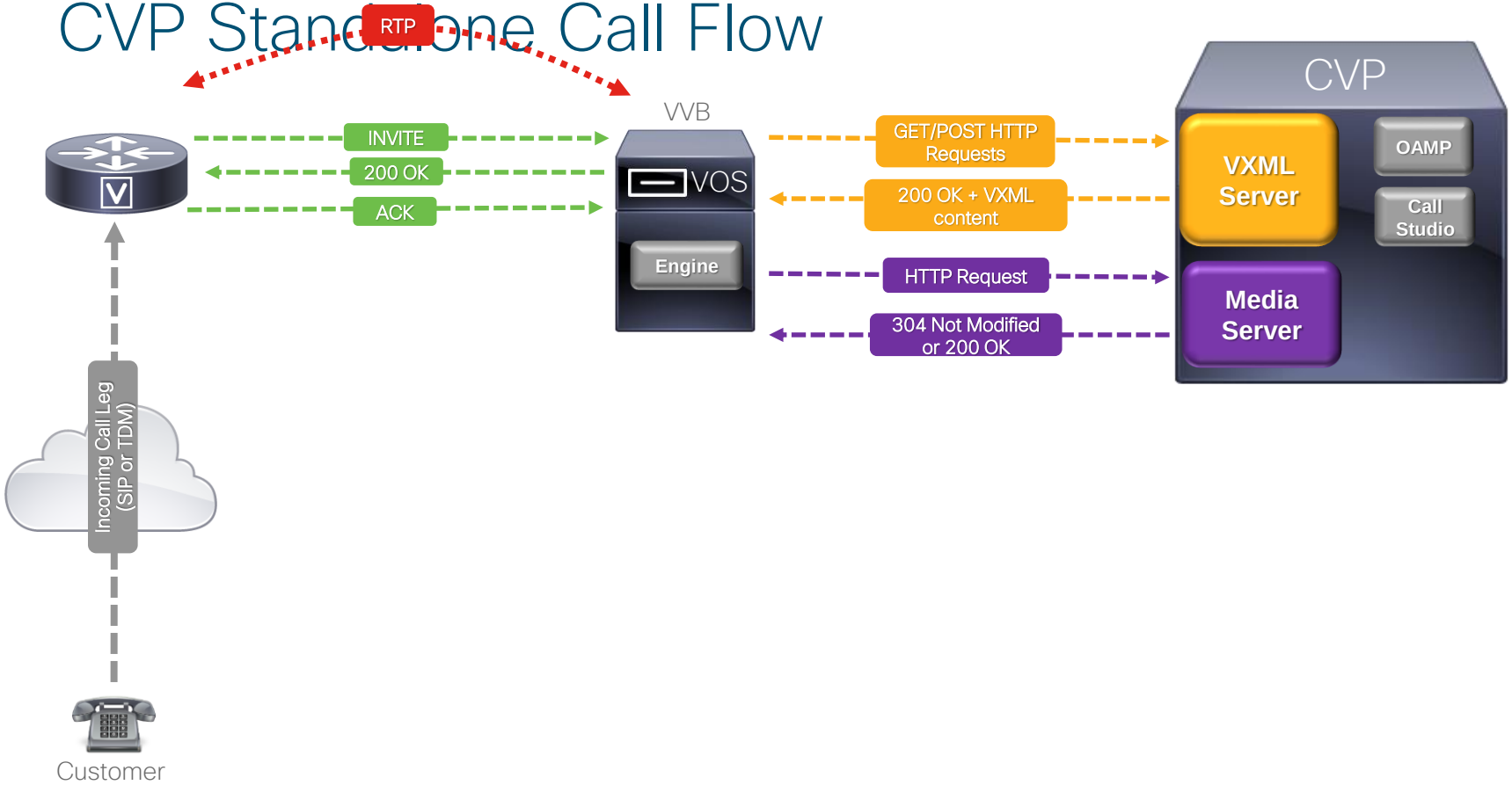
CVP Standalone Call Flow



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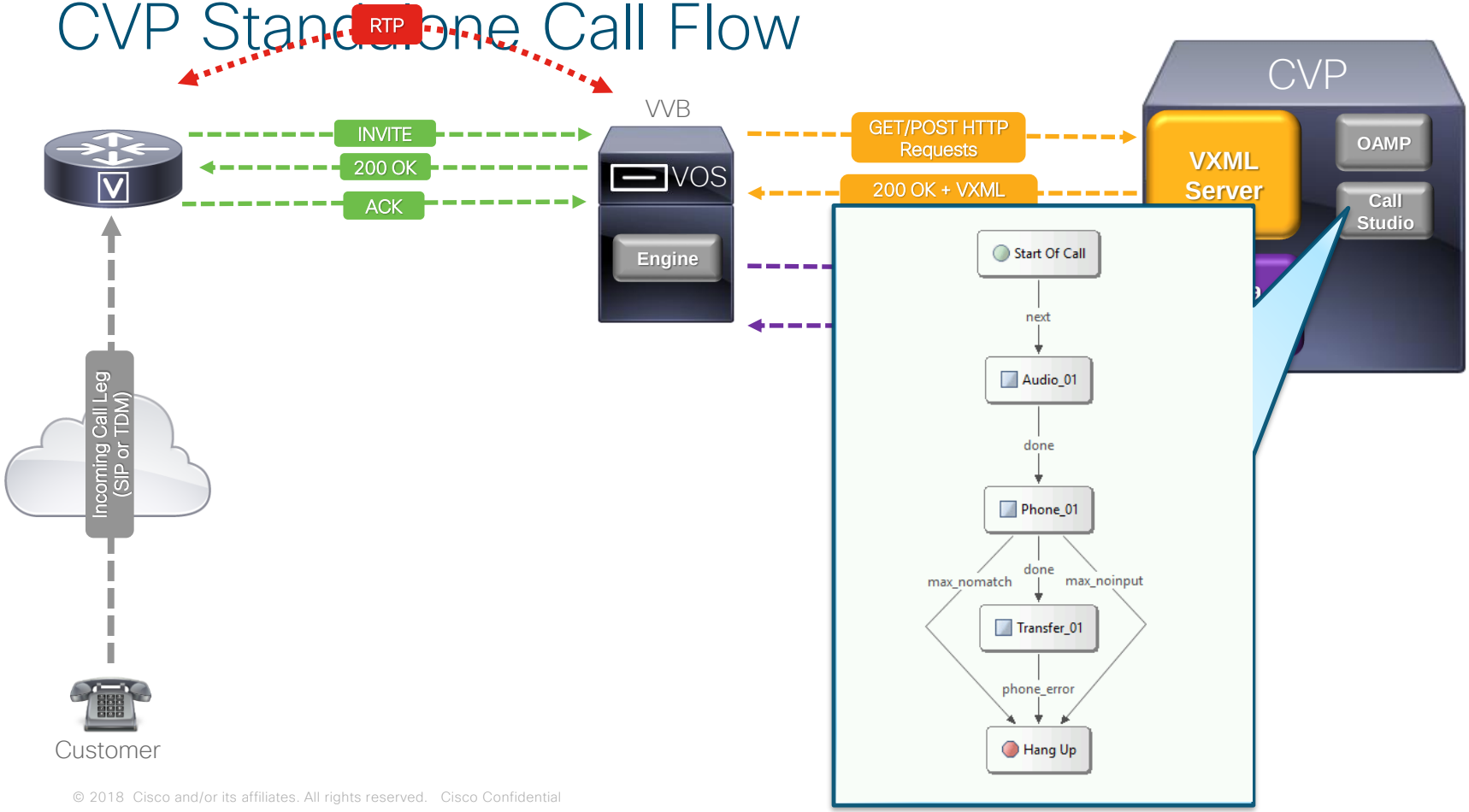
CVP Standalone Call Flow



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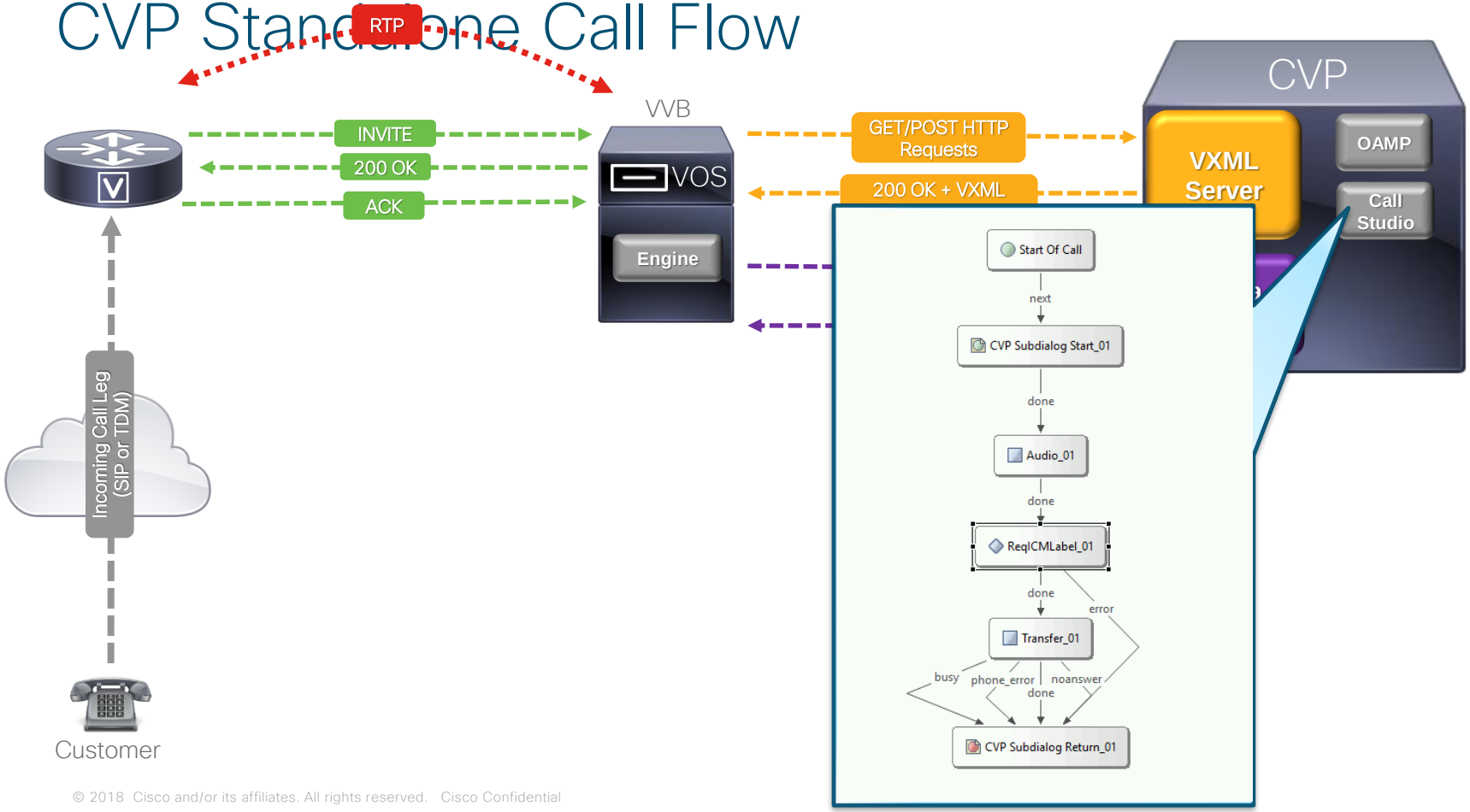
CVP Standalone Call Flow



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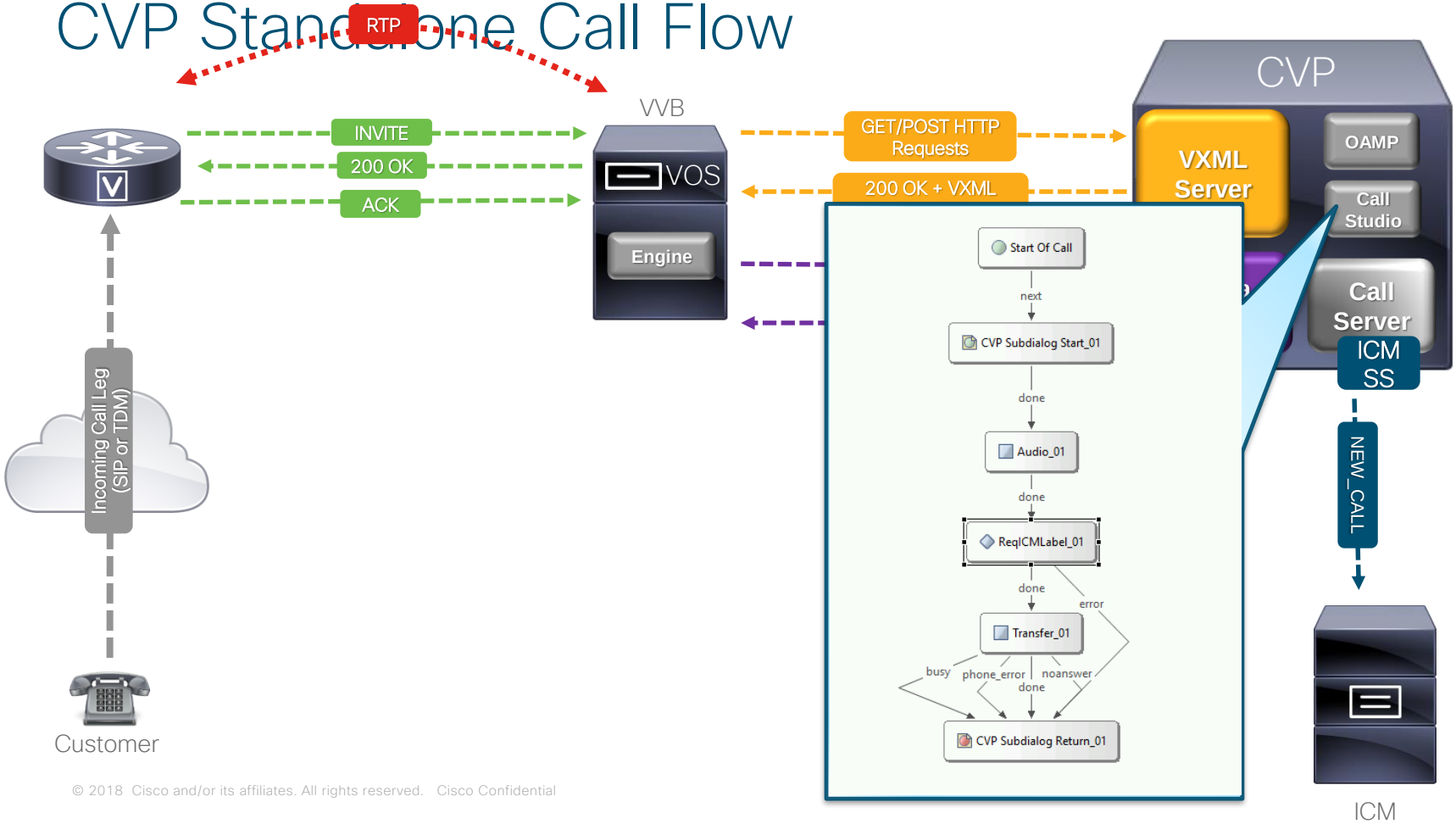
CVP Standalone Call Flow



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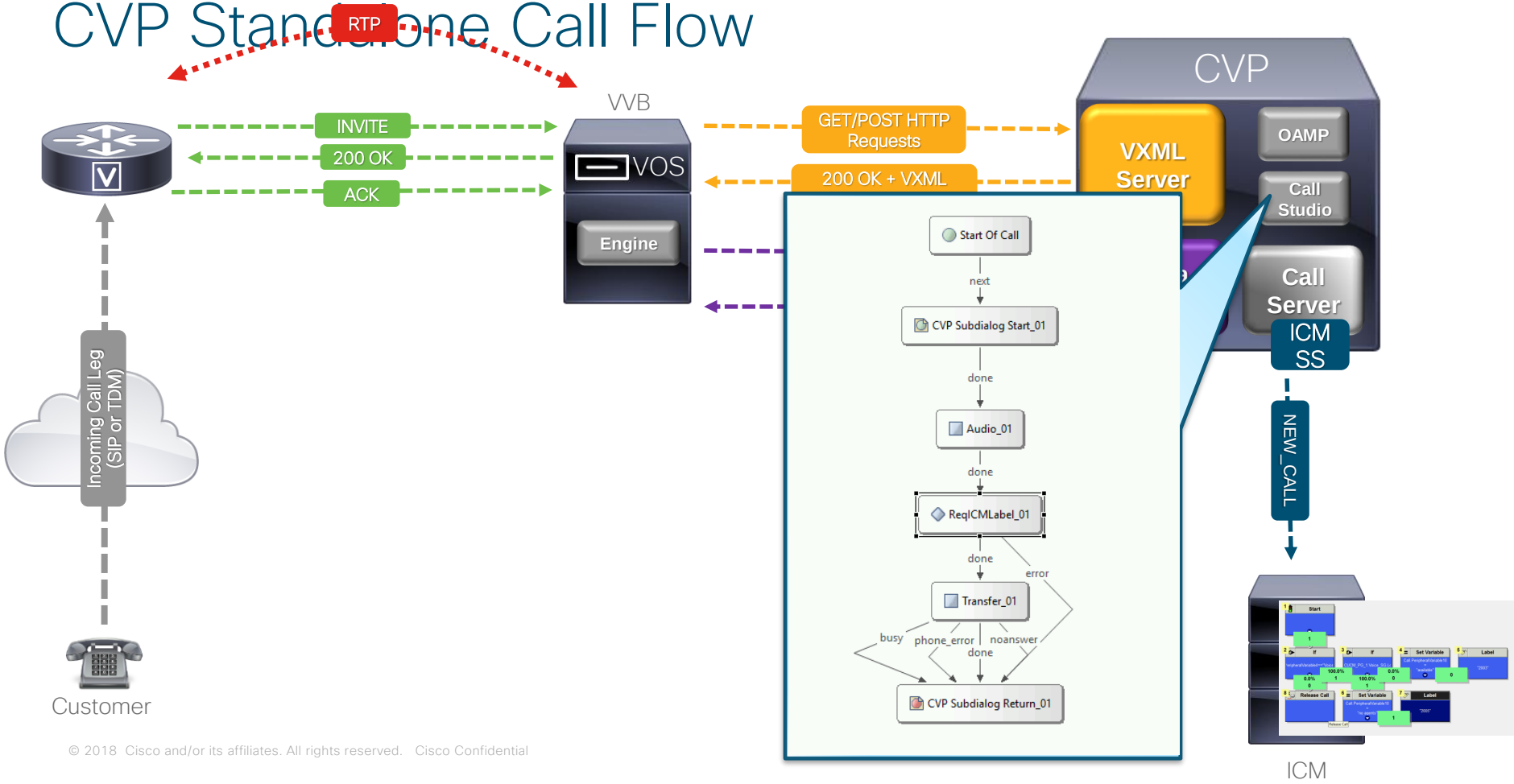
CVP Standalone Call Flow



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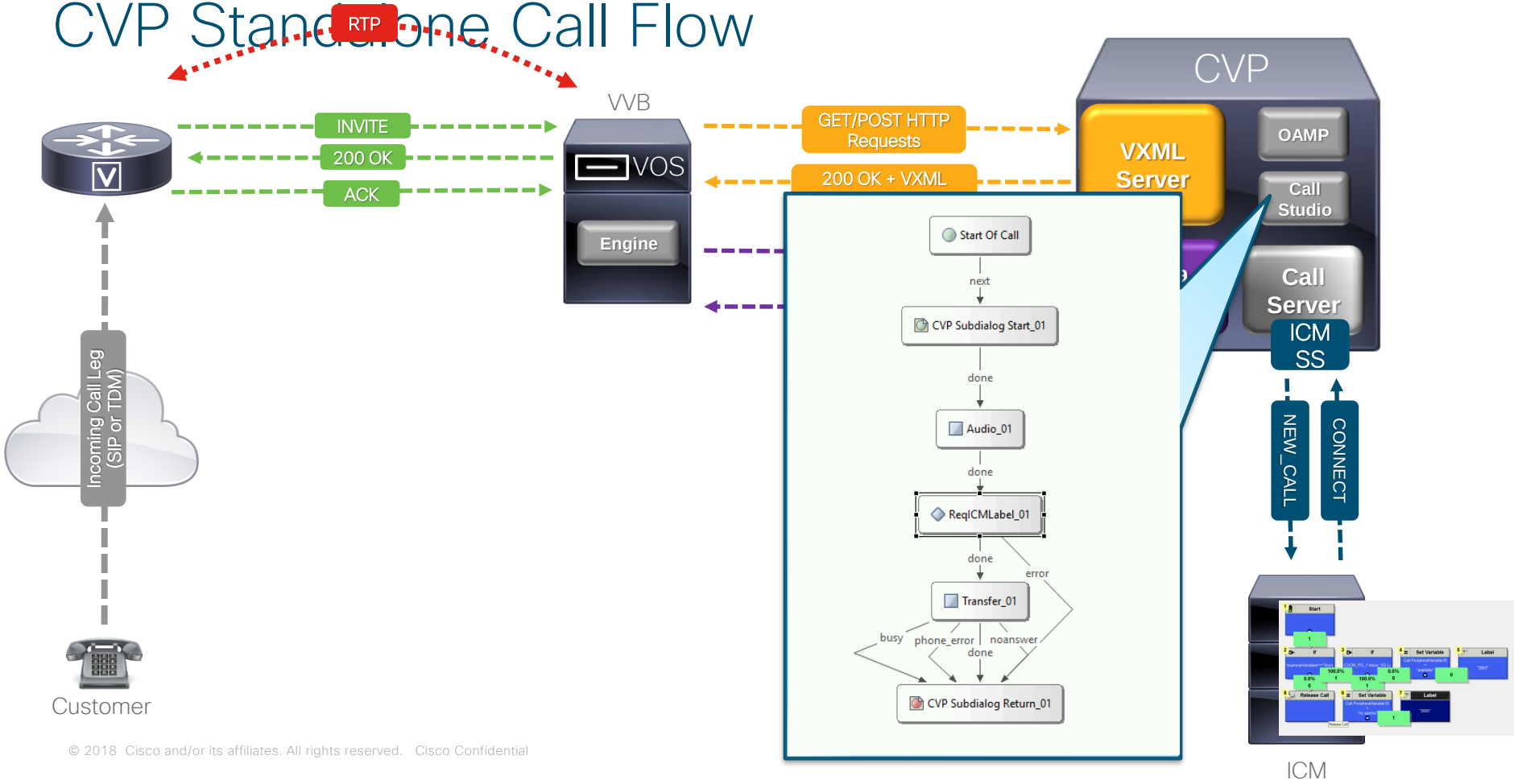
CVP Standalone Call Flow



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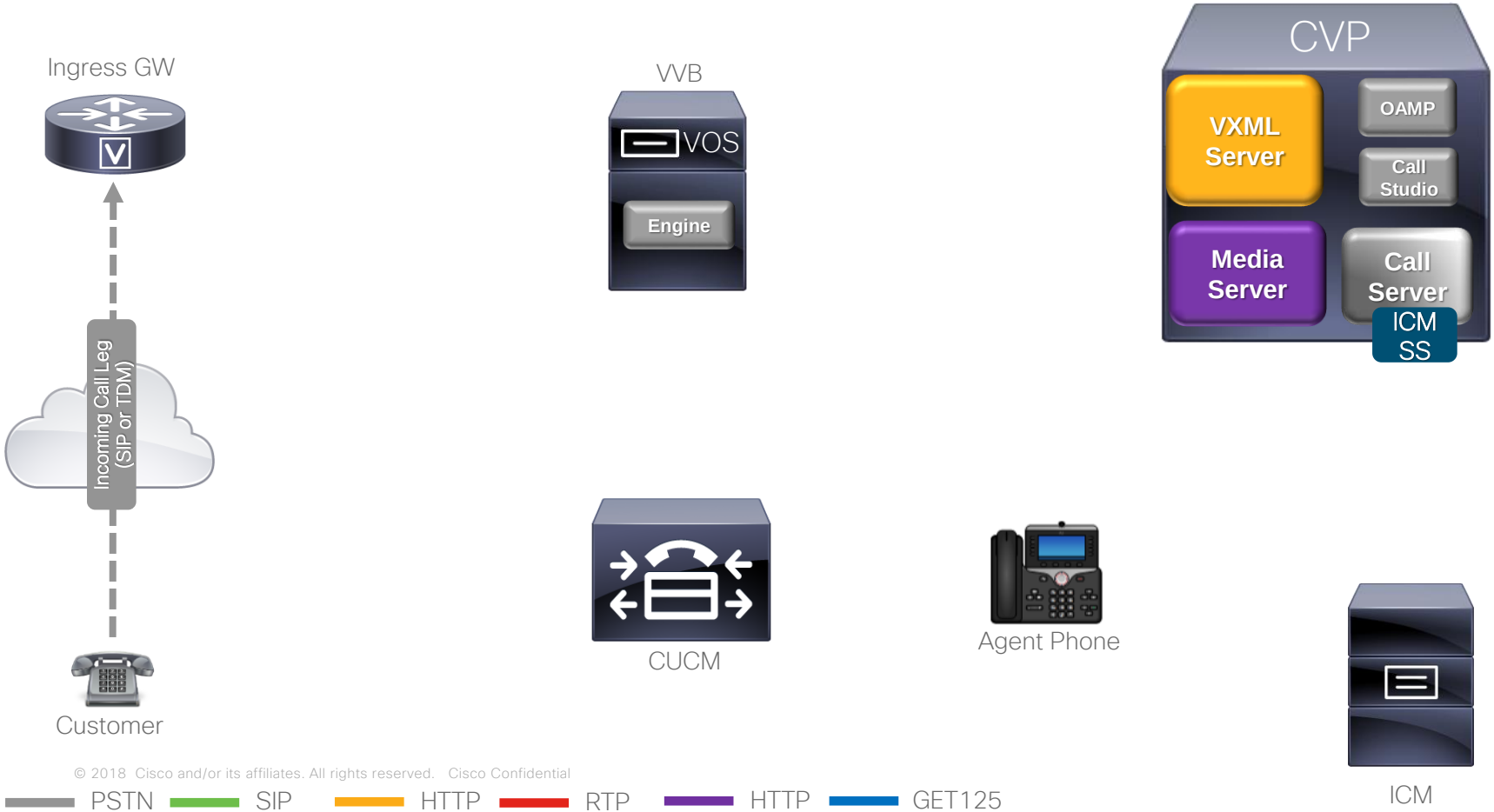

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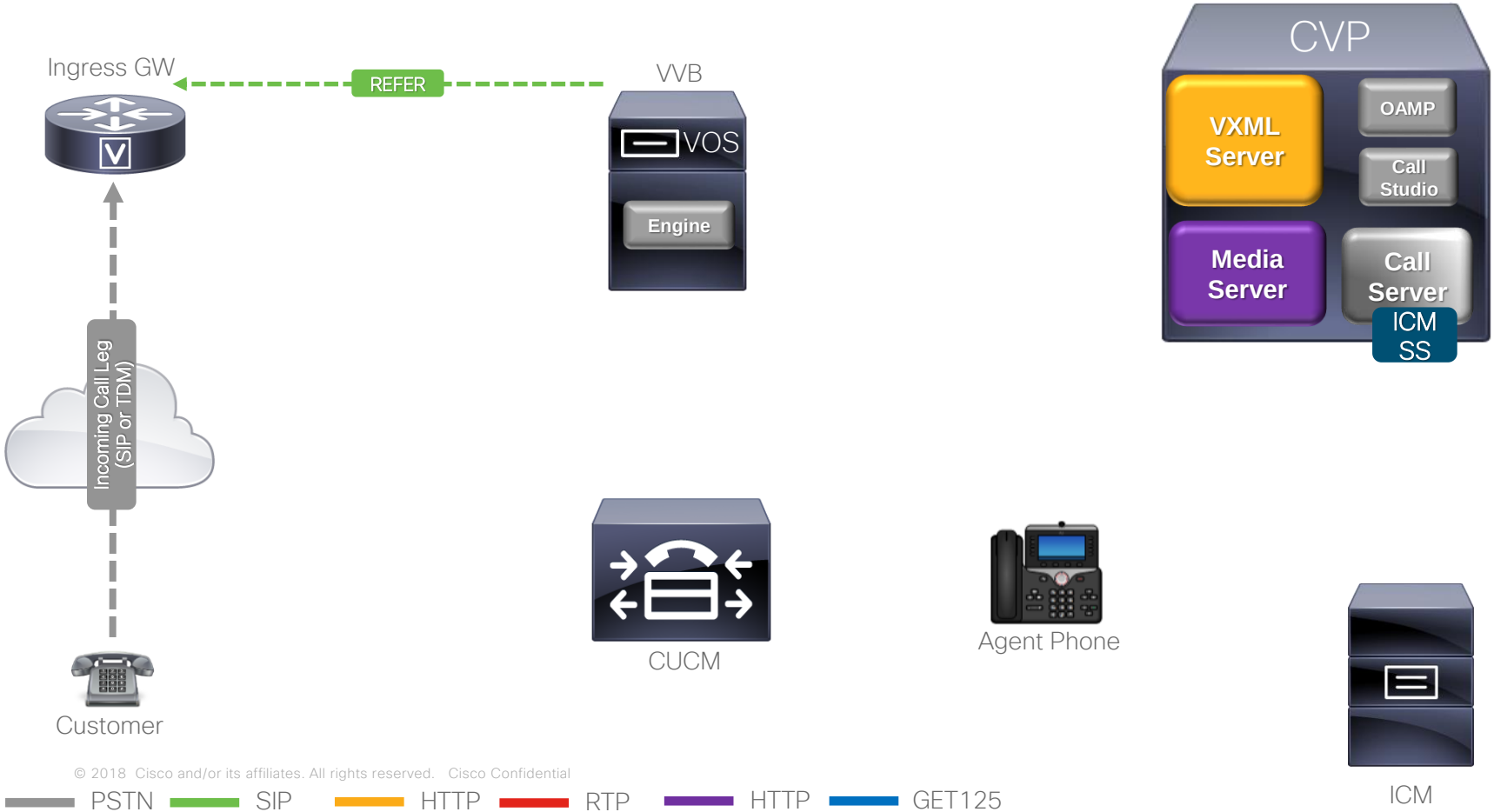

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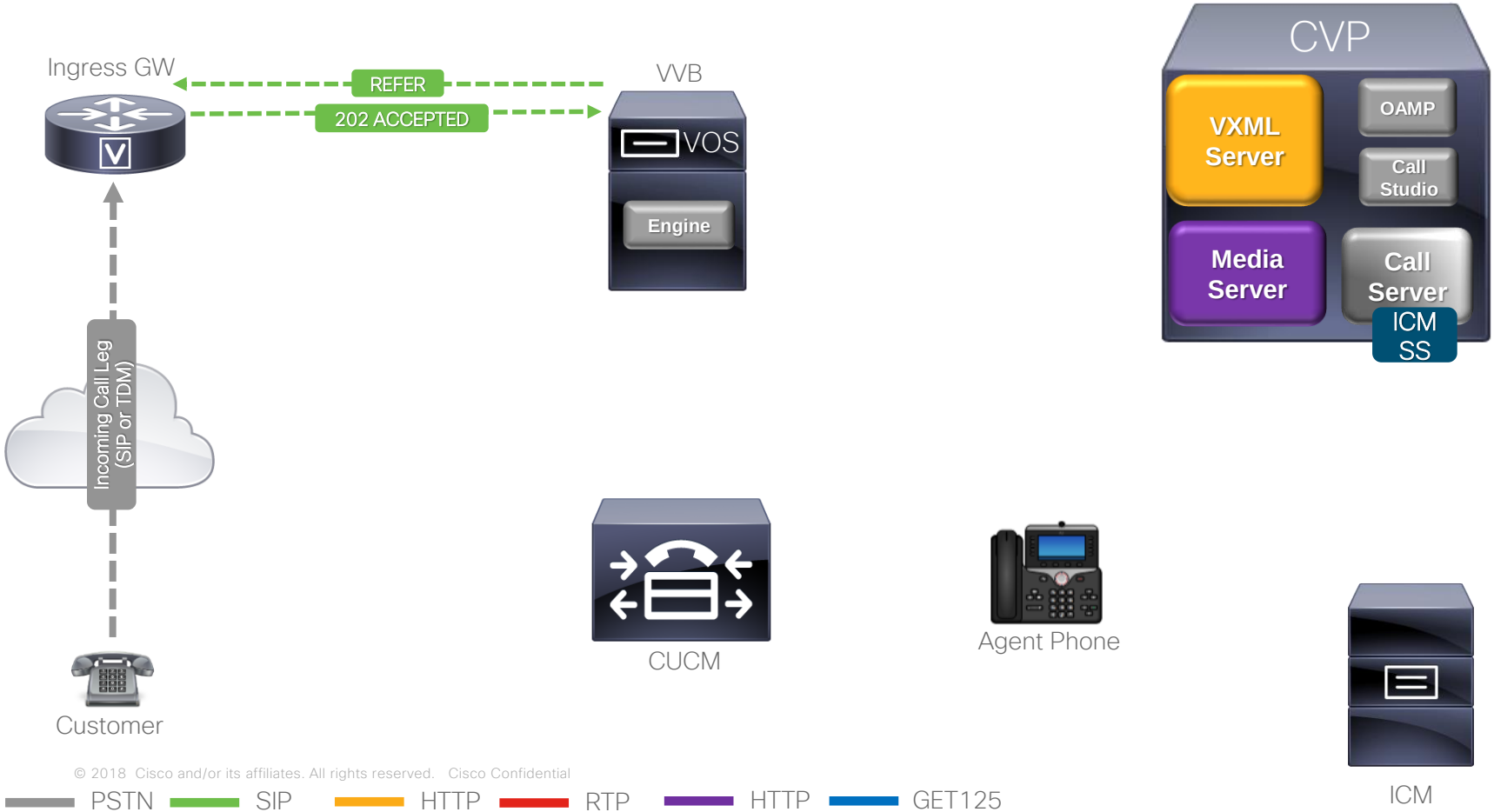
PSTN SIP HTTP RTP HTTP GET125

CVP Standalone Call Flow



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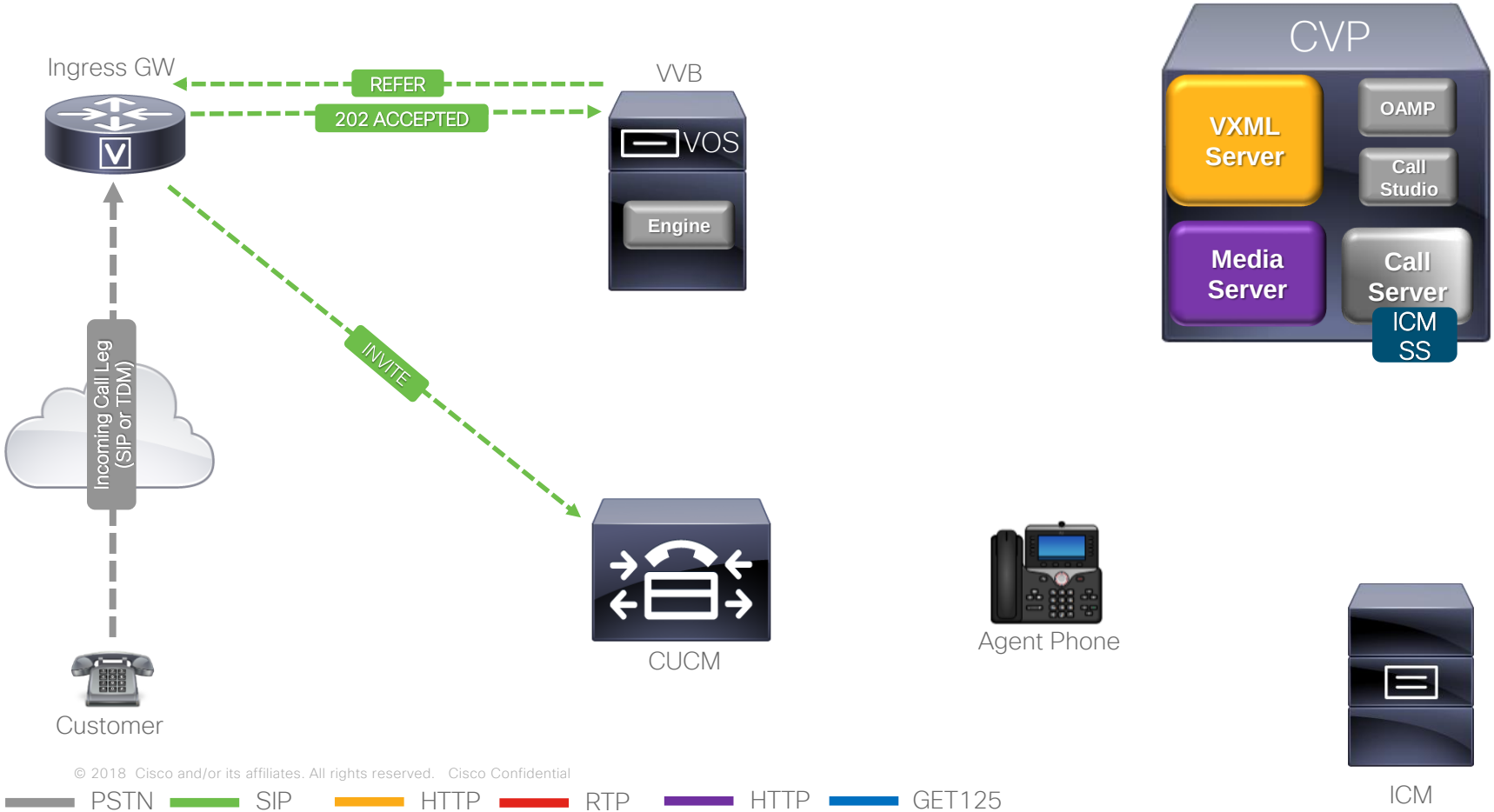

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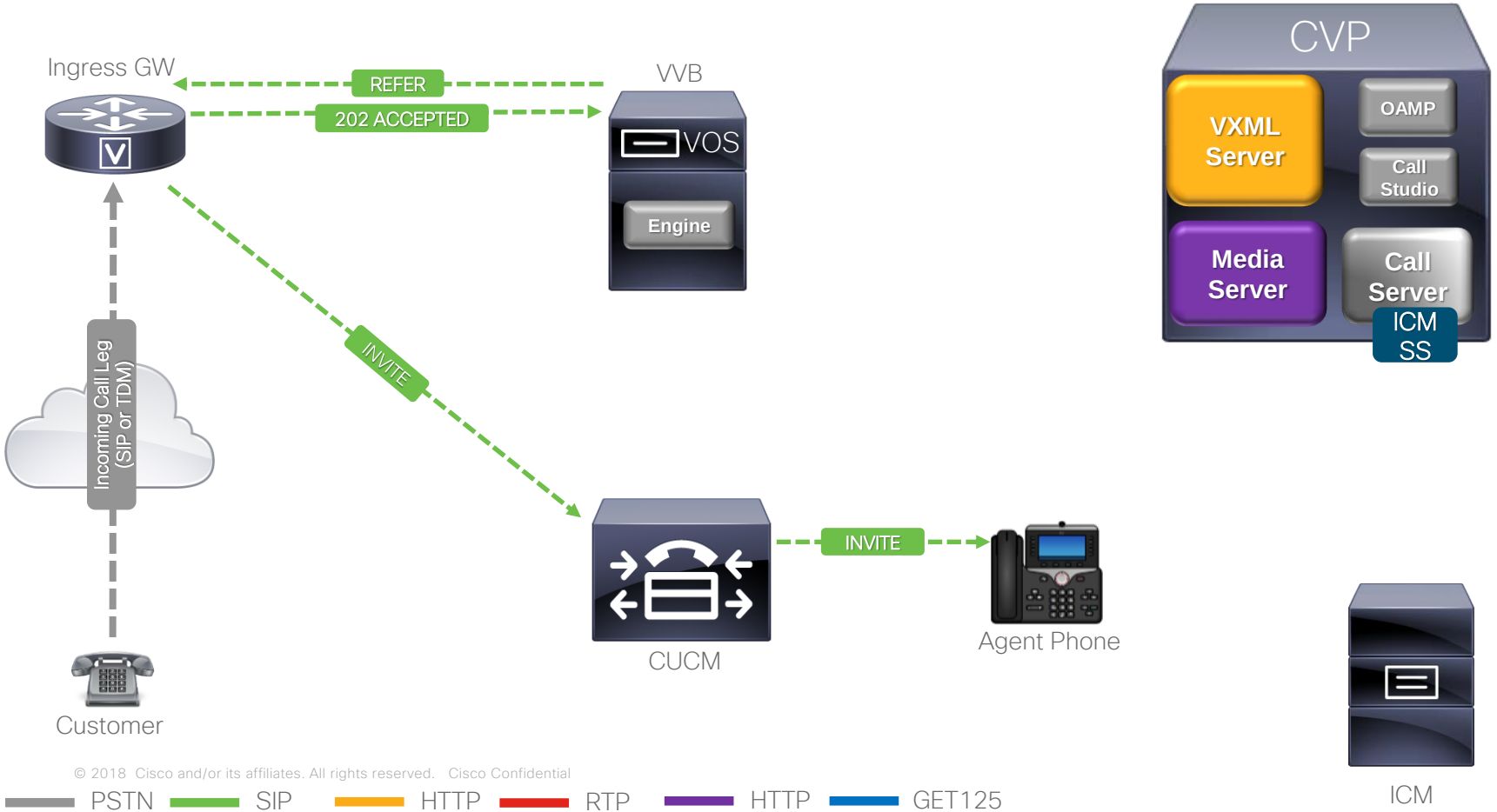

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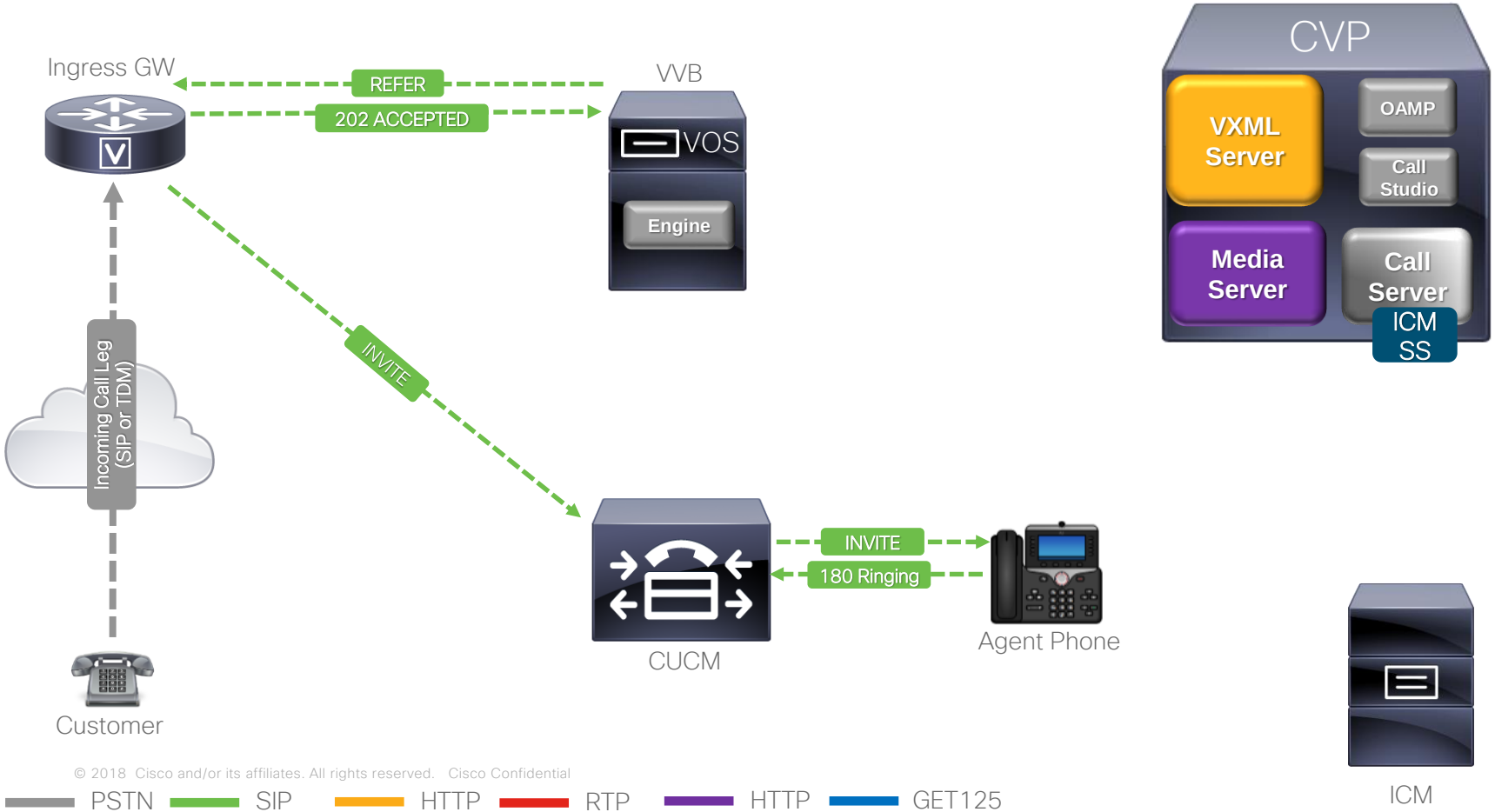

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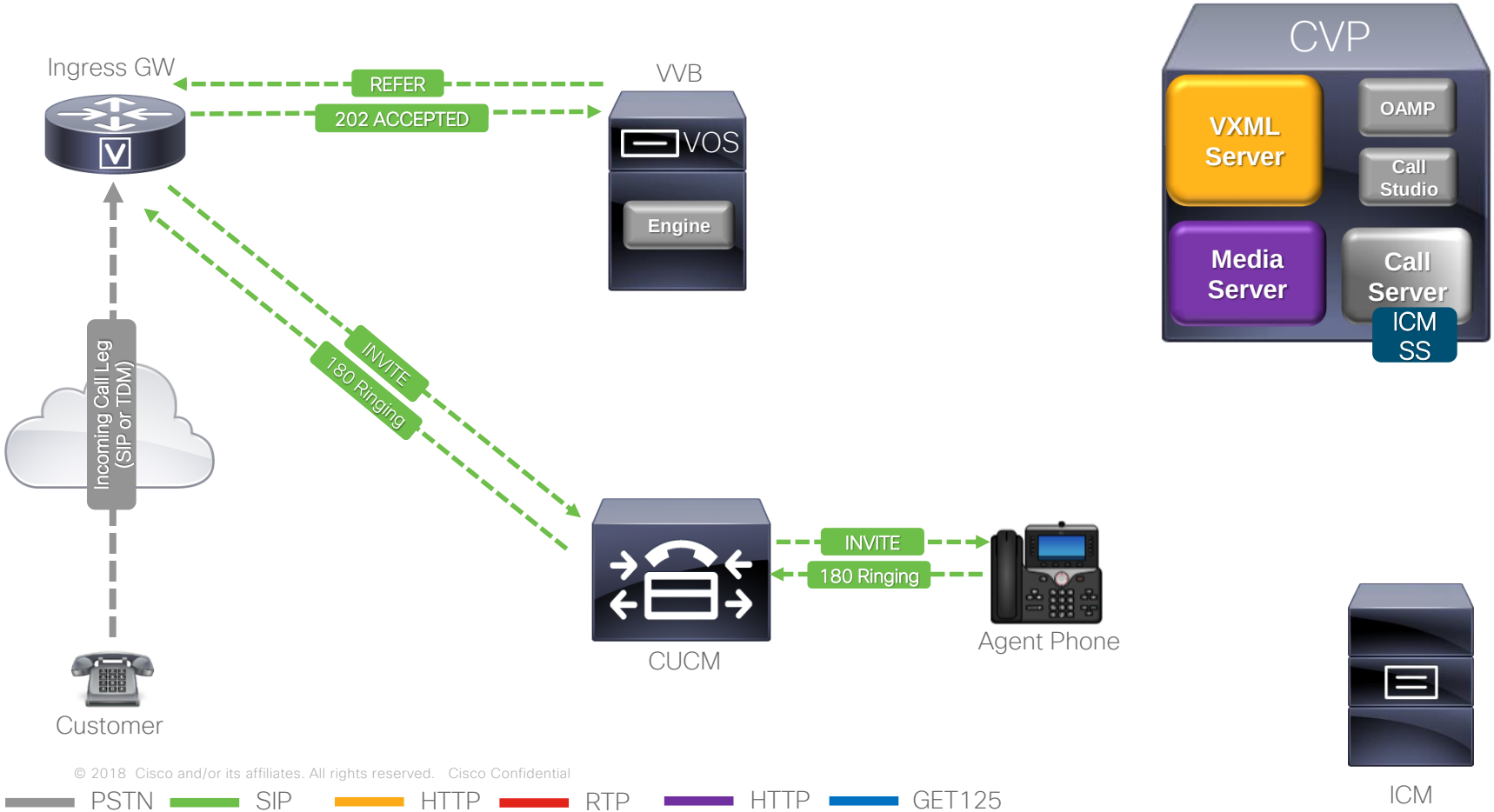

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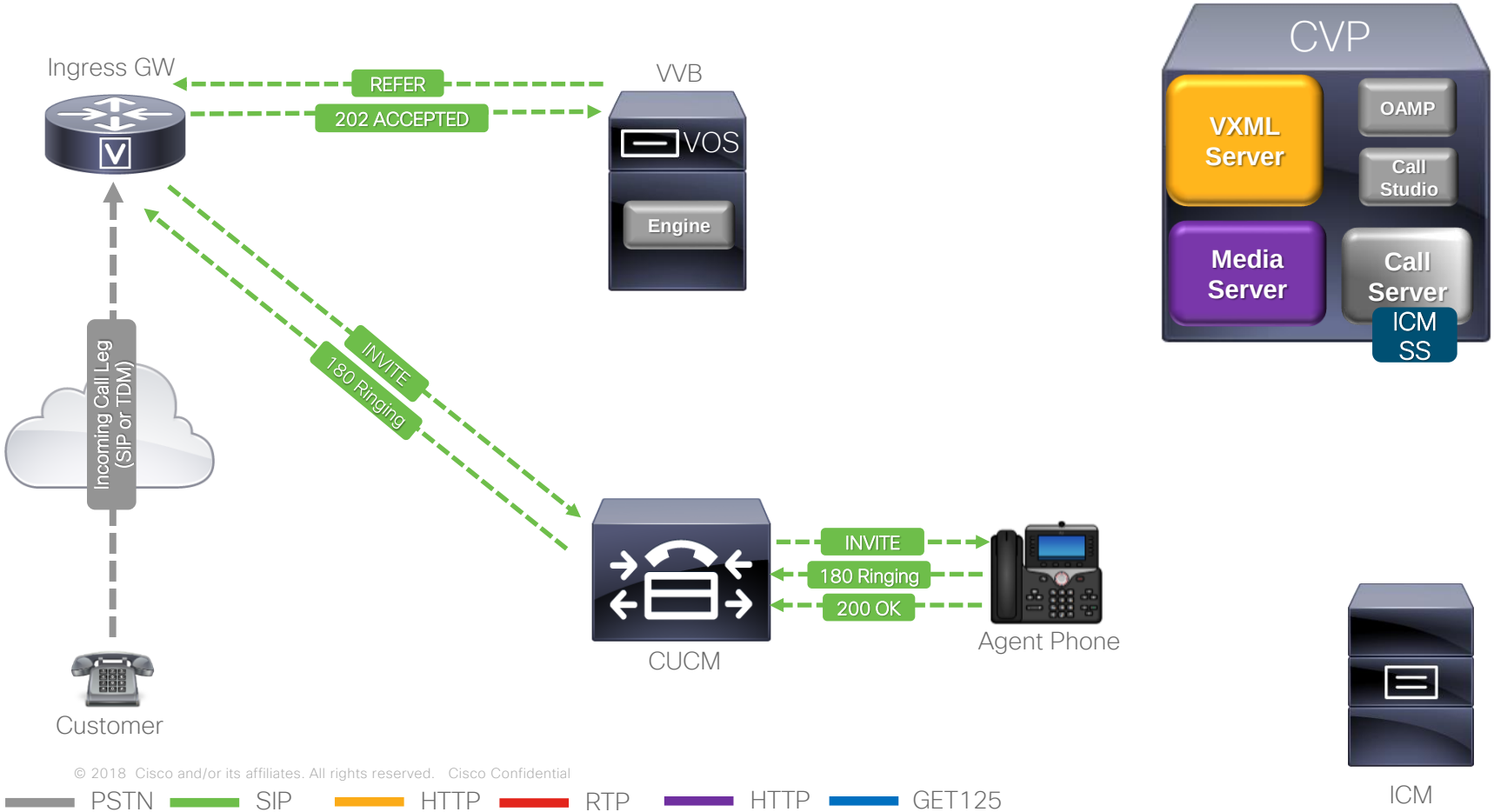

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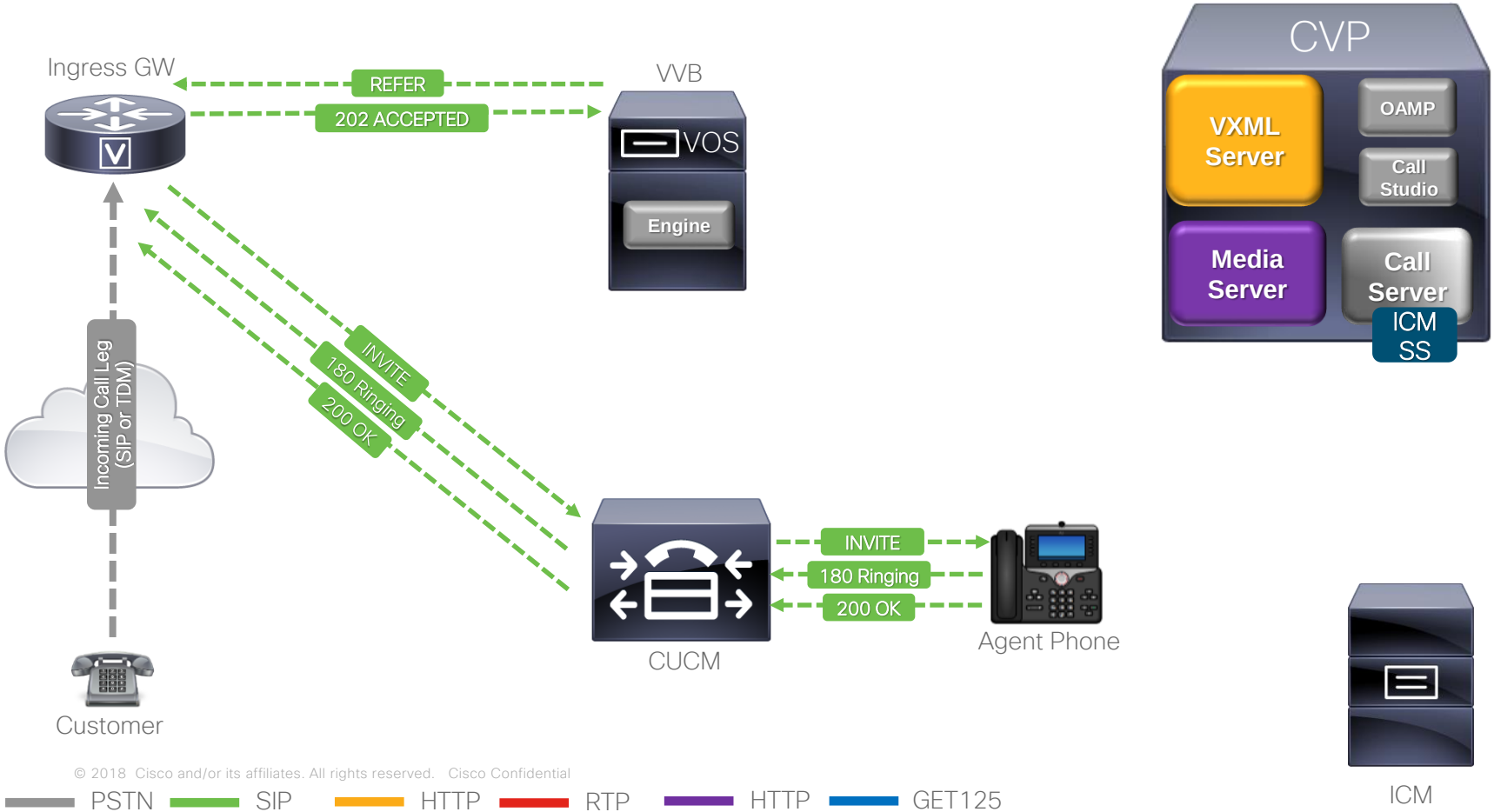

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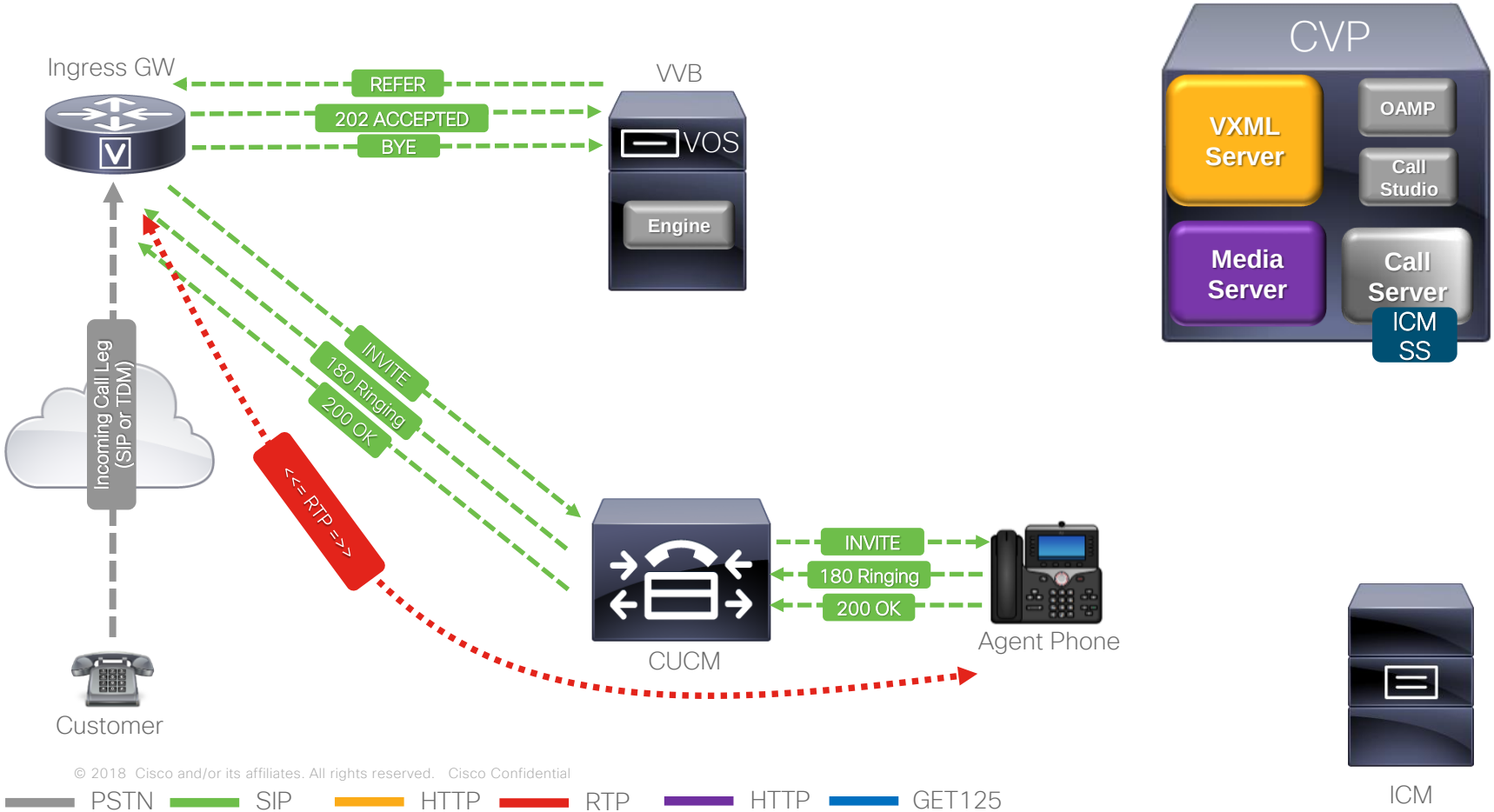

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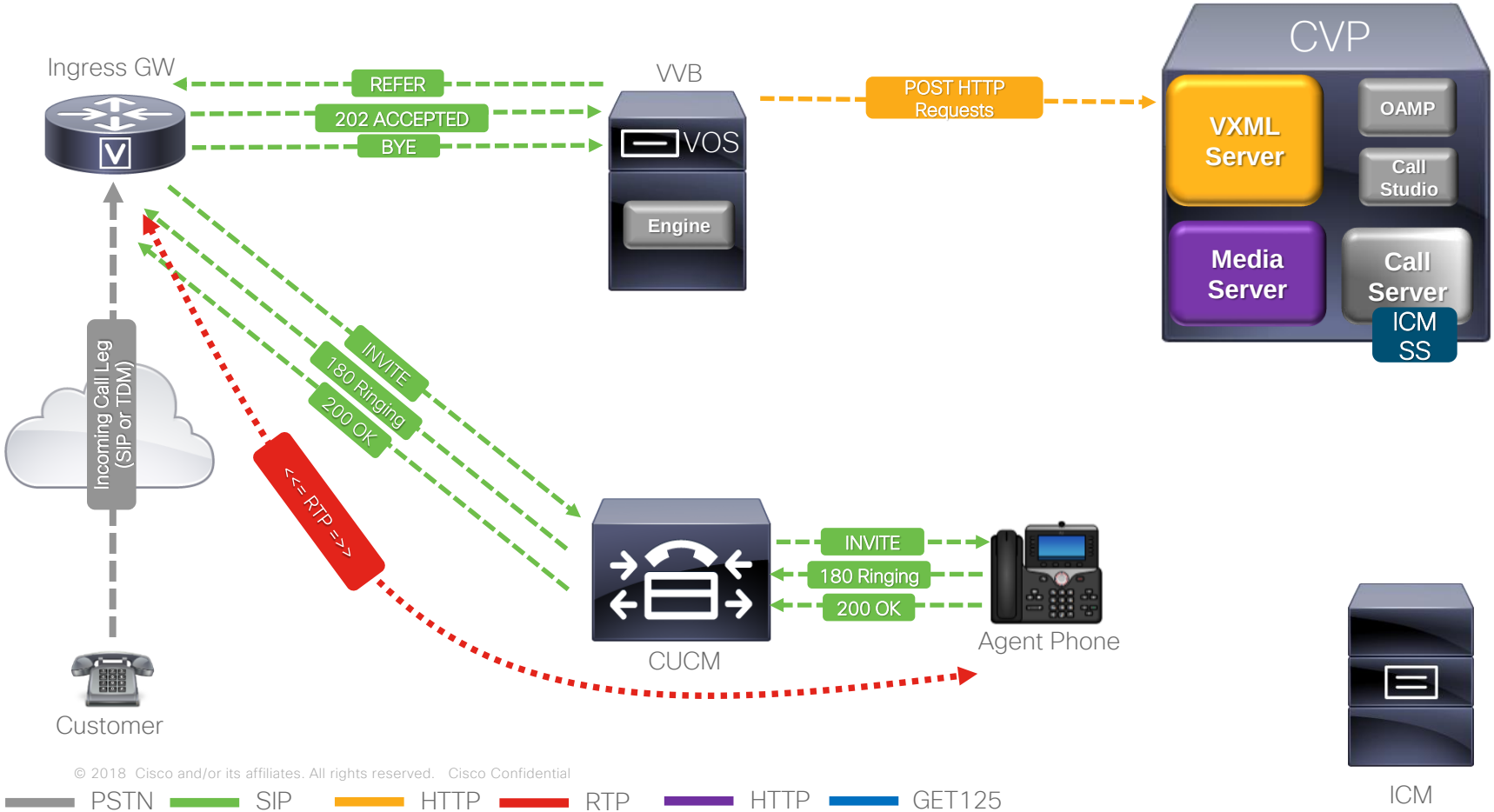

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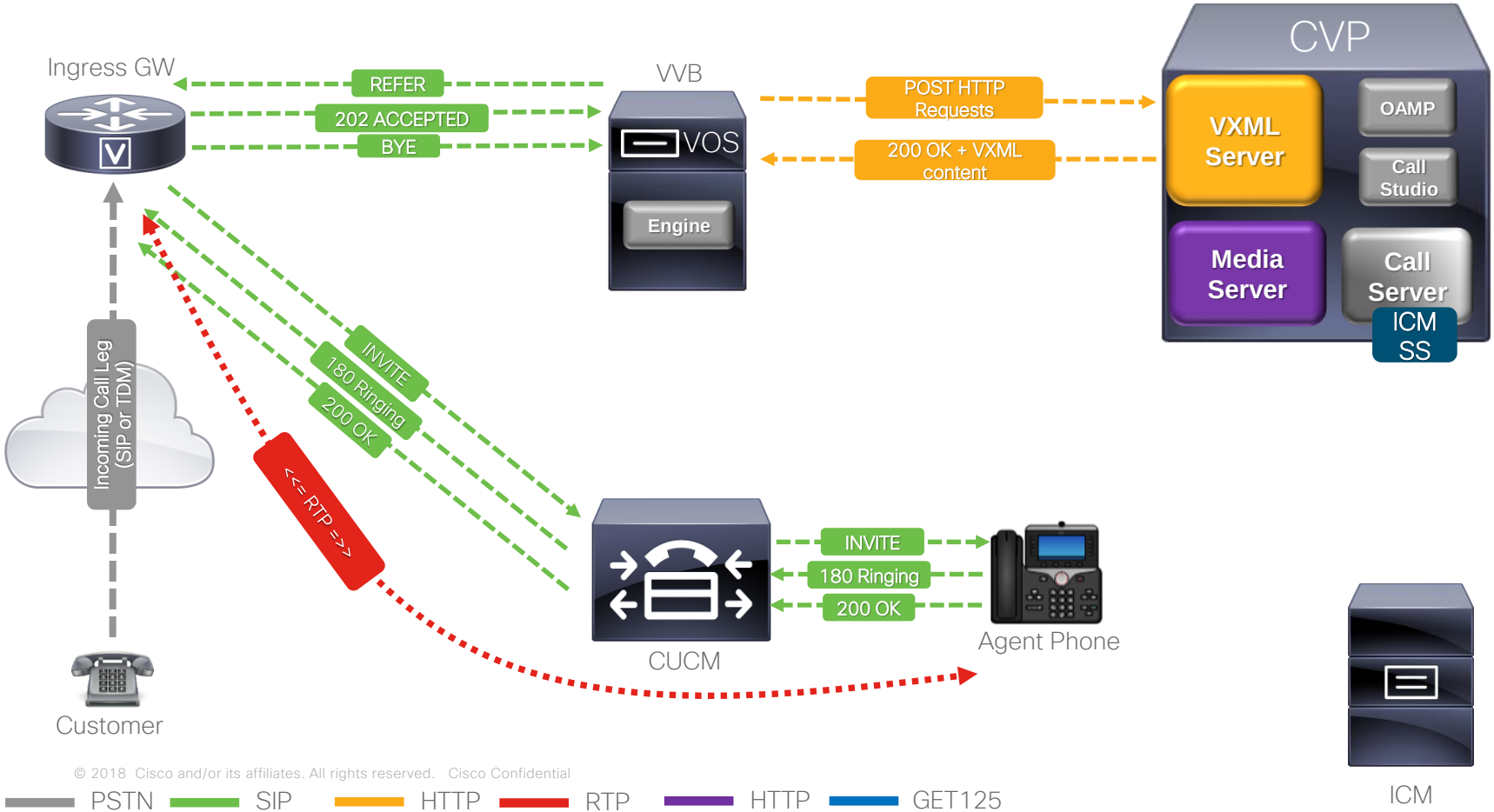
PSTN SIP HTTP RTP HTTP GET125

CVP Standalone Call Flow



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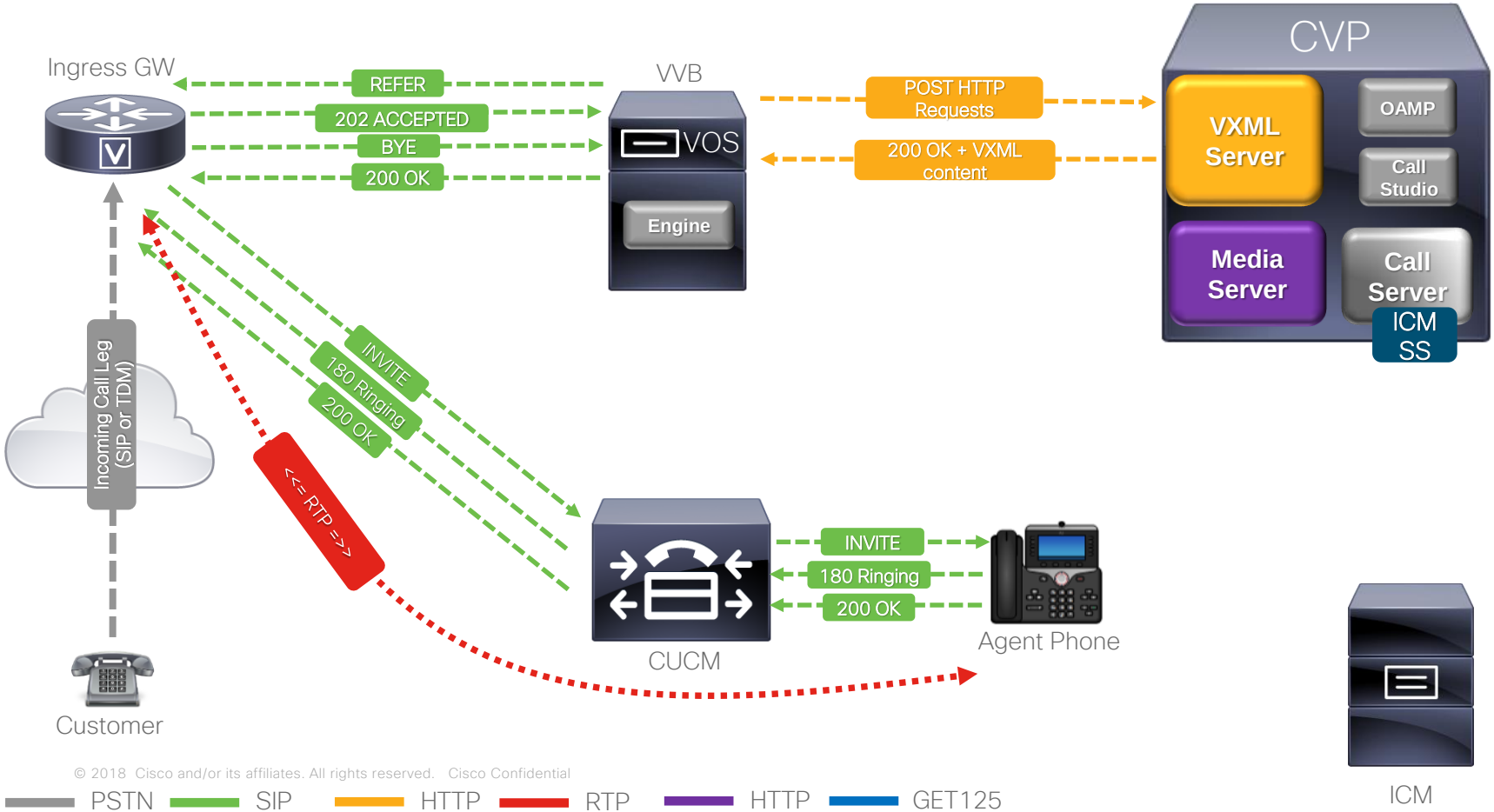
PSTN SIP HTTP RTP HTTP GET125

CVP Standalone Call Flow



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Standalone Model Components

Required components (Without ICM Lookup)	Required components (With ICM Lookup)
• Ingress voice gateway • VoiceXML gateway or VVB • Cisco Unified Call Studio • Unified CVP Operations Console Server • CVP Media Server • Unified CVP VXML Server (Standalone)	• Ingress voice gateway • VoiceXML gateway or VVB • Cisco Unified Call Studio • Unified CVP Operations Console Server • CVP Media Server • Unified CVP Call Server (ICM SS) • Unified CVP VXML Server • ICM components

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CVP Standalone Call Flow (without ICM lookup)

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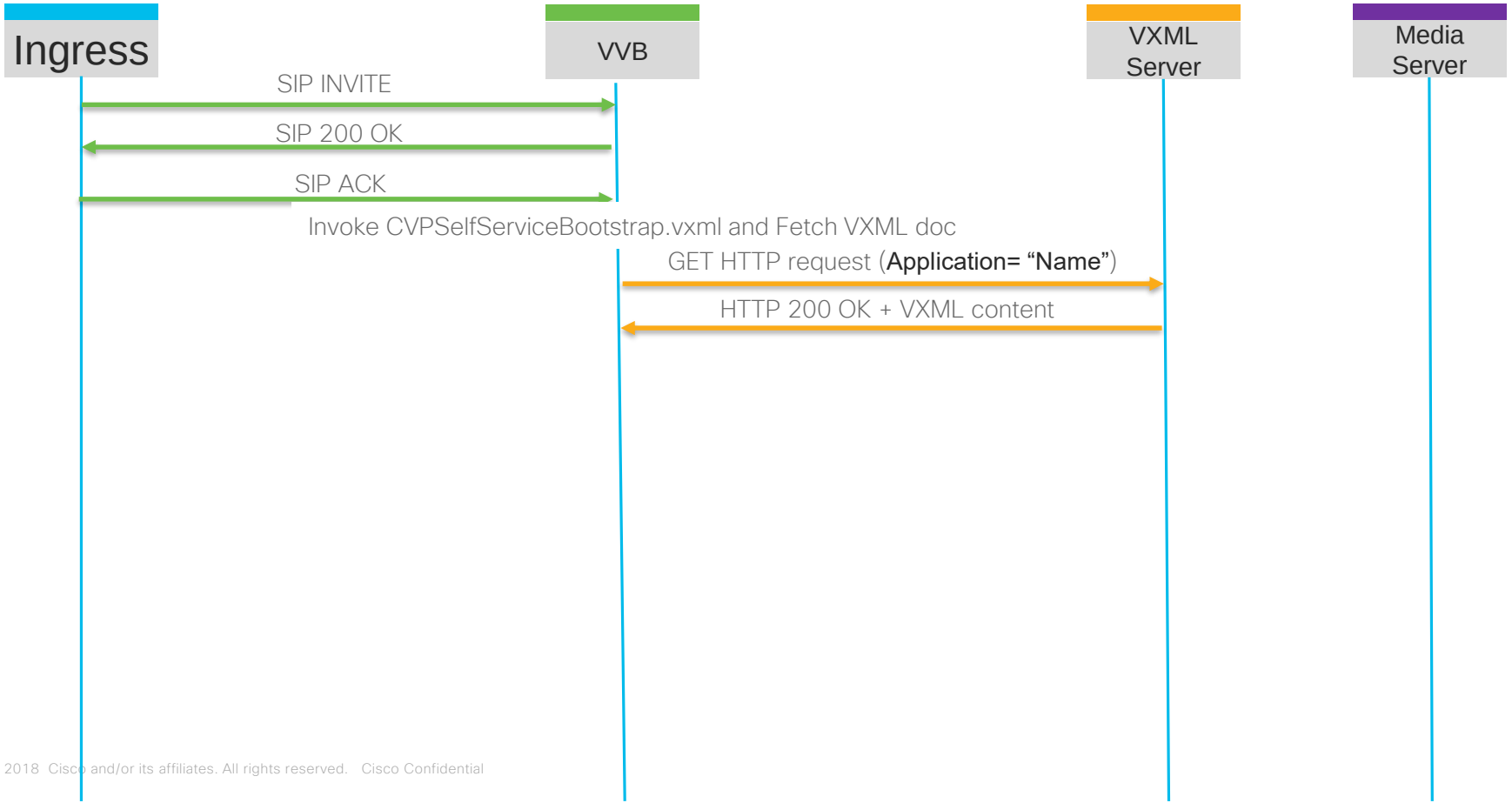
CVP Standalone Call Flow (without ICM lookup)



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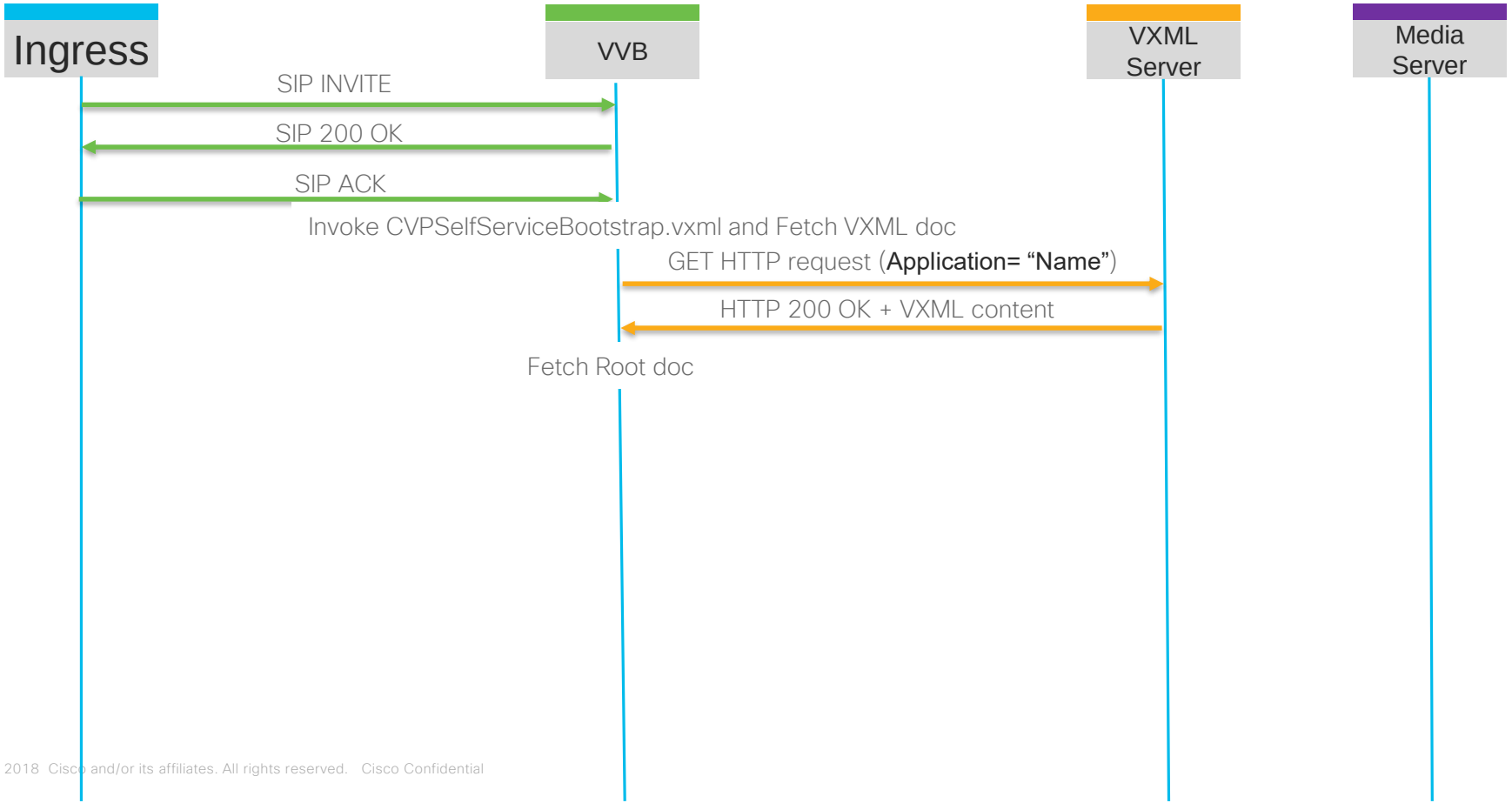
CVP Standalone Call Flow (without ICM lookup)



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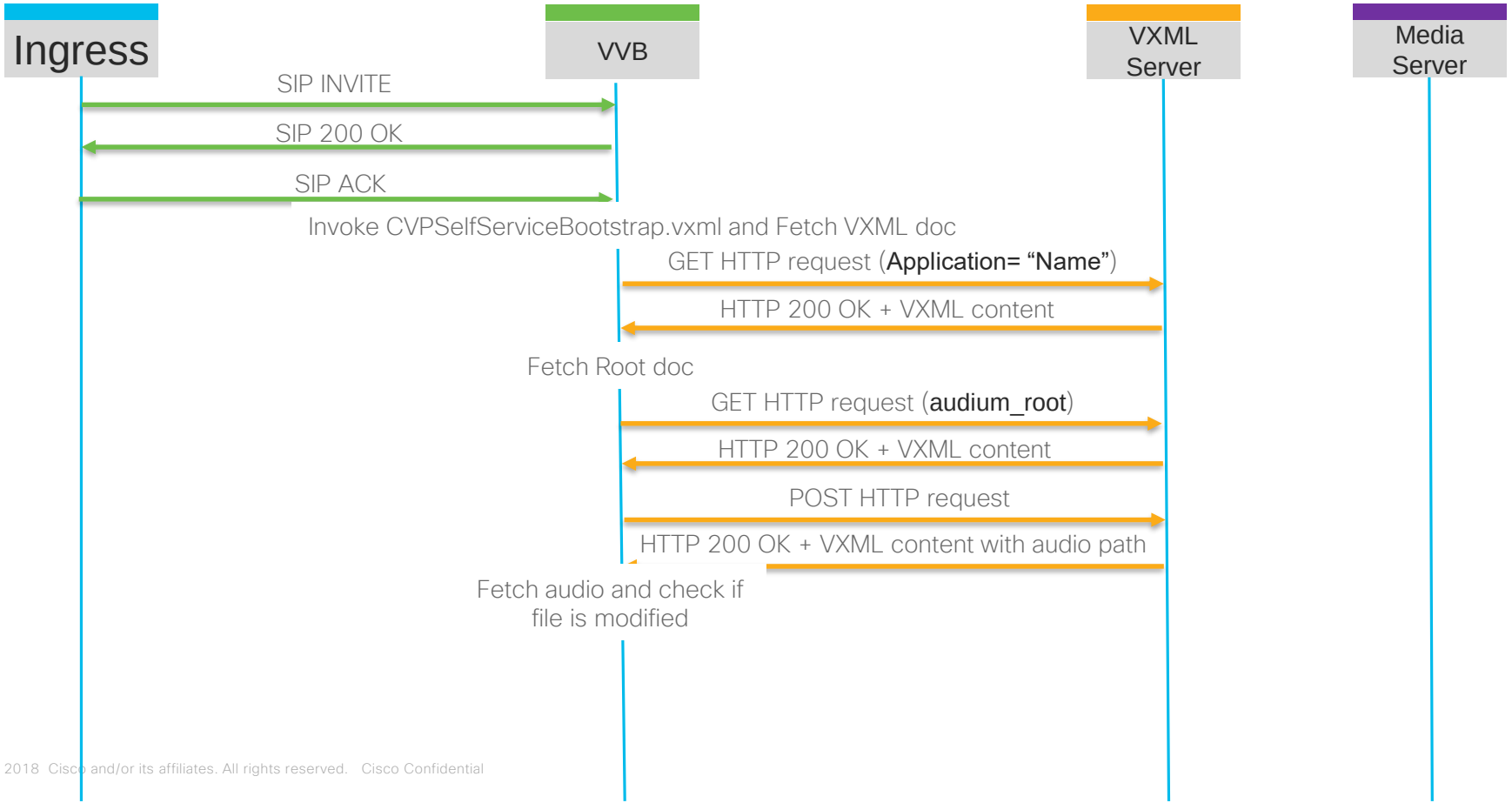
CVP Standalone Call Flow (without ICM lookup)



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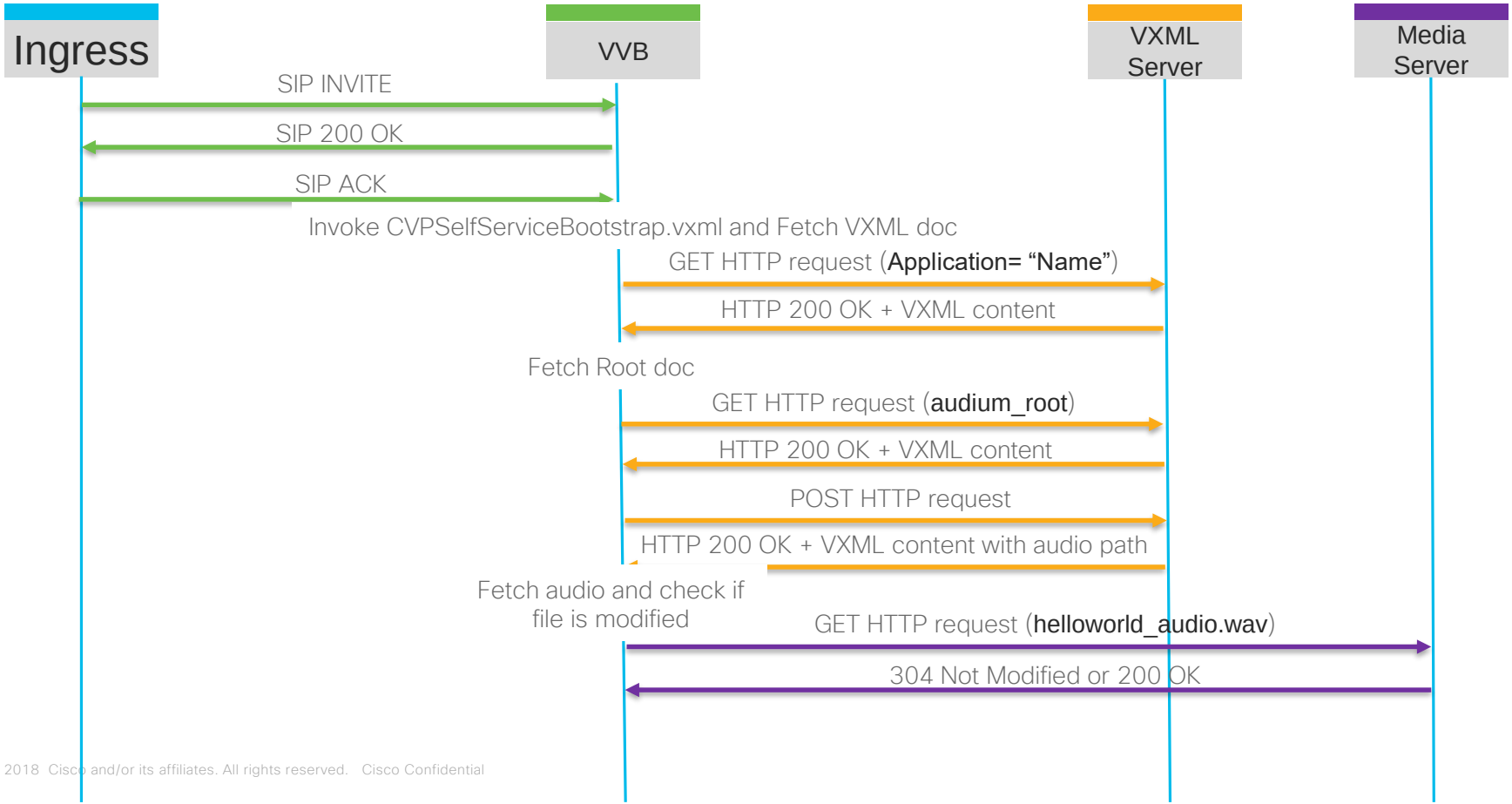
CVP Standalone Call Flow (without ICM lookup)



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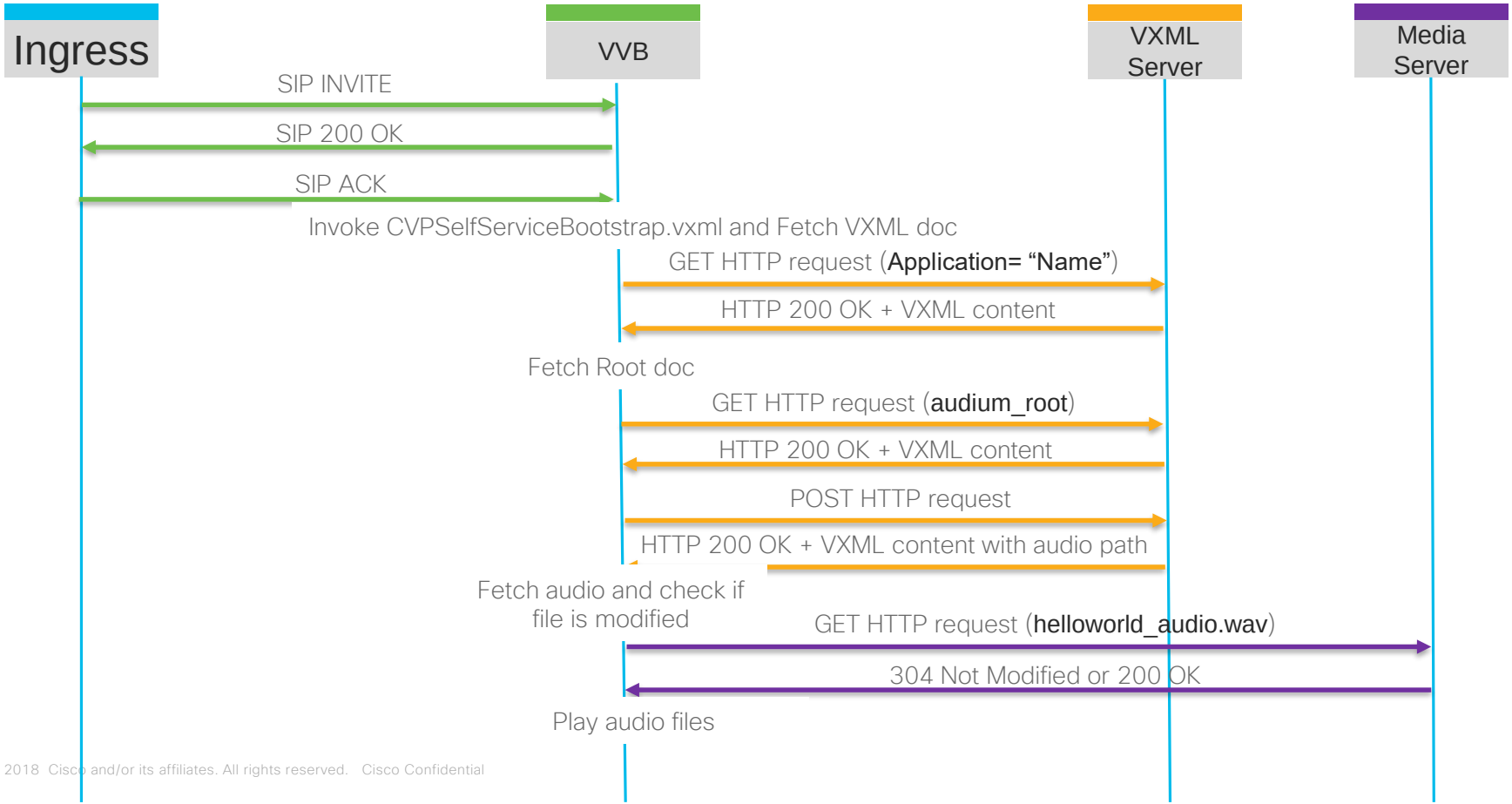
CVP Standalone Call Flow (without ICM lookup)



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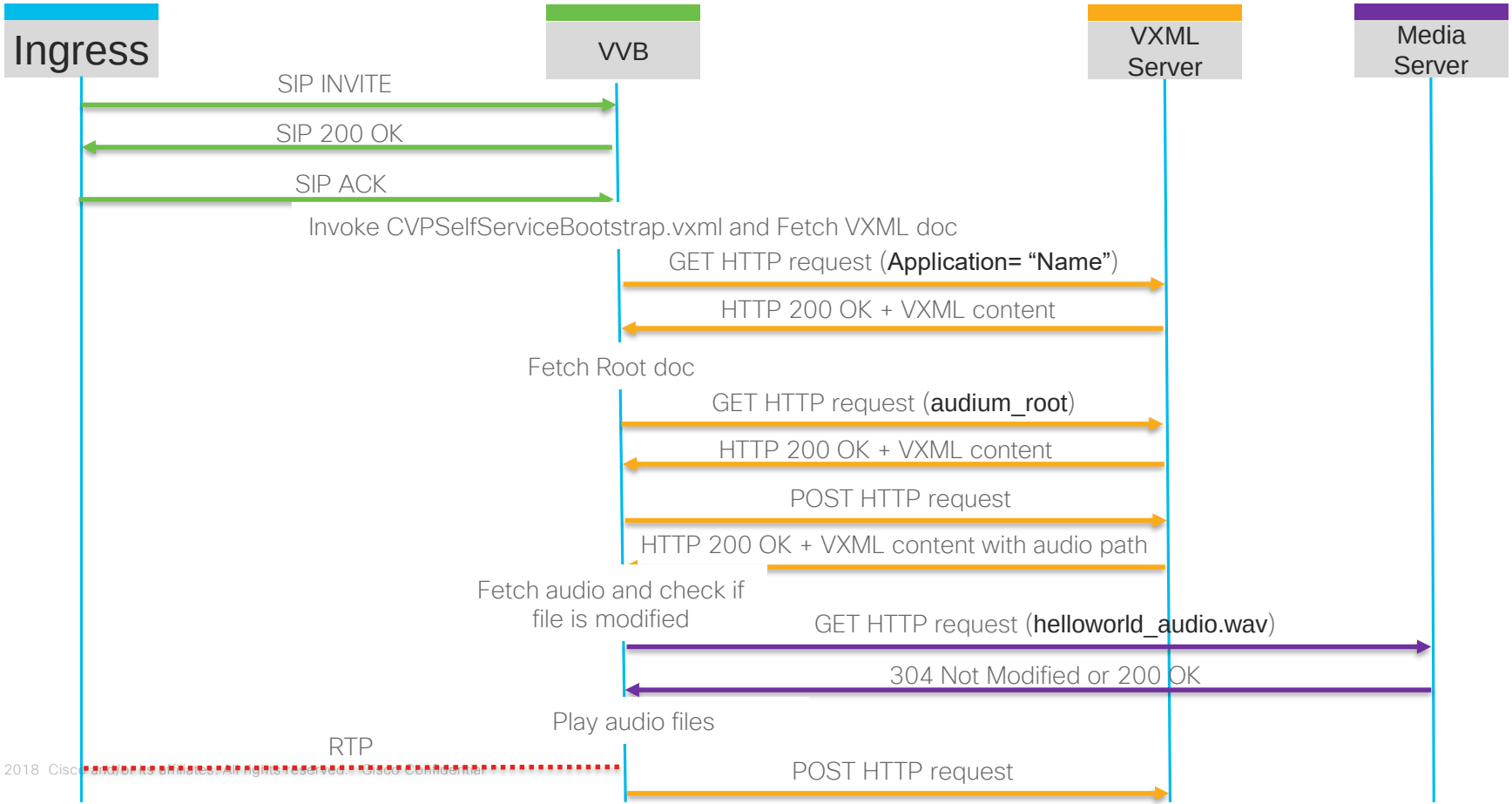
CVP Standalone Call Flow (without ICM lookup)



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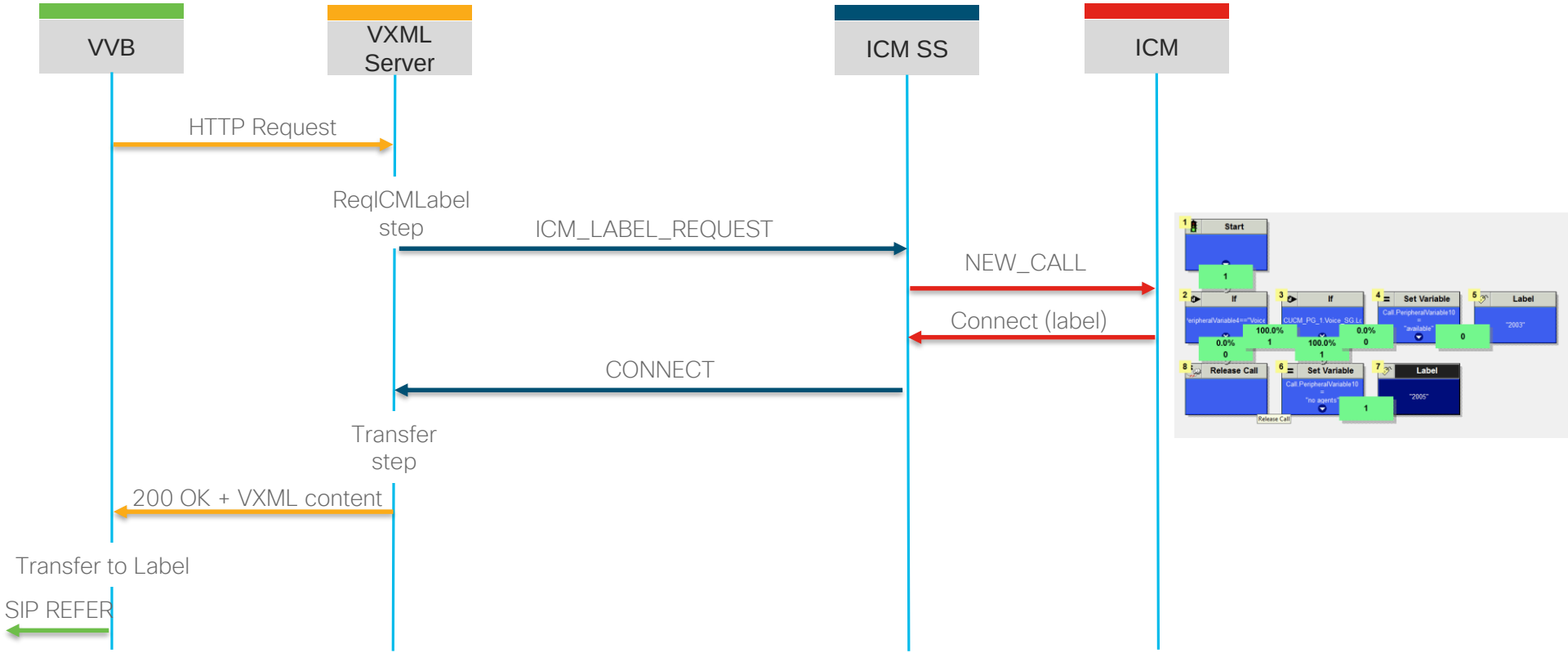
CVP Standalone Call Flow (with ICM lookup)



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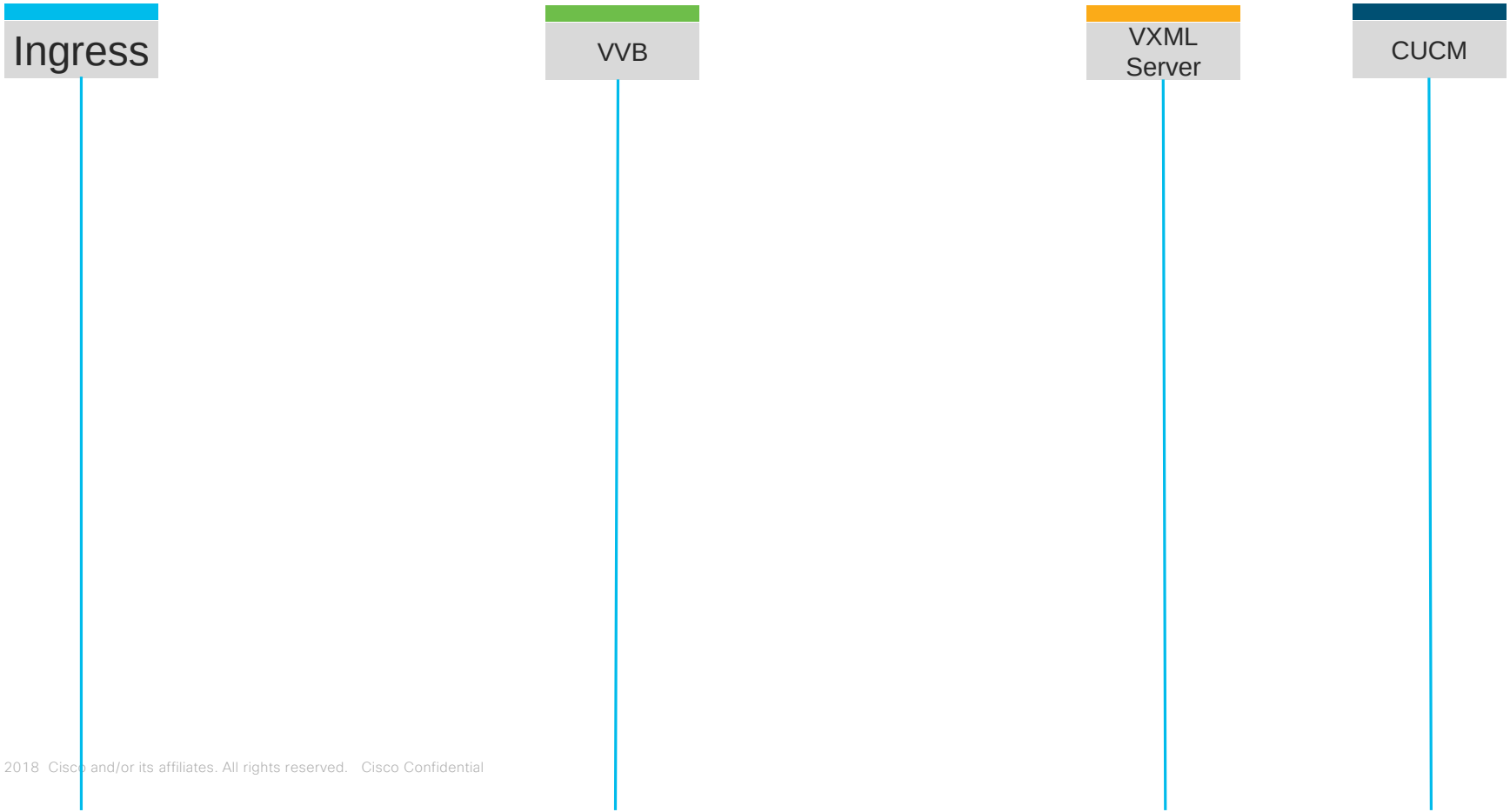
CVP Standalone Call Flow (without ICM lookup)



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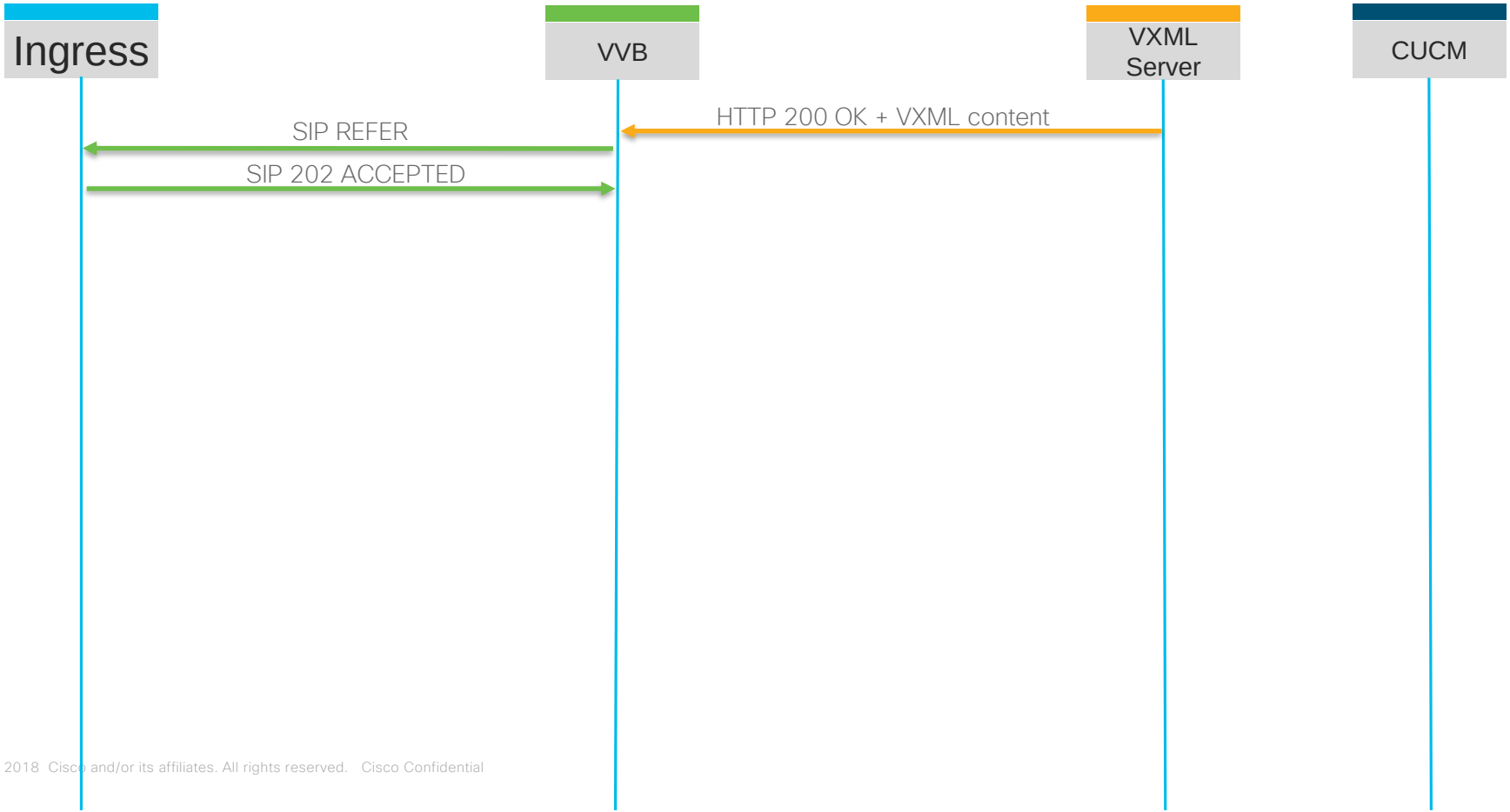

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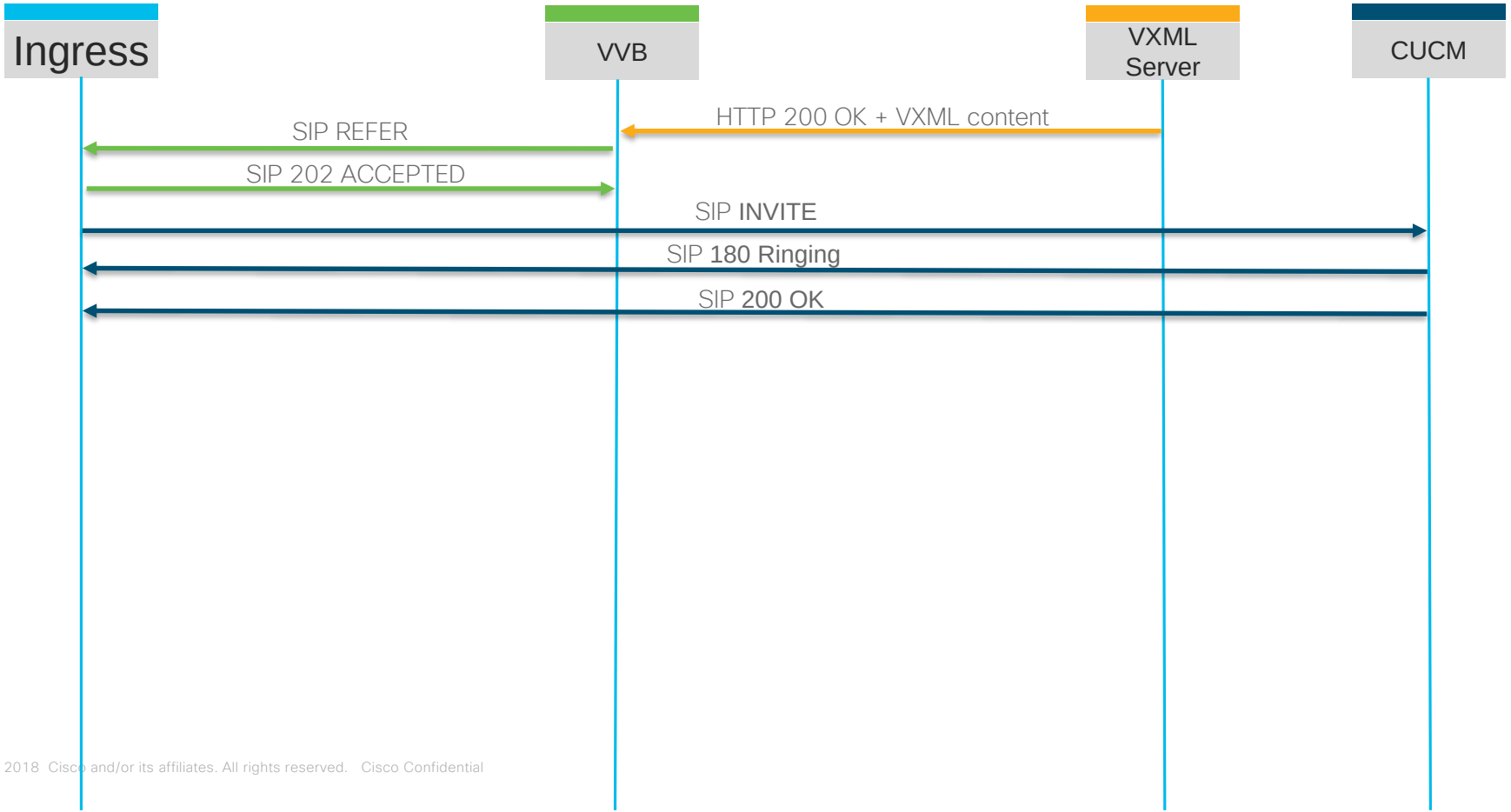
CVP Standalone Call Flow (without ICM lookup)



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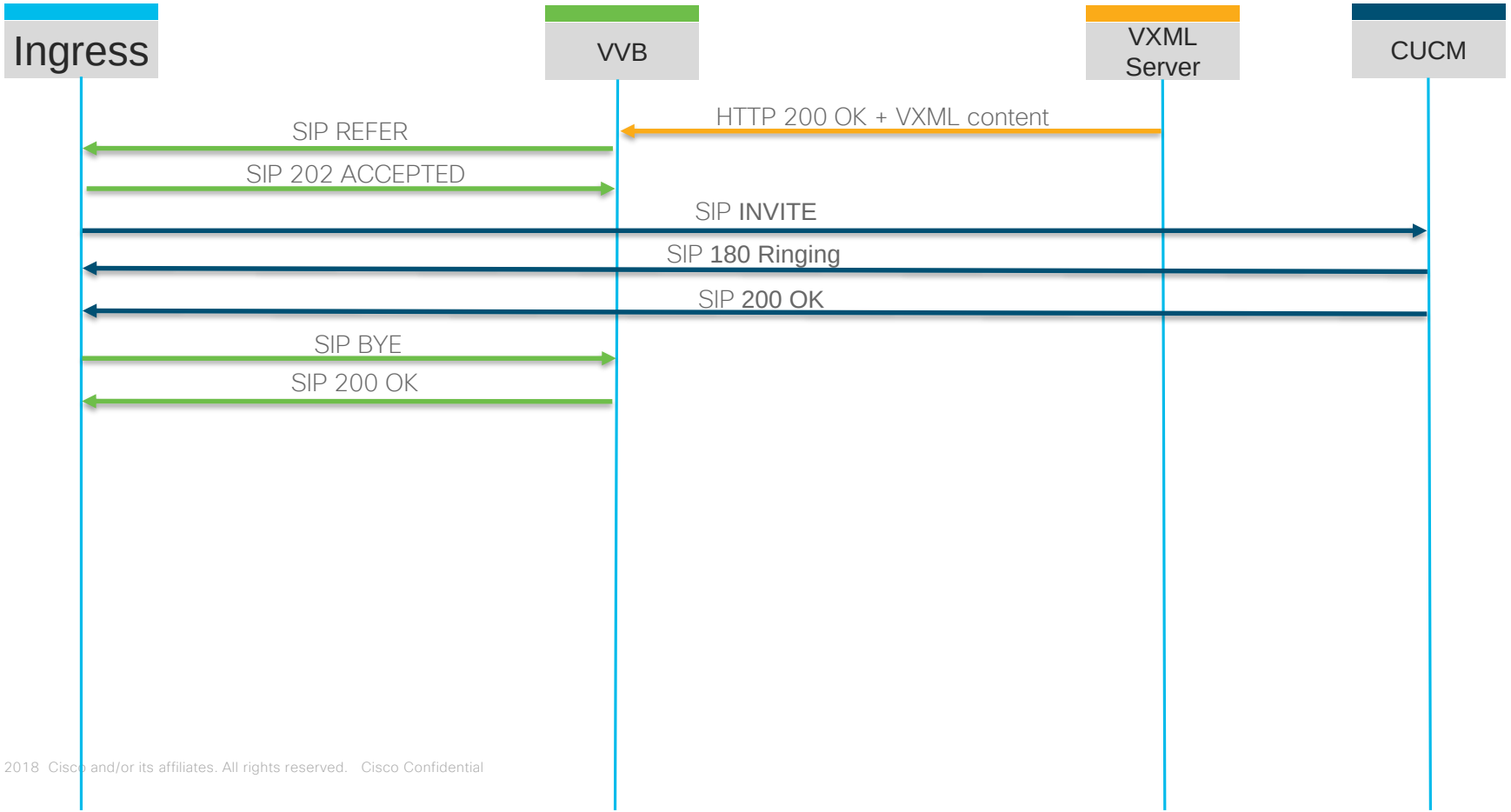

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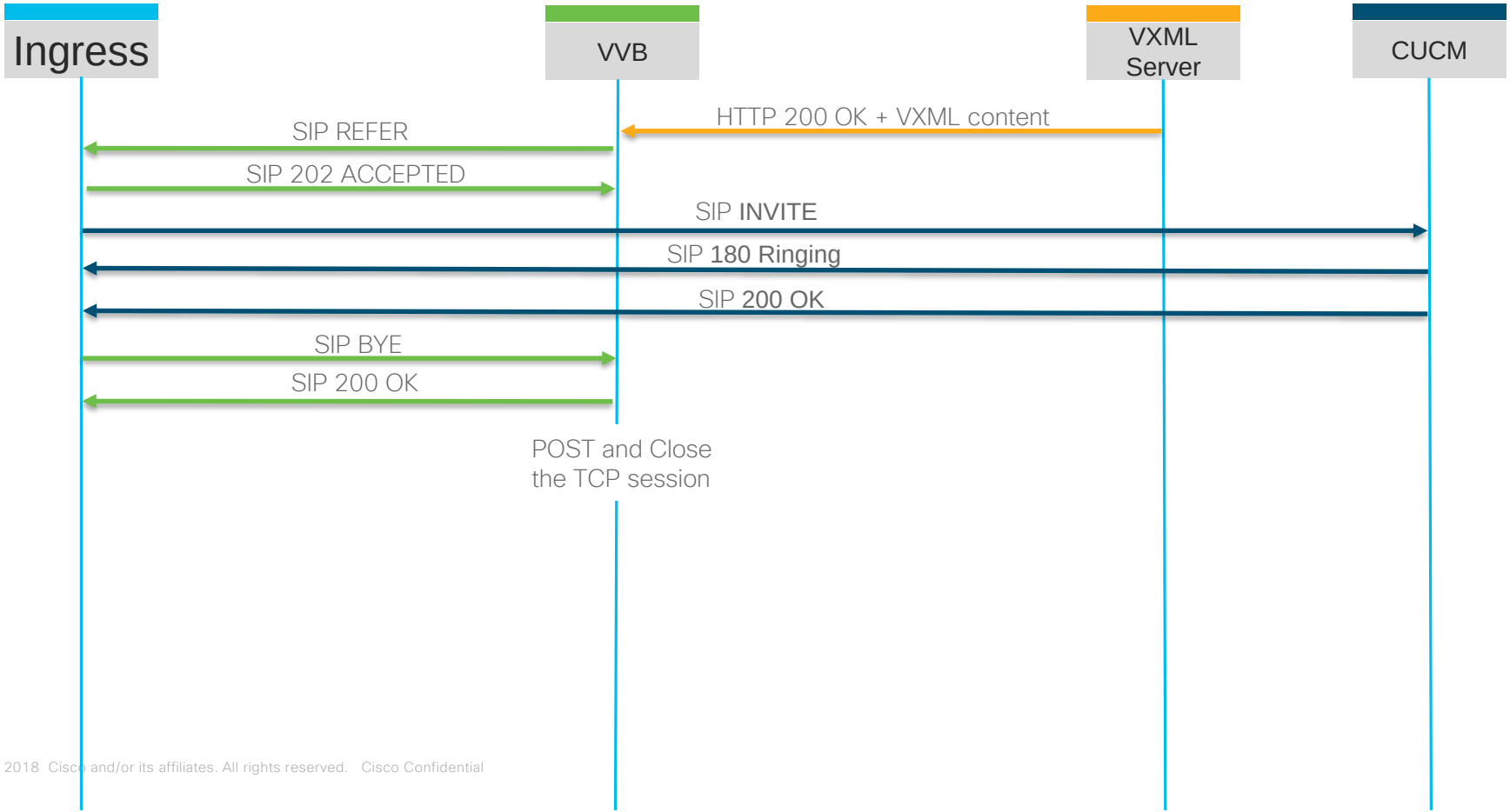

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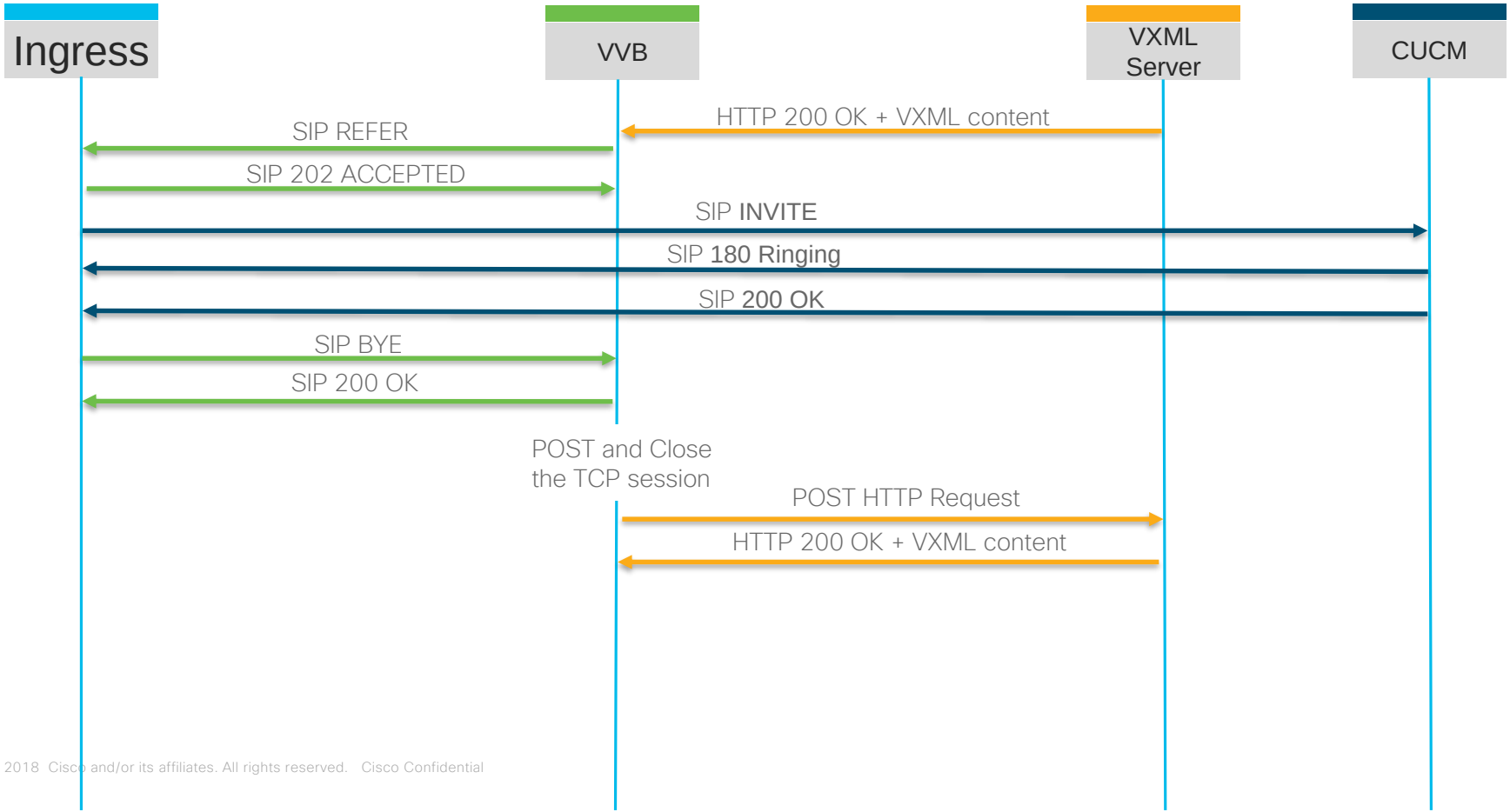

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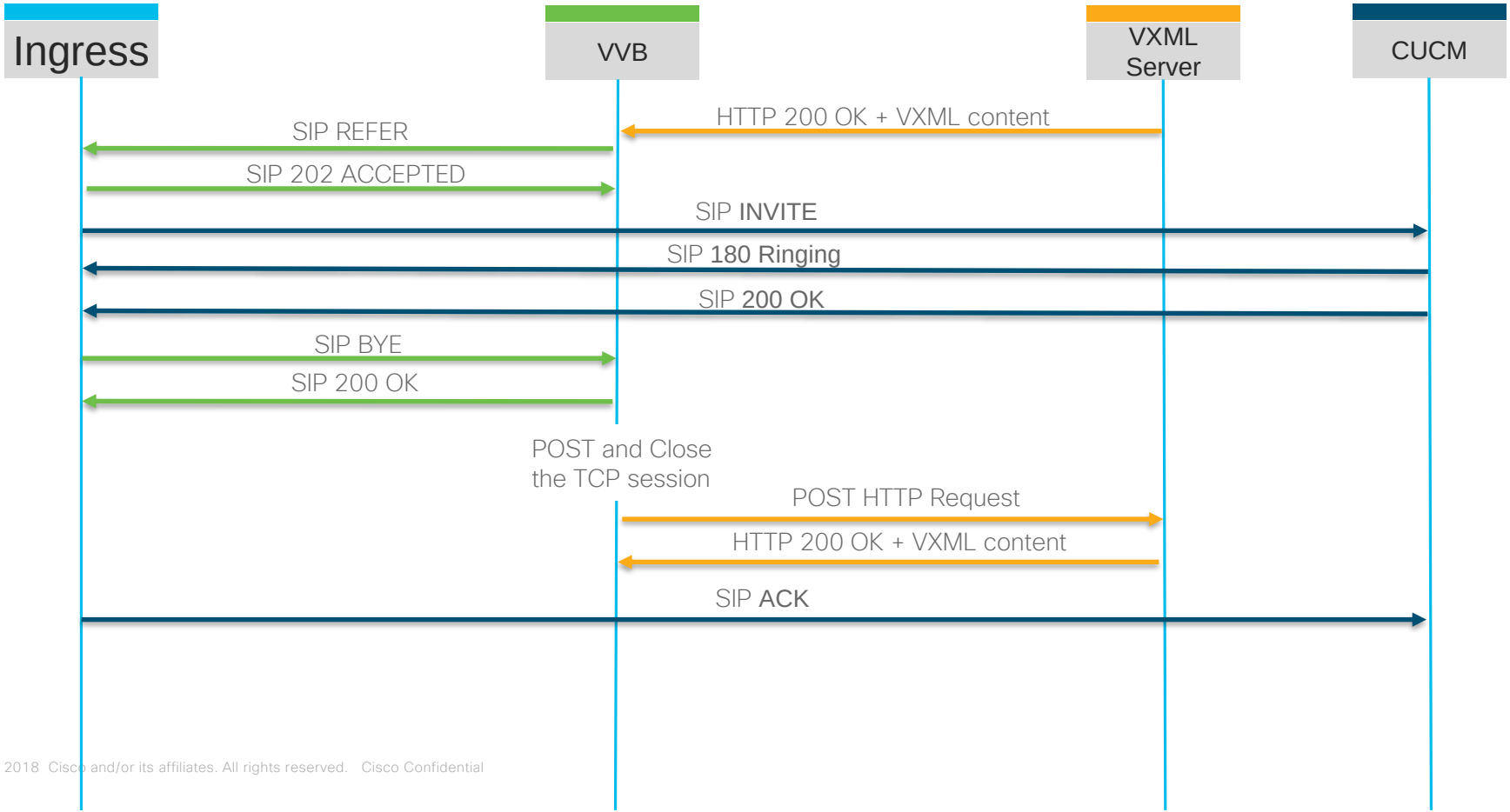
CVP Standalone Call Flow (without ICM lookup)



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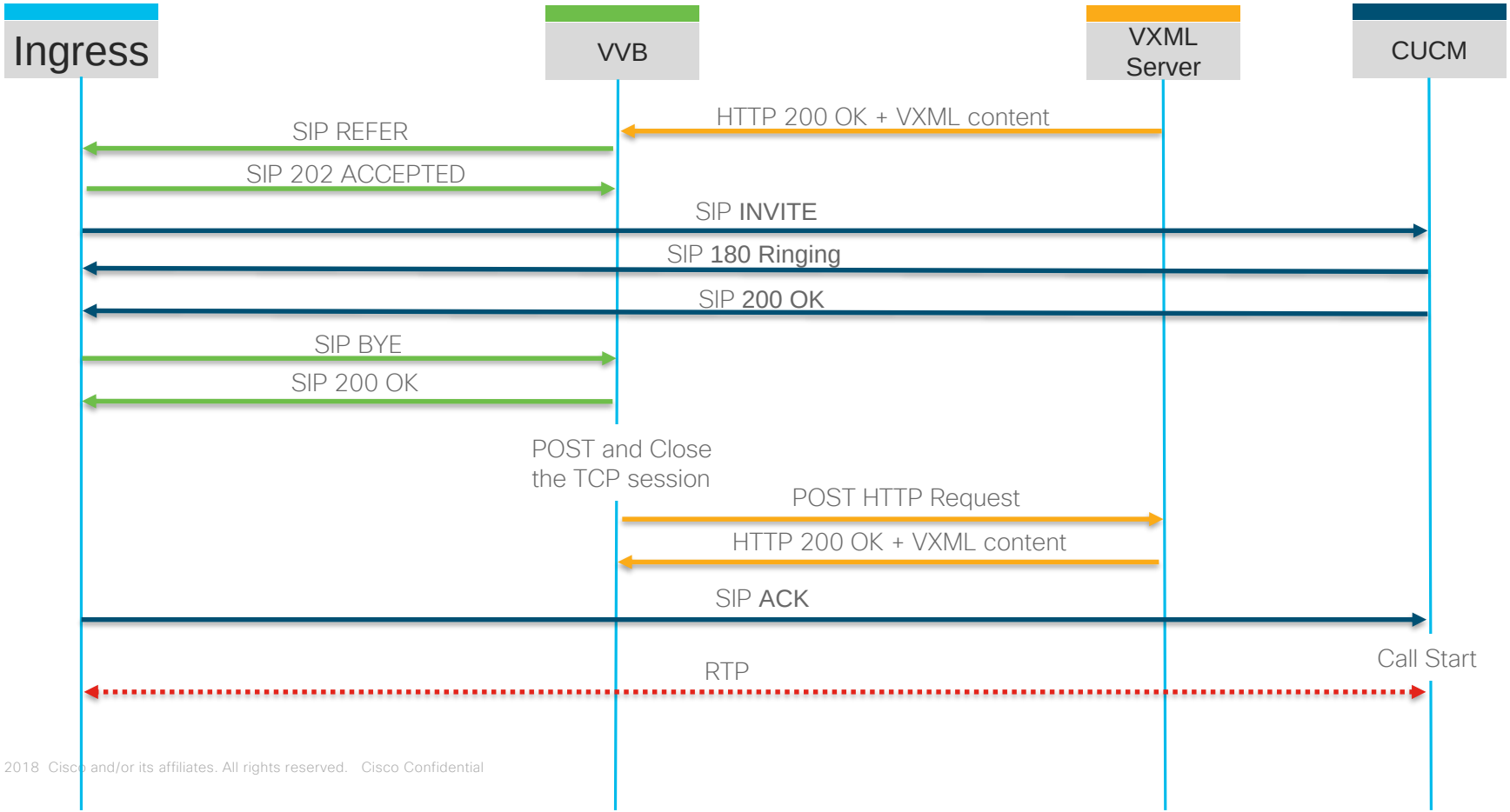
CVP Standalone Call Flow (without ICM lookup)



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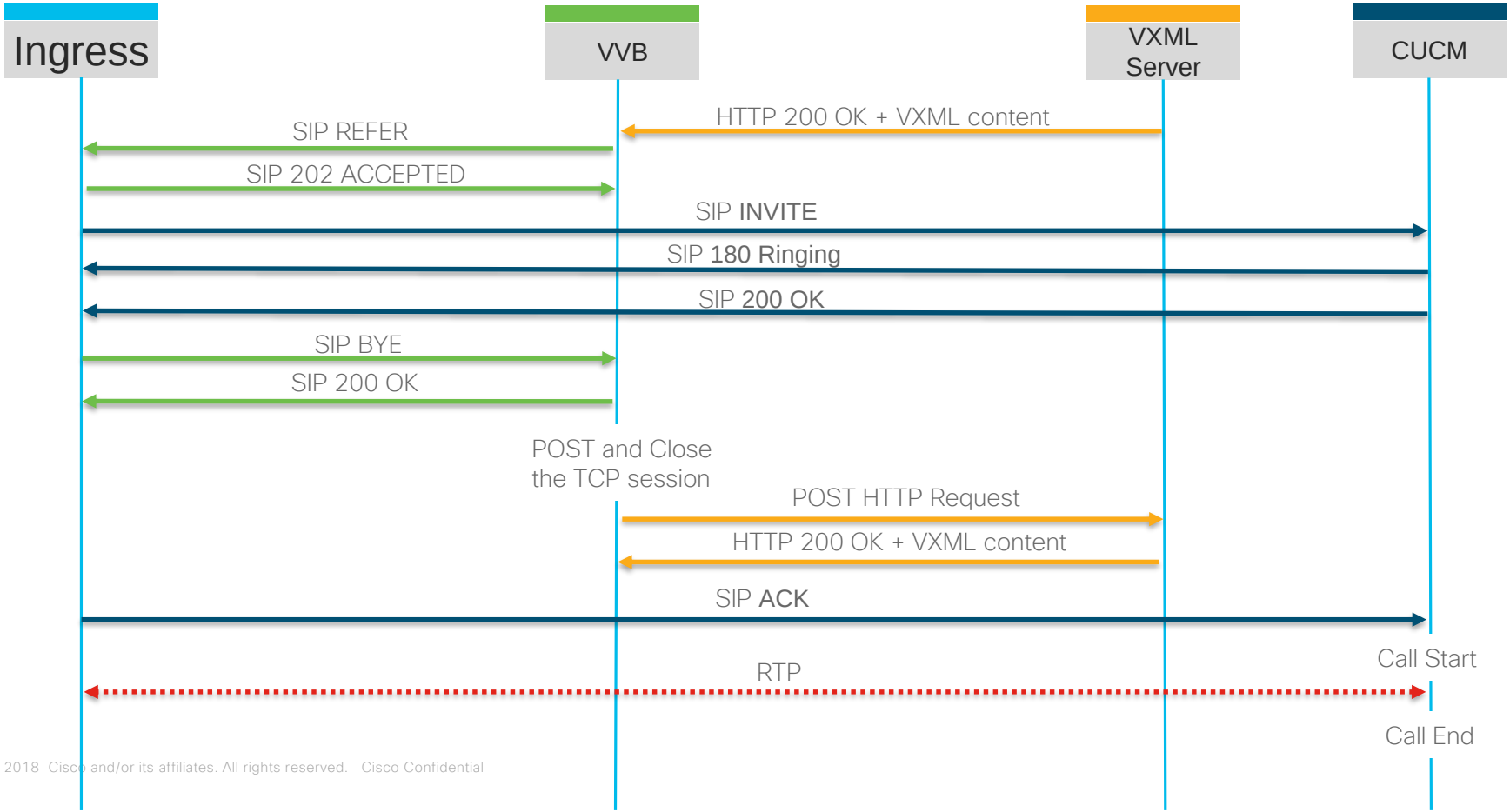
CVP Standalone Call Flow (without ICM lookup)



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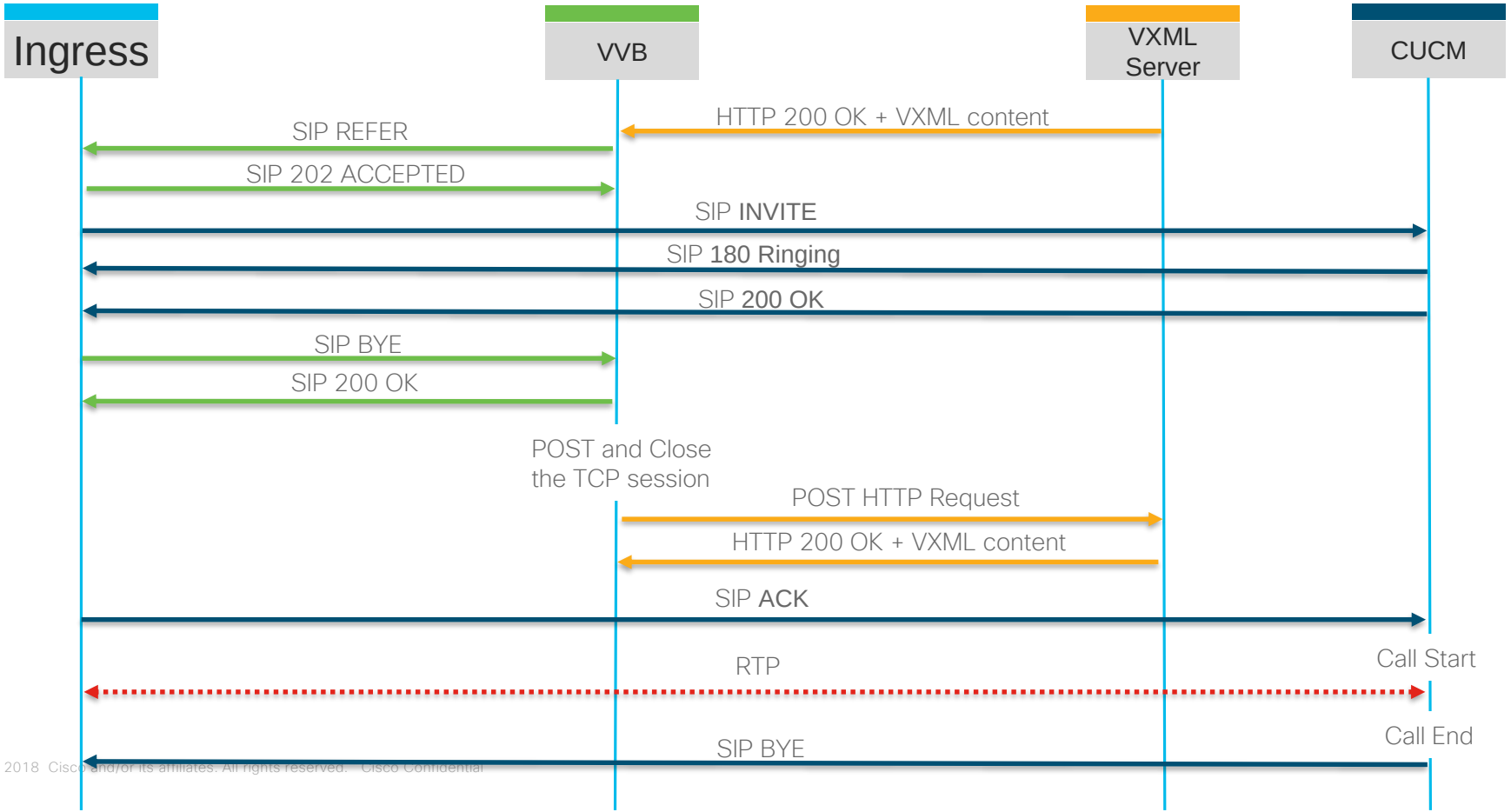
CVP Standalone Call Flow (without ICM lookup)



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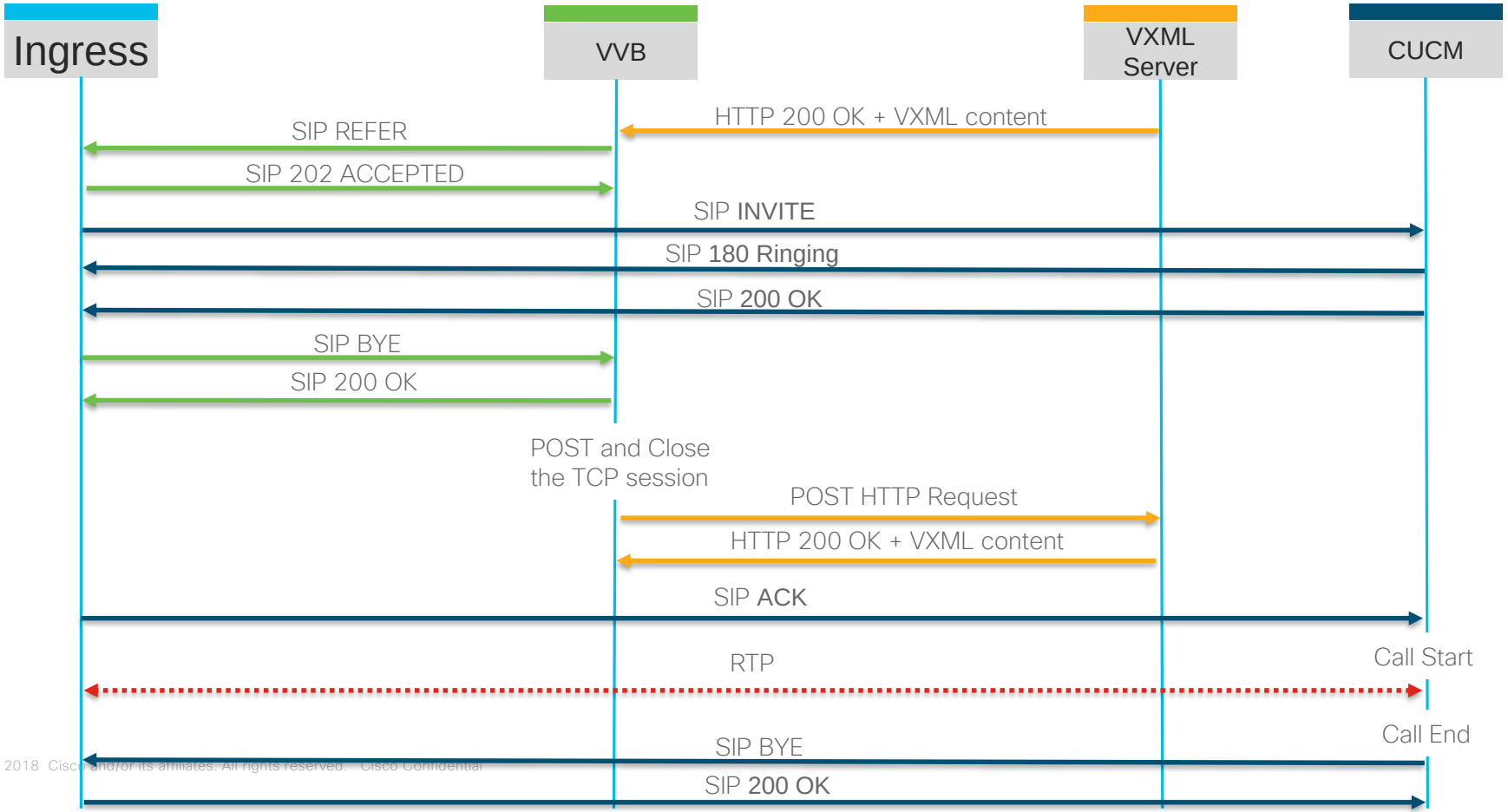
CVP Standalone Call Flow (without ICM lookup)



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Configuration

Ingress Gateway / vCUBE configuration

Outbound dial-peer to VVB:

```
dial-peer voice 205 voip
 description * CVP Standalone Model to VVB *
 destination-pattern 402.
 session protocol sipv2
 session target ipv4:10.48.54.128
 dtmf-relay rtp-nte
 codec g711ulaw
 no vad
```

Outbound dial-peer to CUCM:

```
dial-peer voice 209 voip
 description * Agent's Phones to CUCM *
 destination-pattern 2...$
 session protocol sipv2
 session target ipv4:10.48.54.87
 dtmf-relay rtp-nte
 codec g711ulaw
 no vad
```

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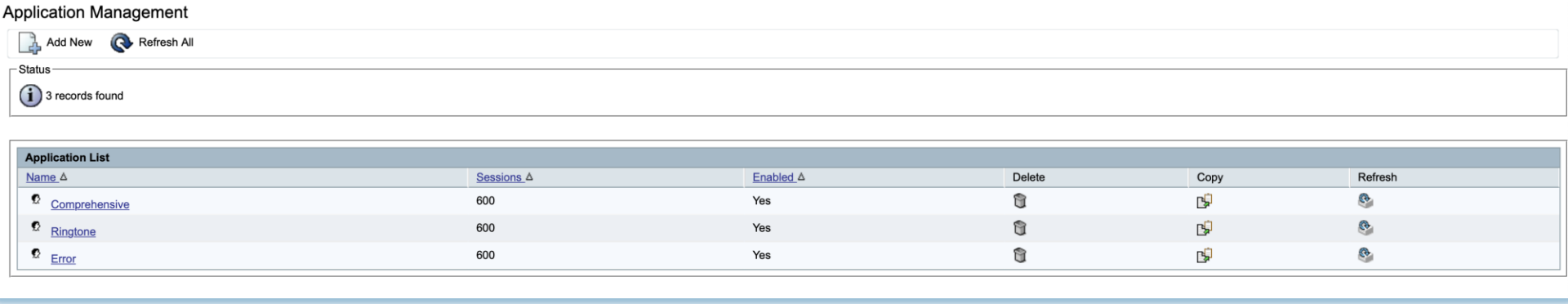
VVB Configuration – Application Management



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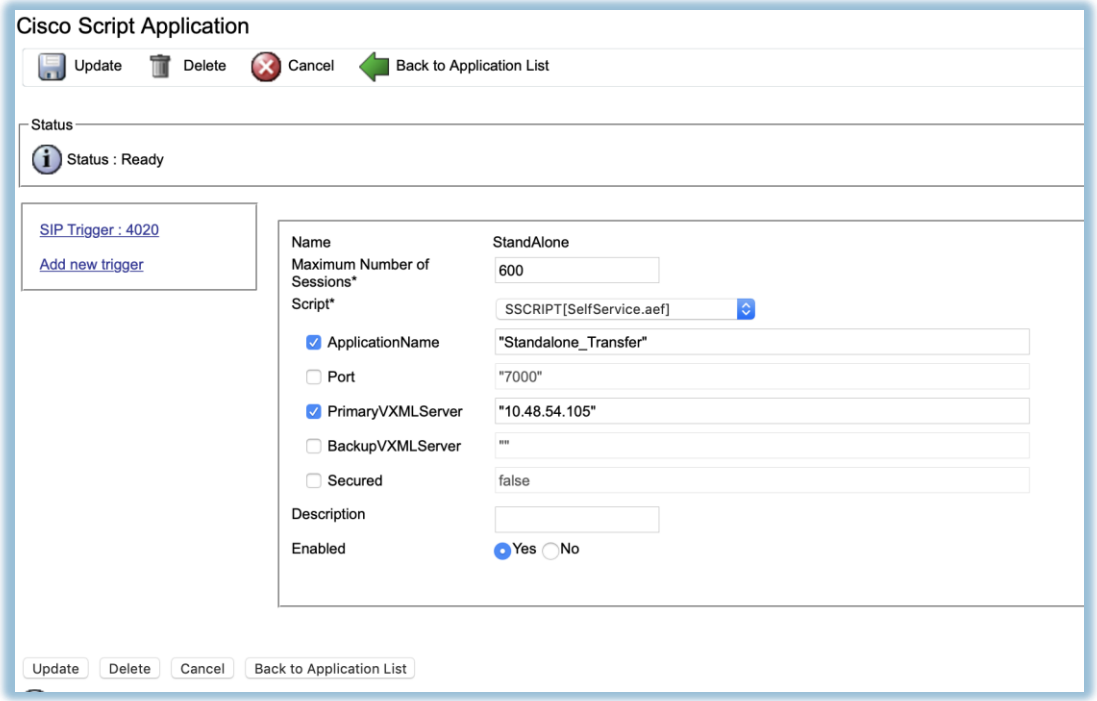
VVB Configuration (cont), StandAlone script



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VXML GW Configuration

Incoming dial-peer for Self Service:

```
dial-peer voice 201 voip
 description * Self Service SIP Calls from IP *
 service StandAlone
 codec g711ulaw
 incoming called-number 4020
 dtmf-relay rtp-nte
 no vad
```

The application's settings:

```
application
 service StandAlone flash:CVPSelfService.tcl
  paramspace english language en
  paramspace english index 0
  param CVPSelfService-port 7000
  param CVPSelfService-app Standalone_Transfer
  param CVPPrimaryVXMLServer 10.48.54.105
  paramspace english location flash
  paramspace english prefix en
 !
service CVPSelfService
flash:CVPSelfServiceBootstrap.vxml
!
```

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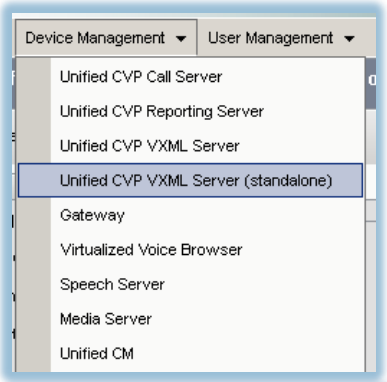
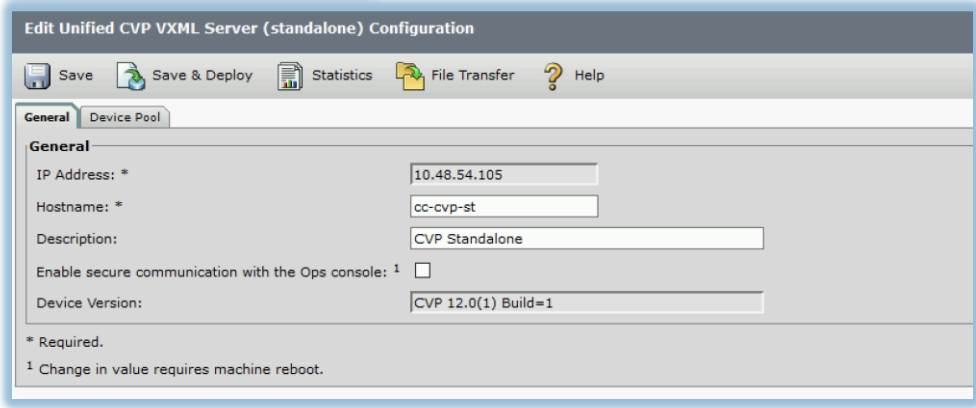
CVP Configuration – Deploying VXML Server

- Connecting to OAMP webpage
- Deploying a Unified CVP VXML Server(standalone)





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CVP Configuration – Application with Transfer

- Create a custom application on CVP Call Studio.
- Deploying this Application on VXML Server.

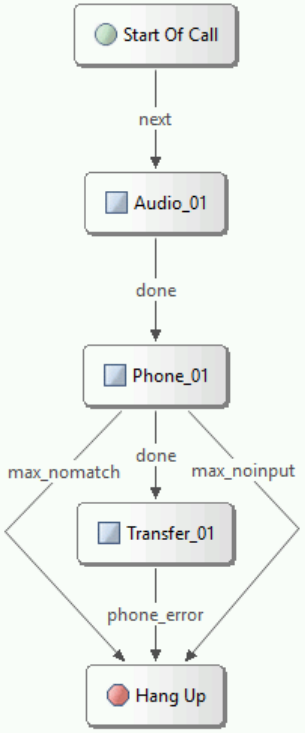
```
C:\Windows\system32\cmd.exe
Copyright (C) 1999 - 2019 Cisco Systems, Inc. All rights reserved.

Cisco Unified Customer Voice Portal VXML Server v12.0(1)
Customer Voice Portal is a trademark of Cisco Systems, Inc.

Total Concurrent Callers: 0
License Ports:            30
Available Ports:          30

Application Name        Status     Active Callers   Sessions Ending
-------------------------------------------------------------------
Standalone_Transfer     Running    0                0
RecordAgentGreeting     Running    0                0
HelloWorld              Running    0                0
MicroApp                Running    0                0
Press any key to continue . . .
```

Example of a simple application:



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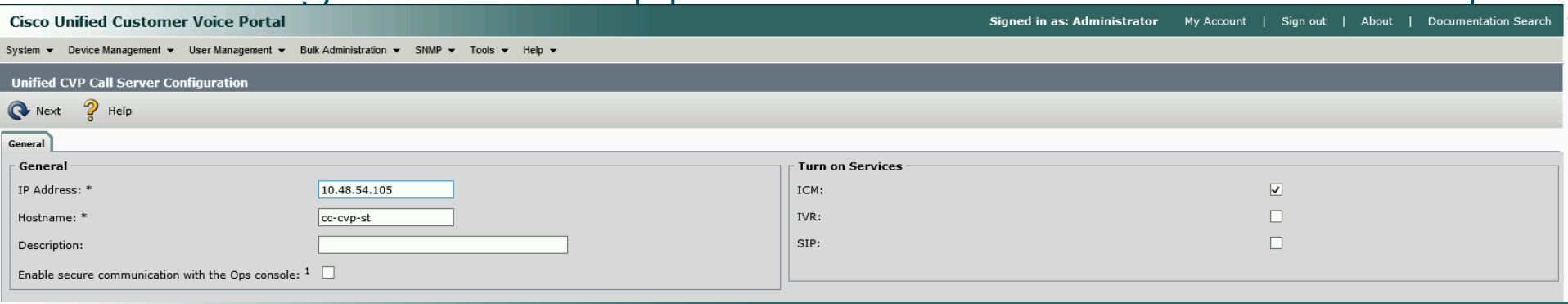
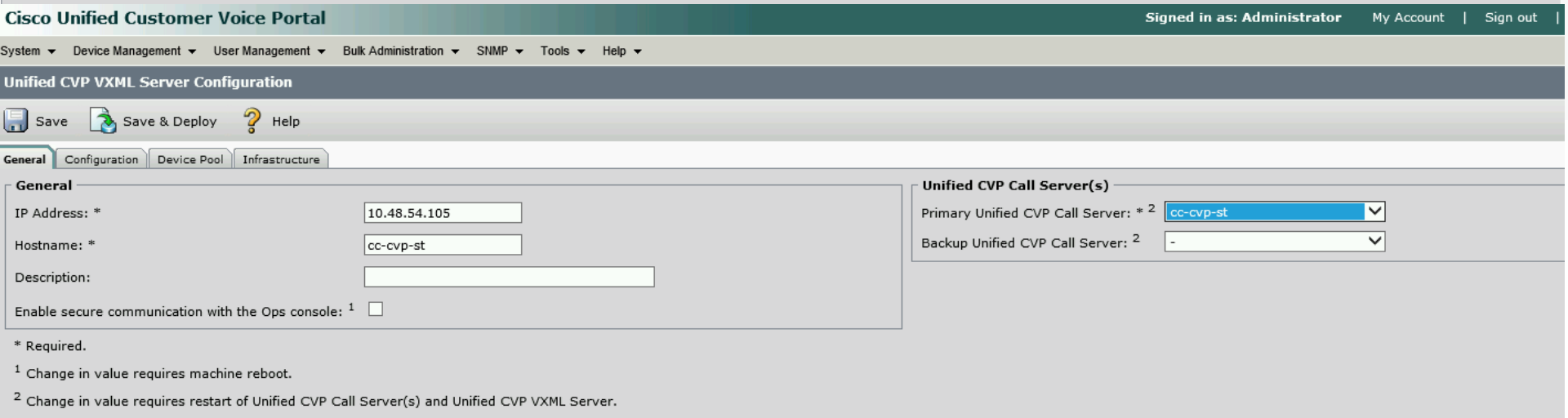
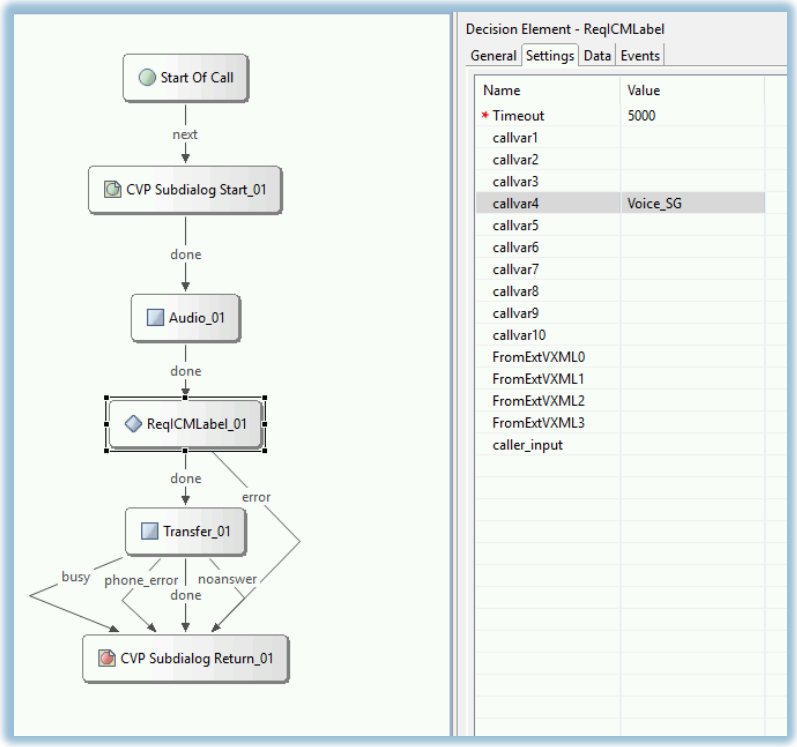
CVP Configuration – Application with with ICM Lookup





CVP Configuration – Application with with ICM Lookup



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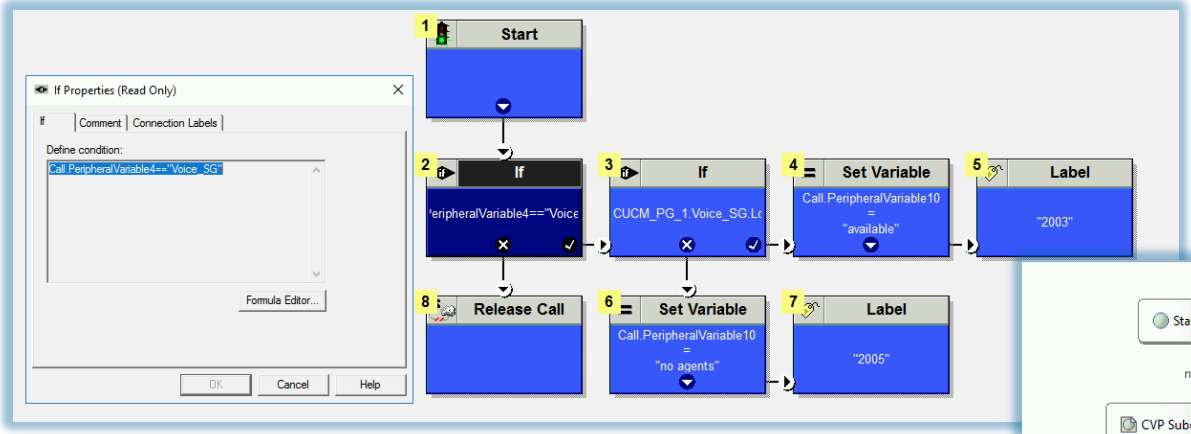
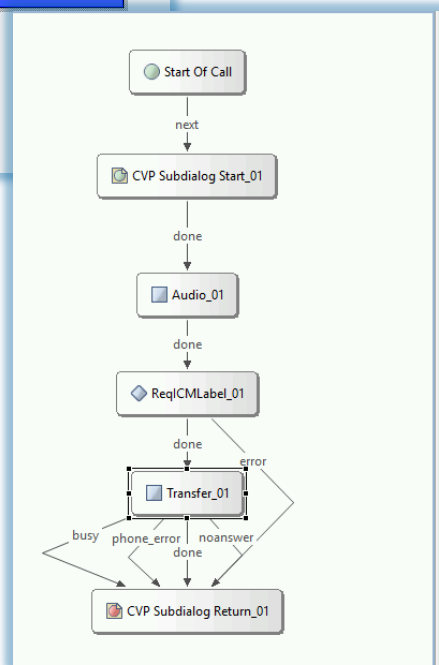
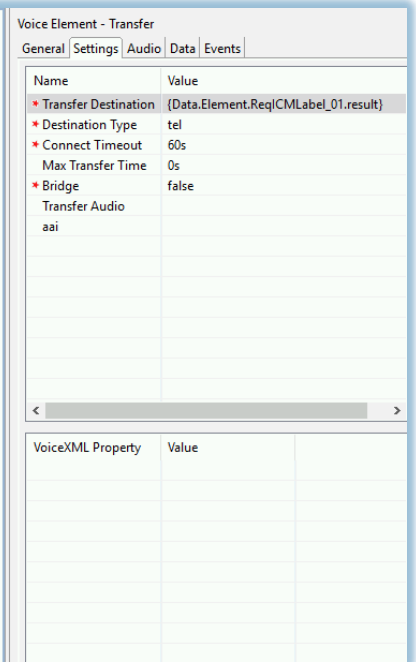
ICM Configuration – Application with with ICM Lookup







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CVP traces & UCCE traces

CVP traces

CVP Trace :

Call Server SIP Tracing :

Step 1)
Please go to the diag page of CallServer
http://<Ip Address of CallServer>:8000/cvp/diag
Click on the DEBUG/41 link on the left side of the page to turn up ICM, IVR and SIP to DEBUG Mask 41

Step 2)
Under Serv Mgr select com.dynamicsoft.DsLibs.DsUALibs from the drop down list
Under Level select DEBUG Then click Set

This logs can be gathered from the following location :

C:\Cisco\CVP\logs\

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Cisco Unified IP-IVR Deployment models

What is IP-IVR?

The Unified IP IVR (Interactive Voice Response) is a Unified CCX product package that provides IP call queuing and IP intelligent voice response functionality for a contact center.

The Unified IP IVR uses the script editor, and it can be configured to play static or dynamic prompts, to offer menus to callers, queue a call, play music, and so on.

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Features

- VoiceXML Browser
- MRCP ASR/TTS
- Email
- Database
- HTTP Request

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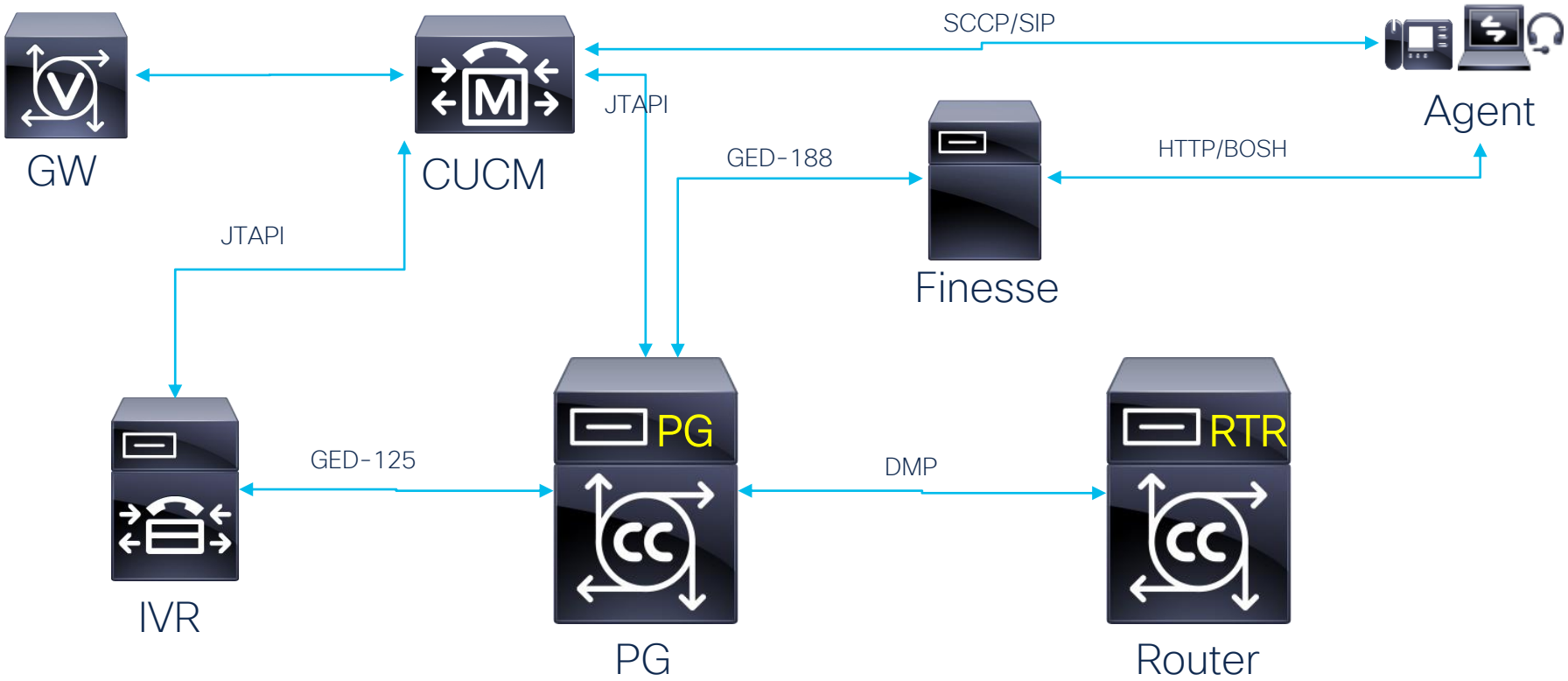
UCCE Deployment Model

Unified Deployment Model within Unified CCE



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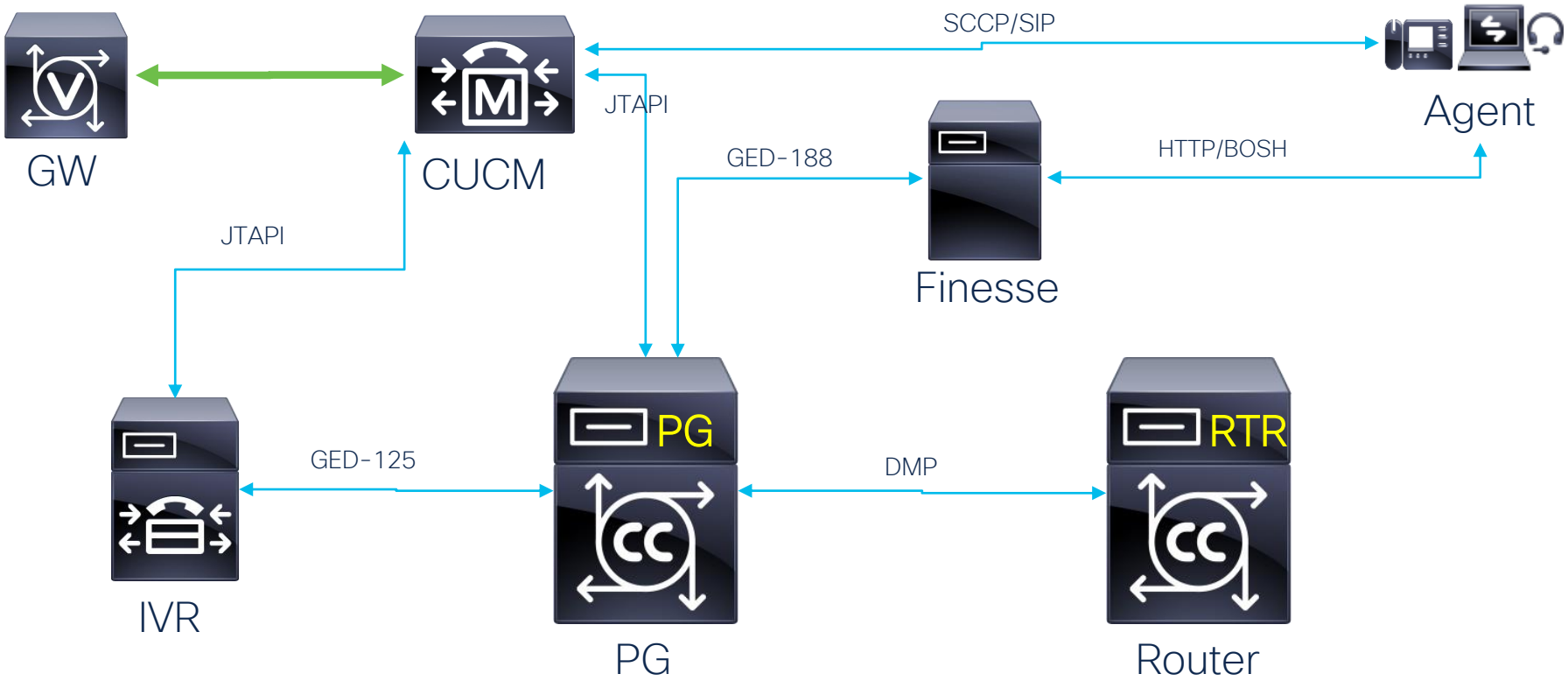

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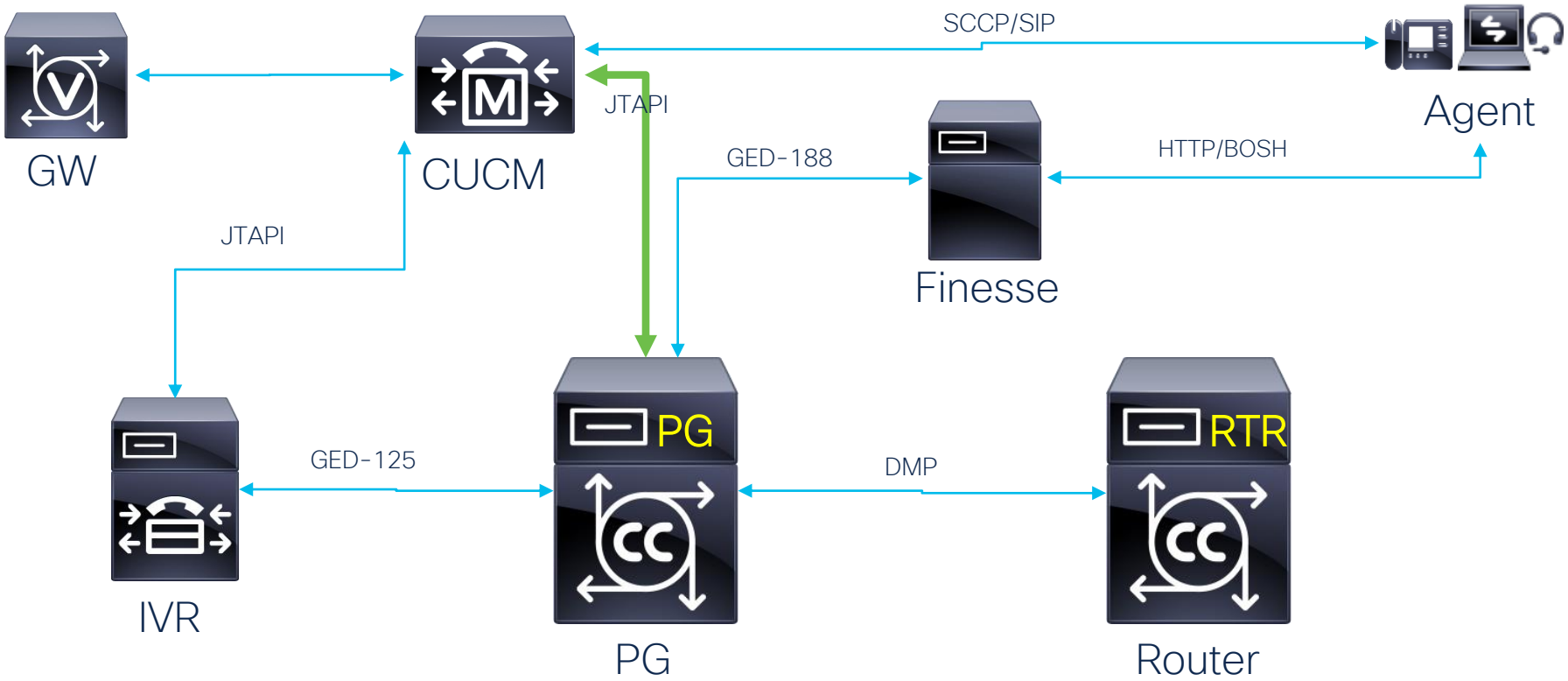

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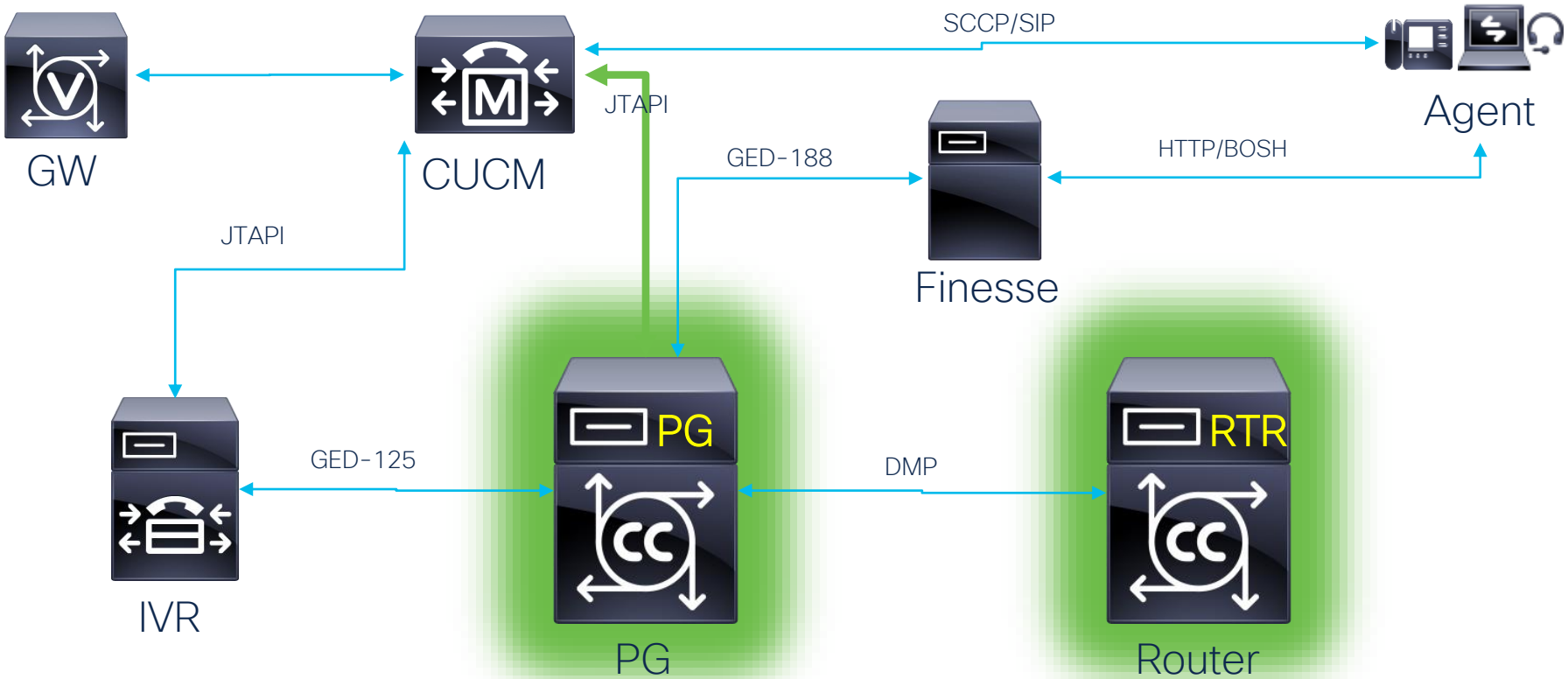

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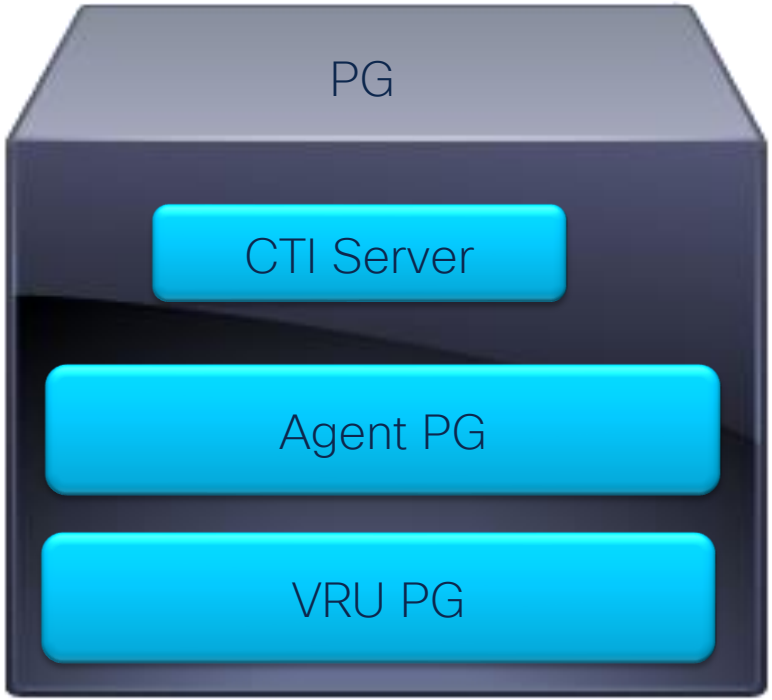

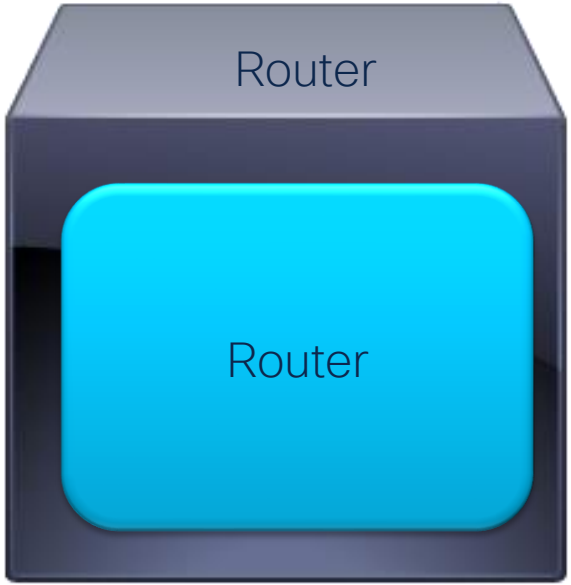

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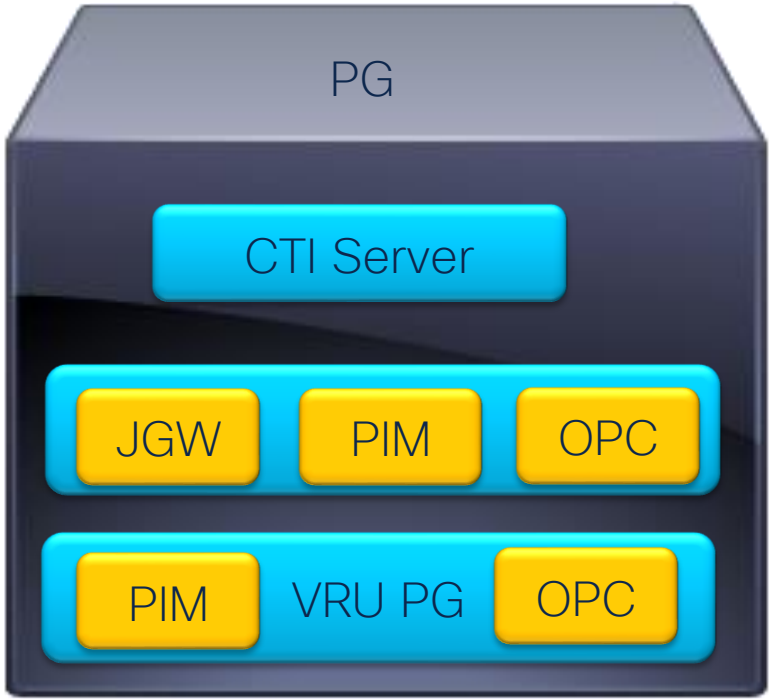

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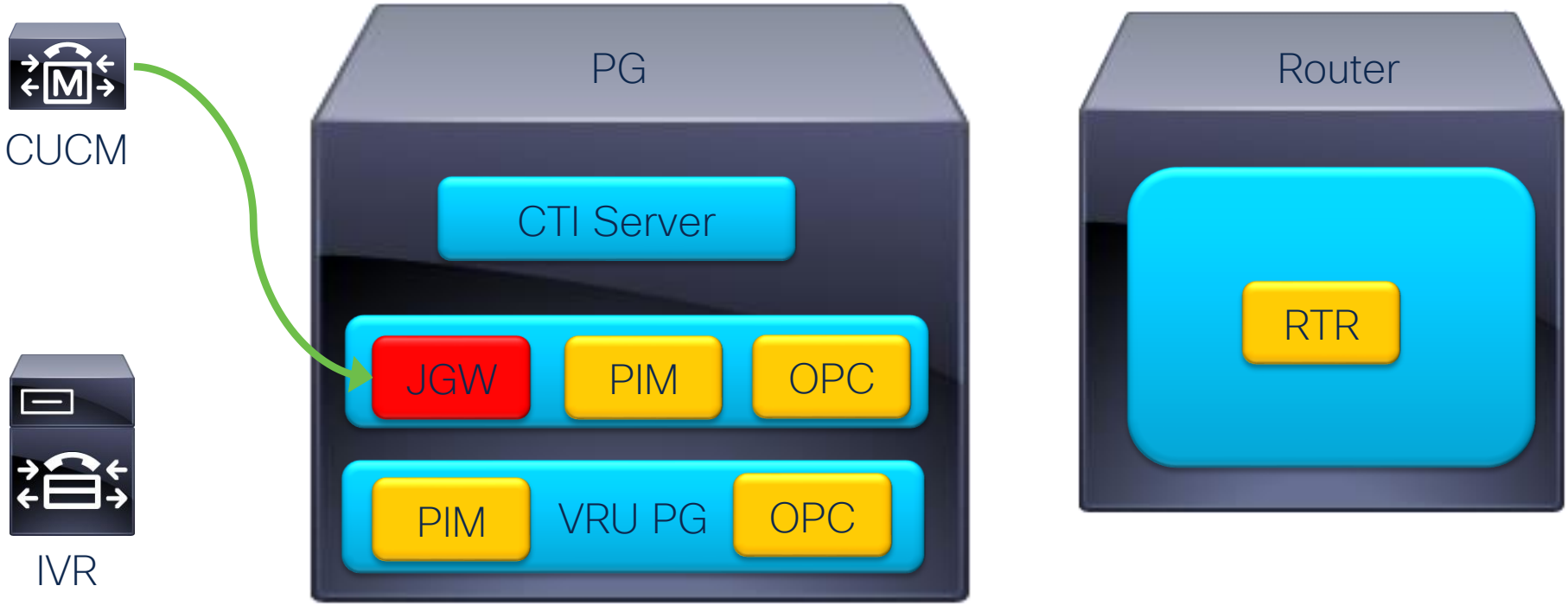

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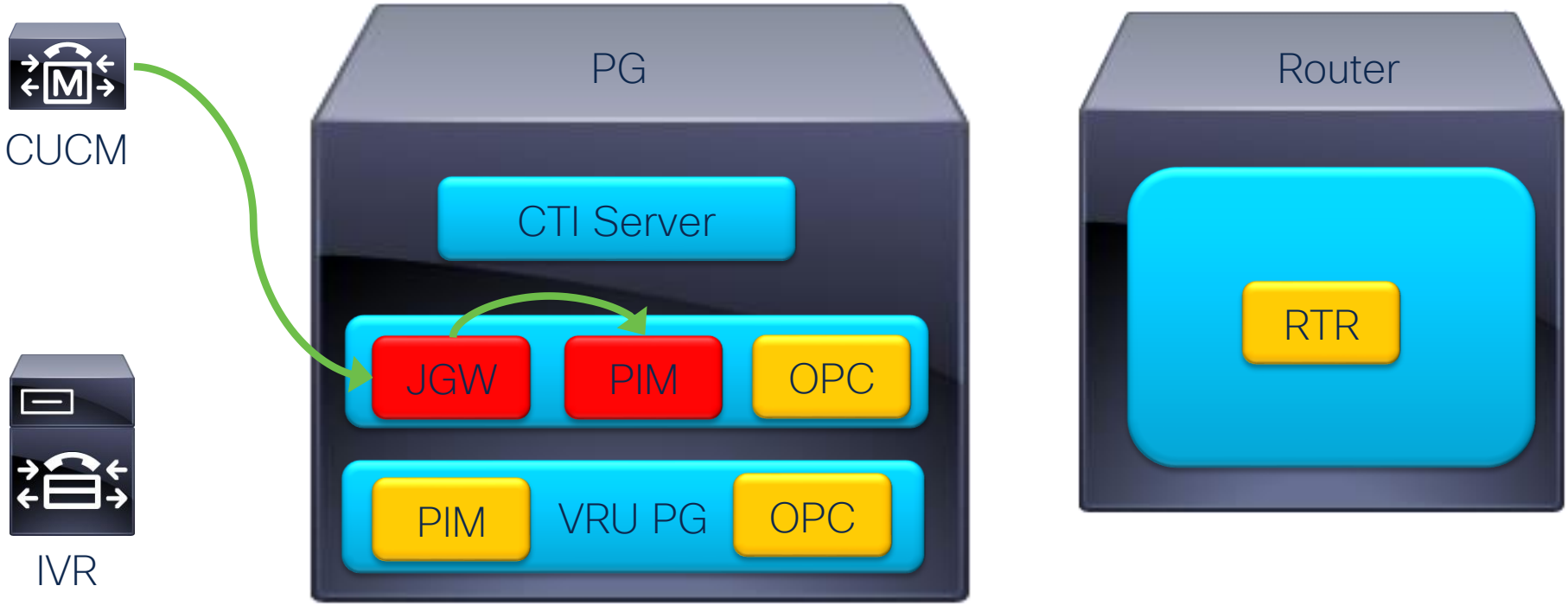

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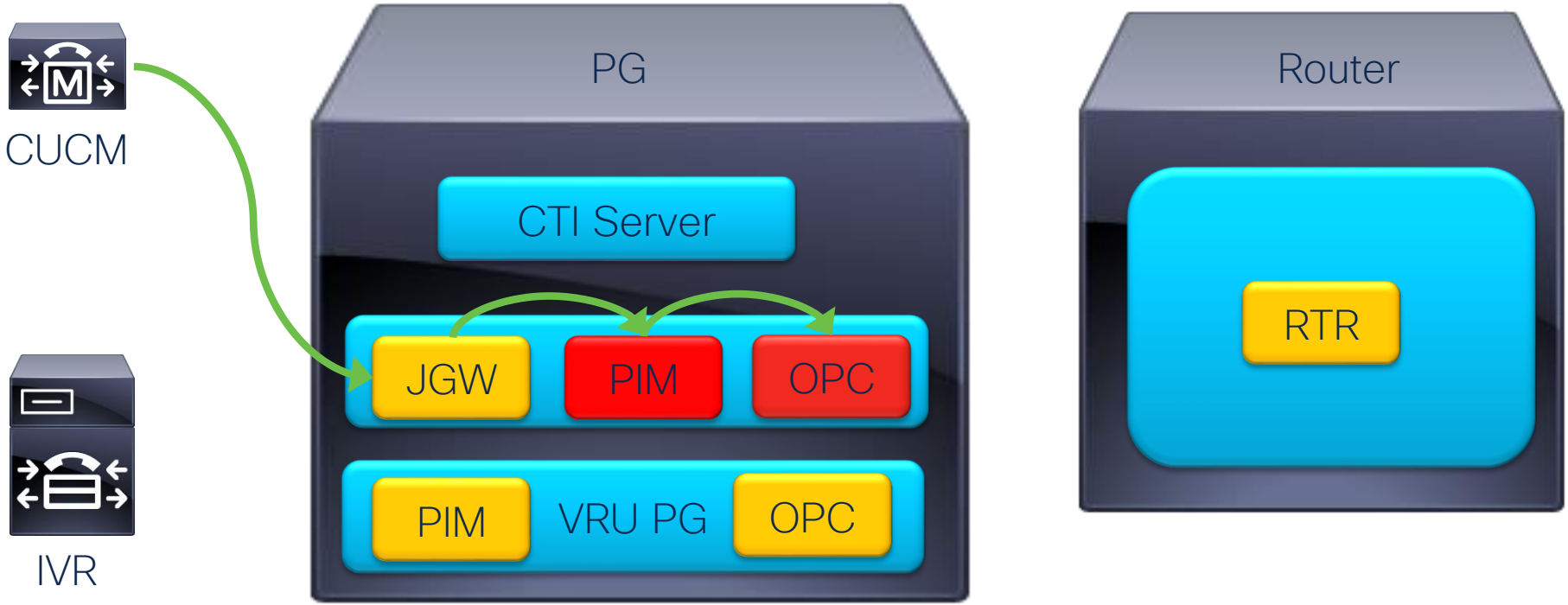

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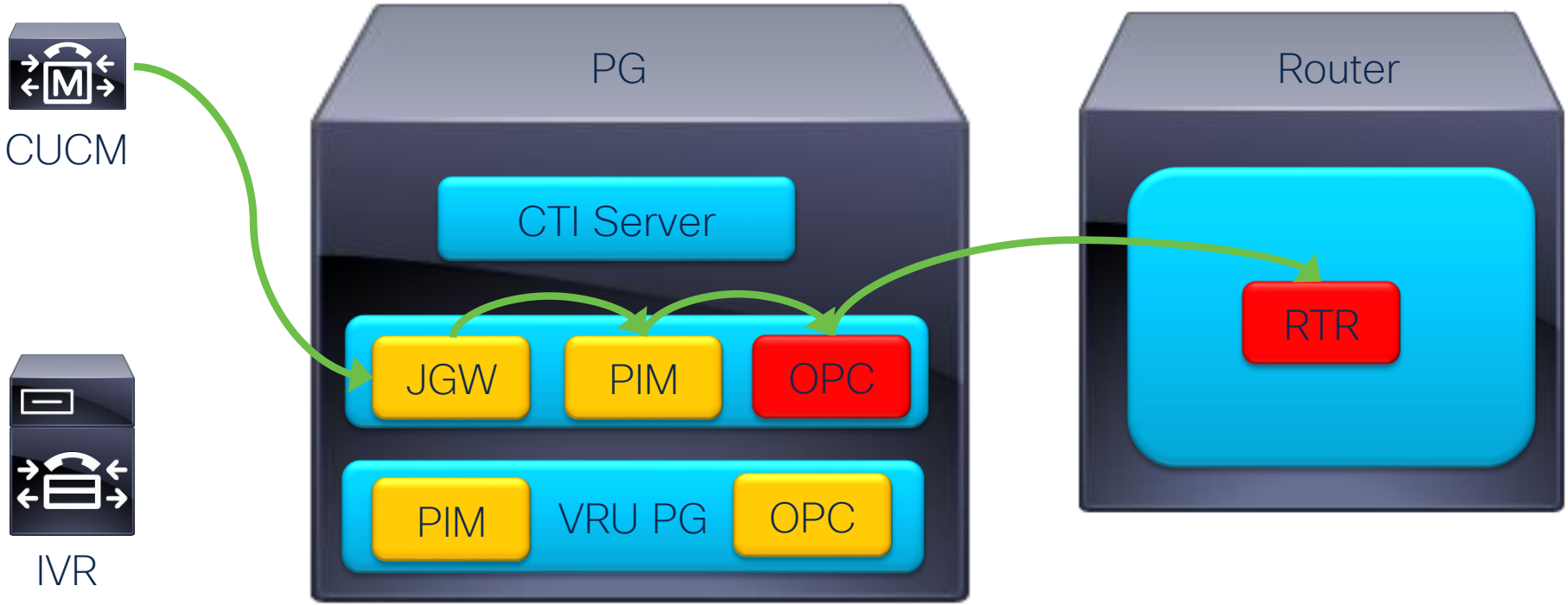

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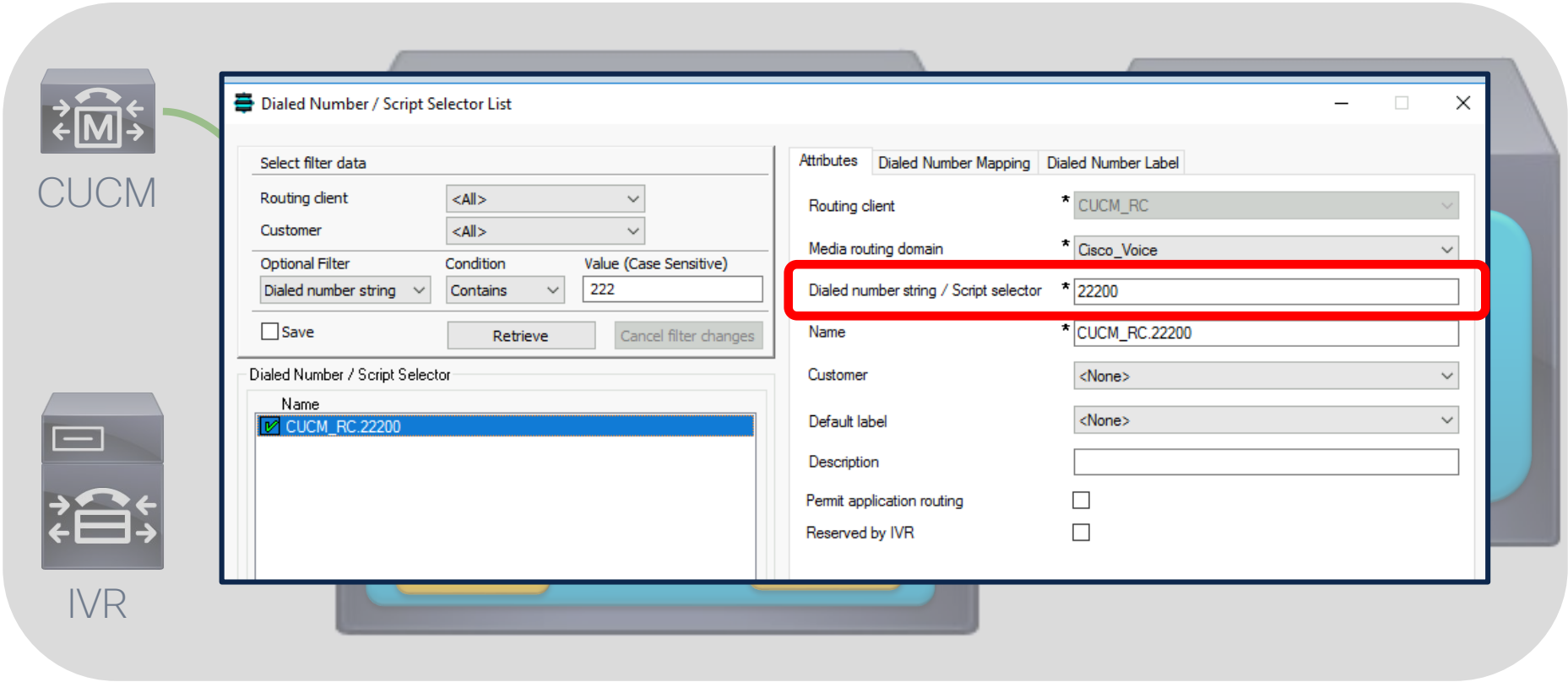

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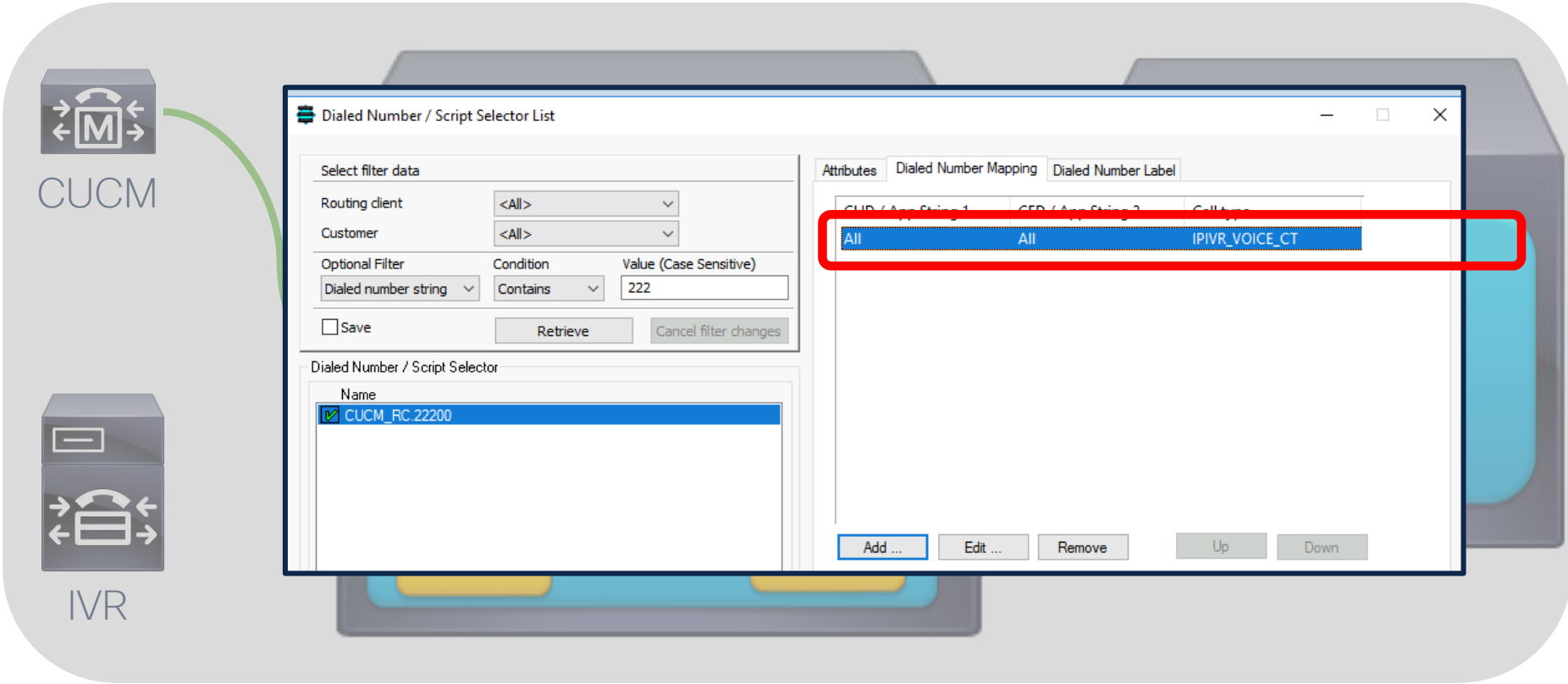

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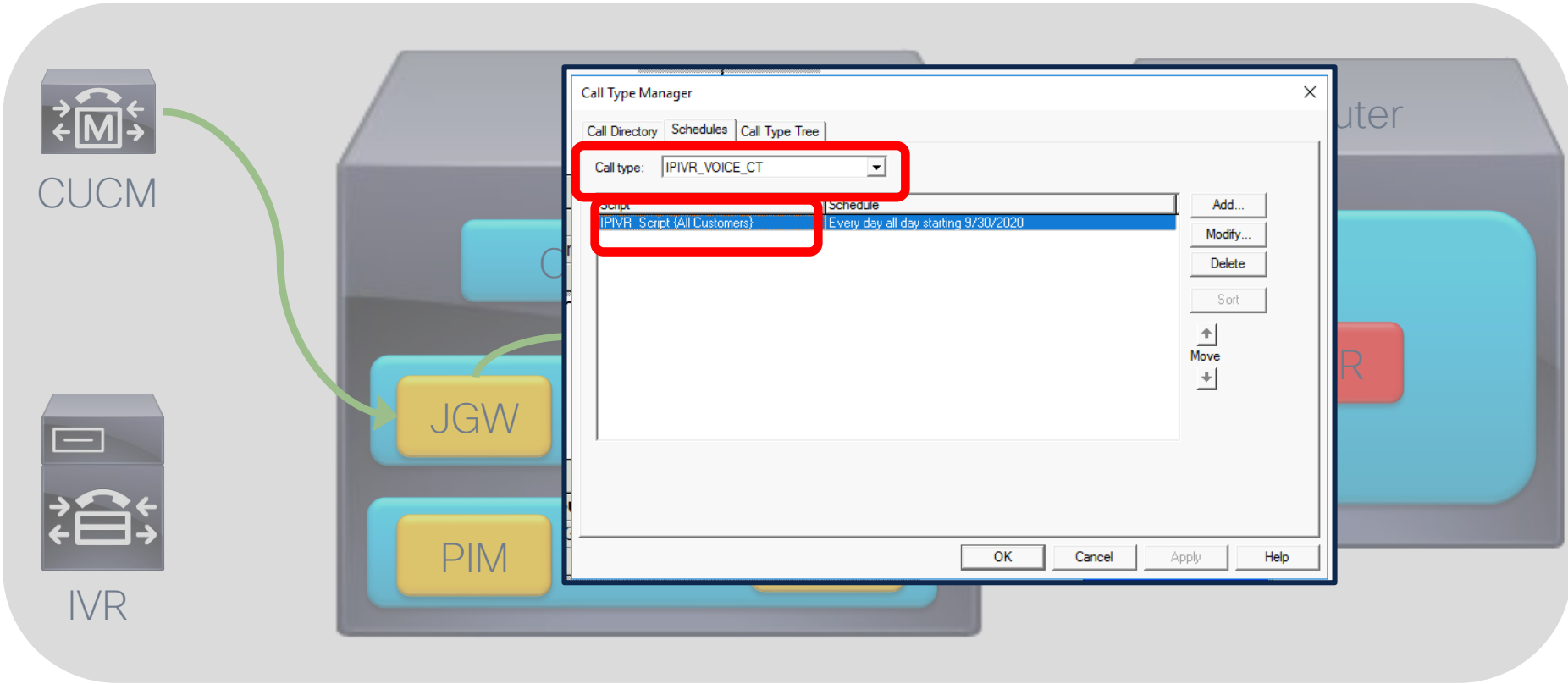

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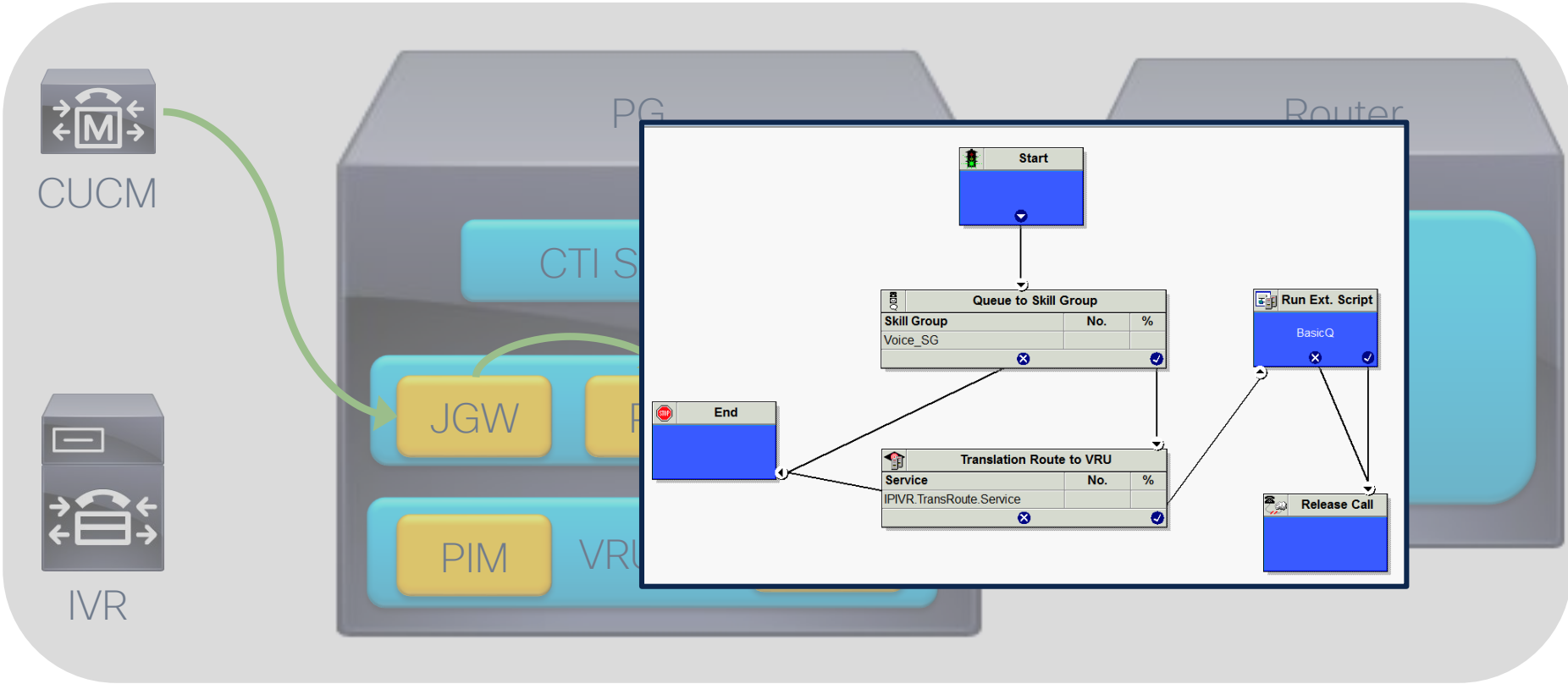

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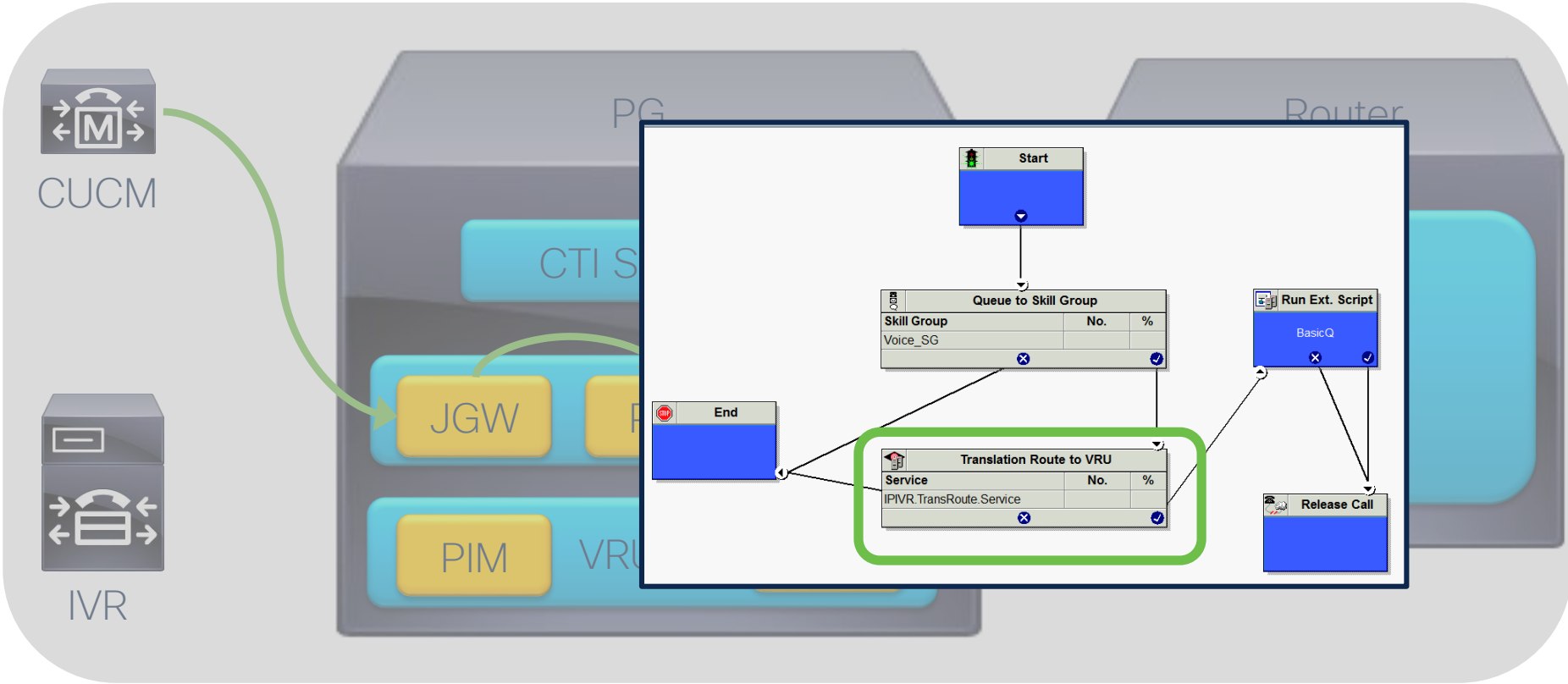

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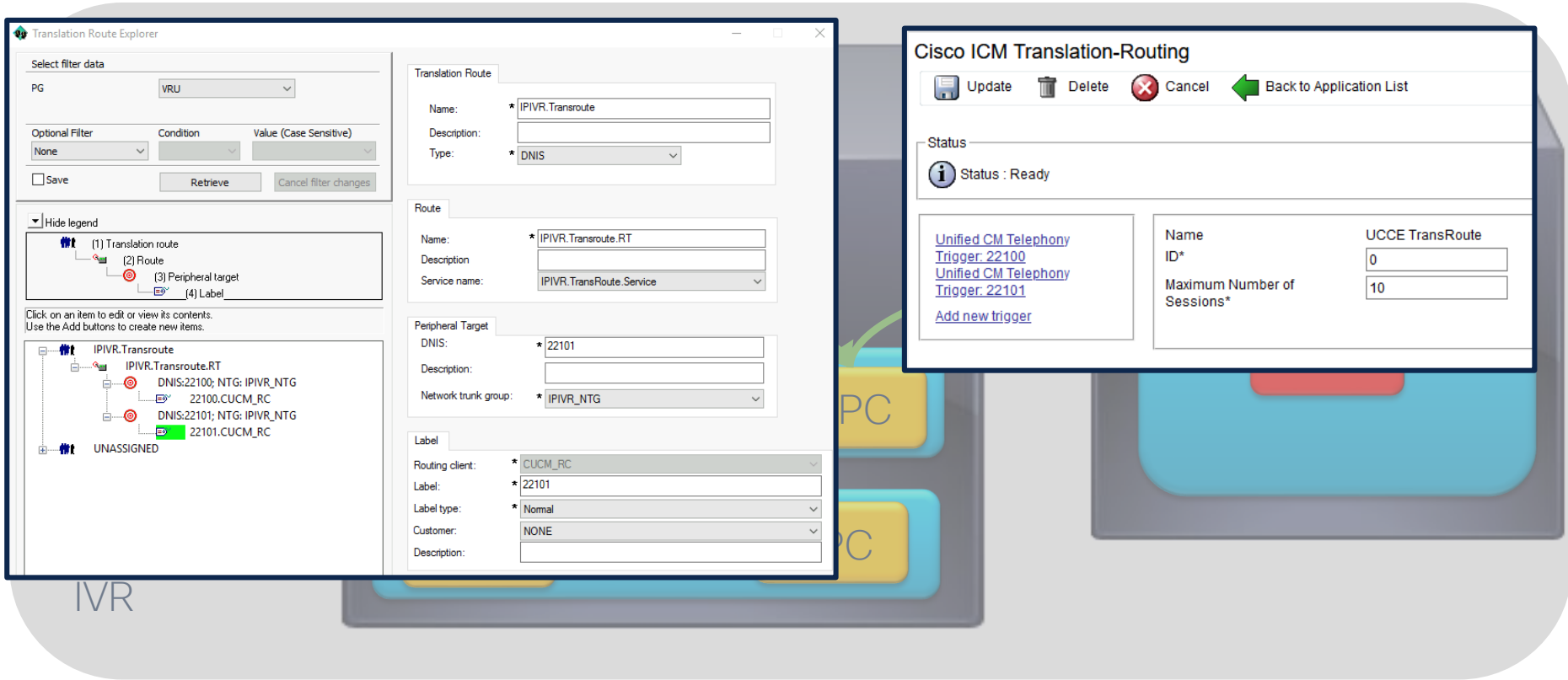

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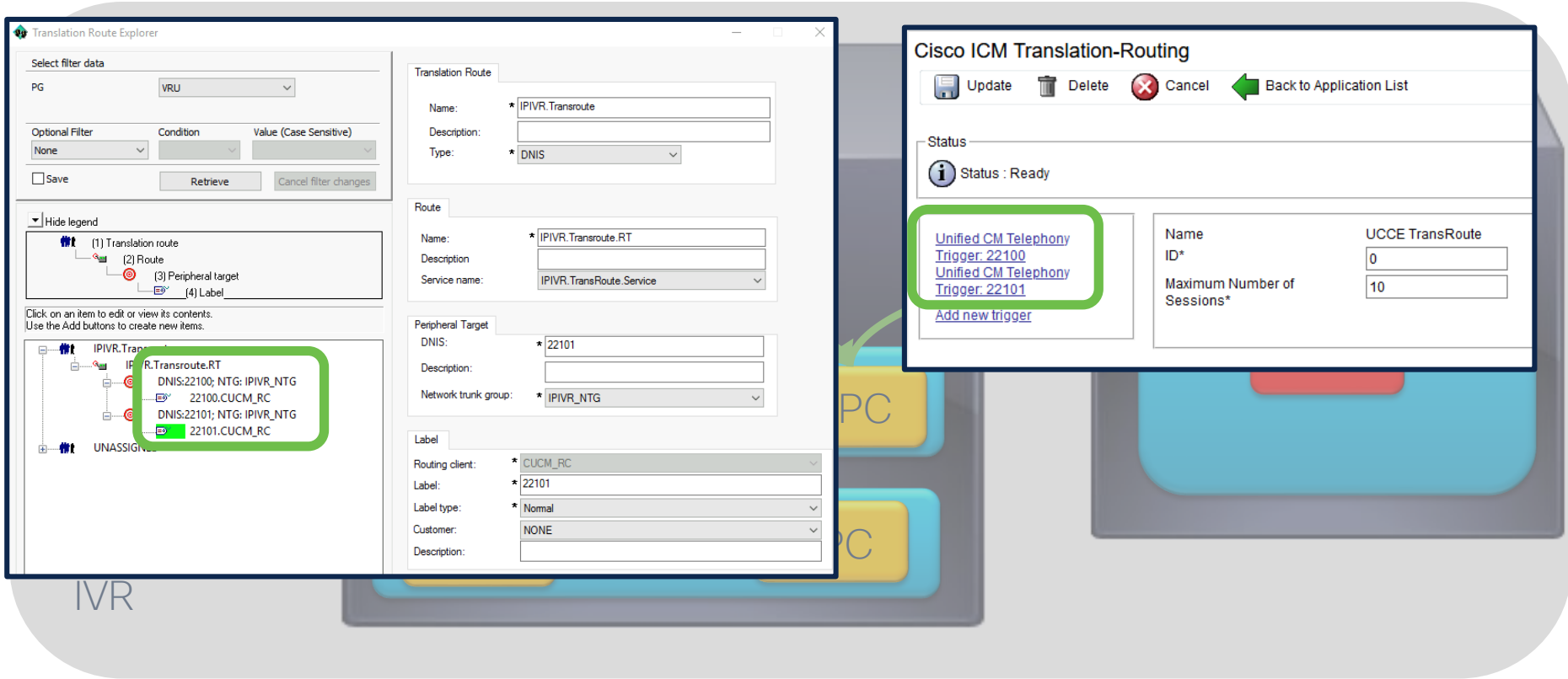

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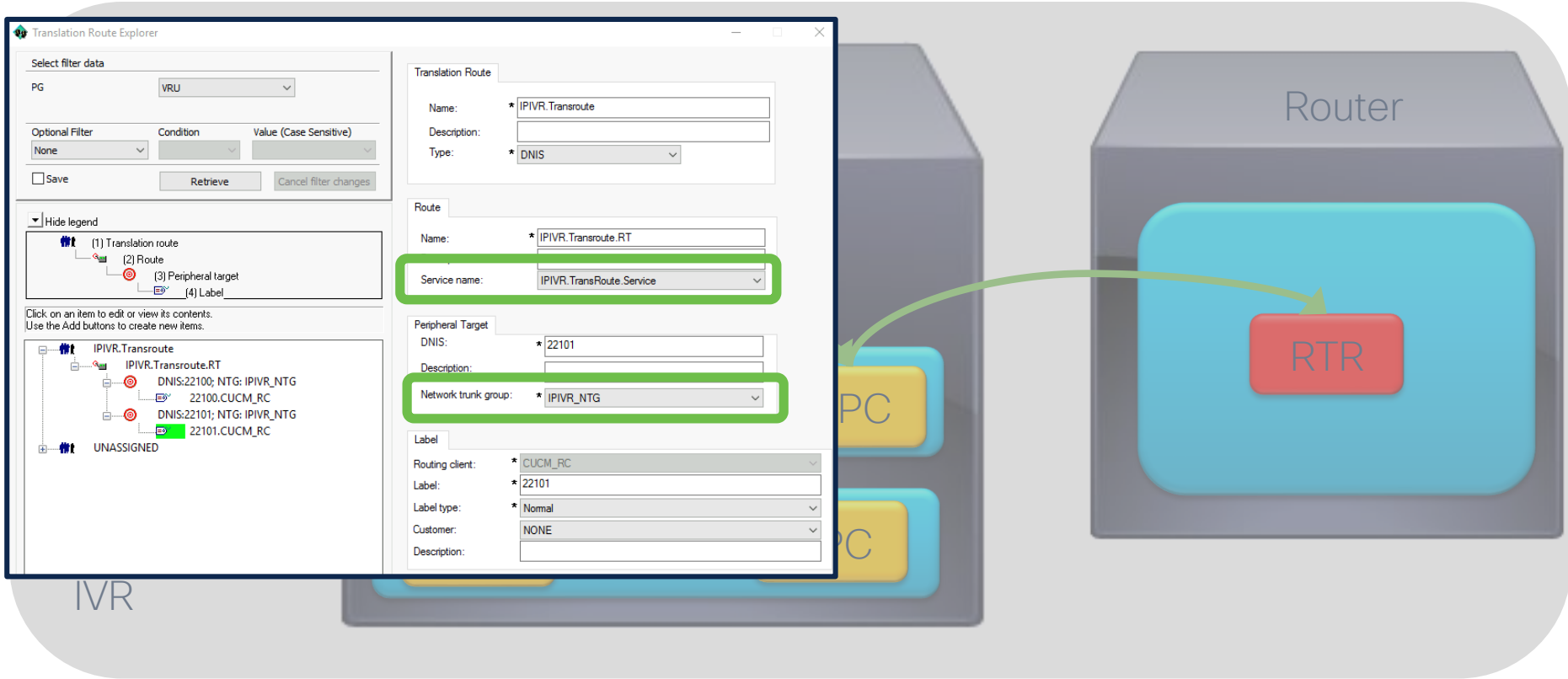

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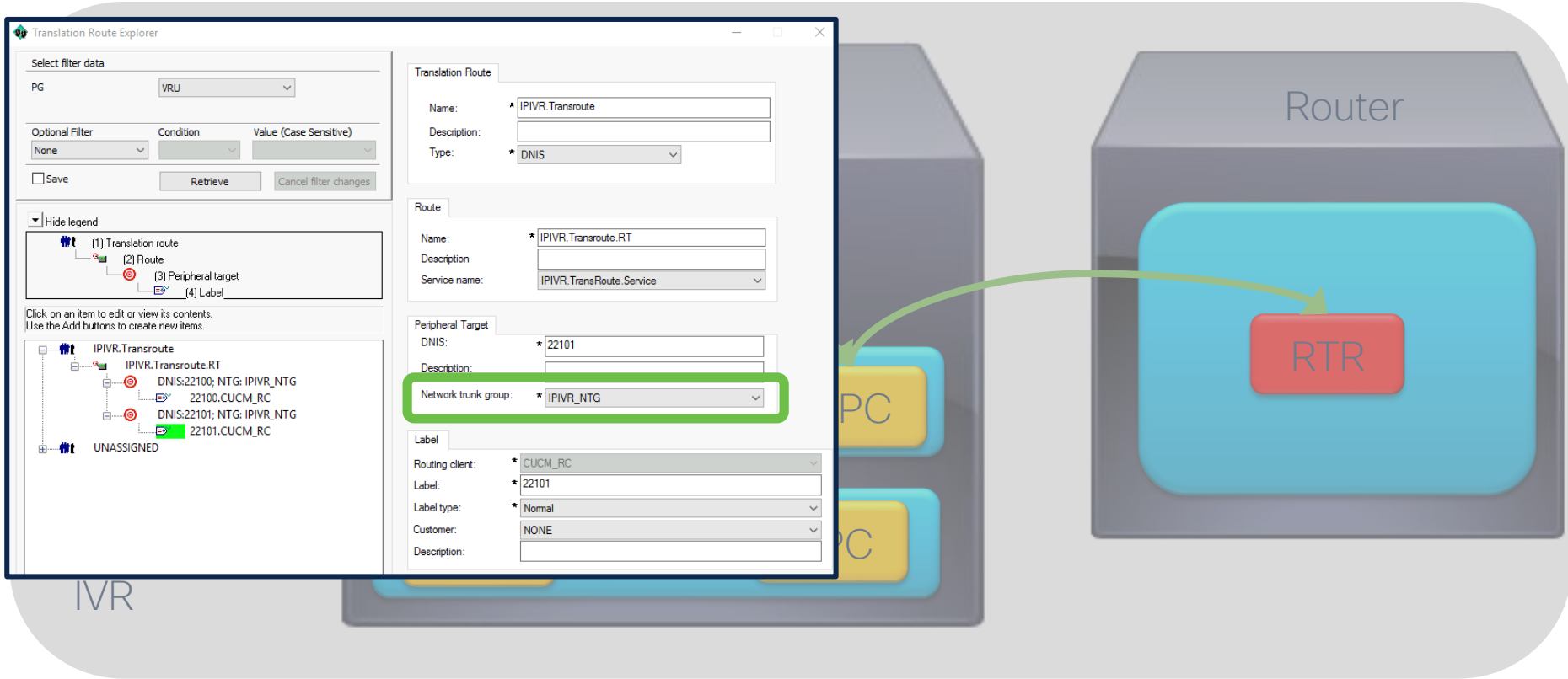

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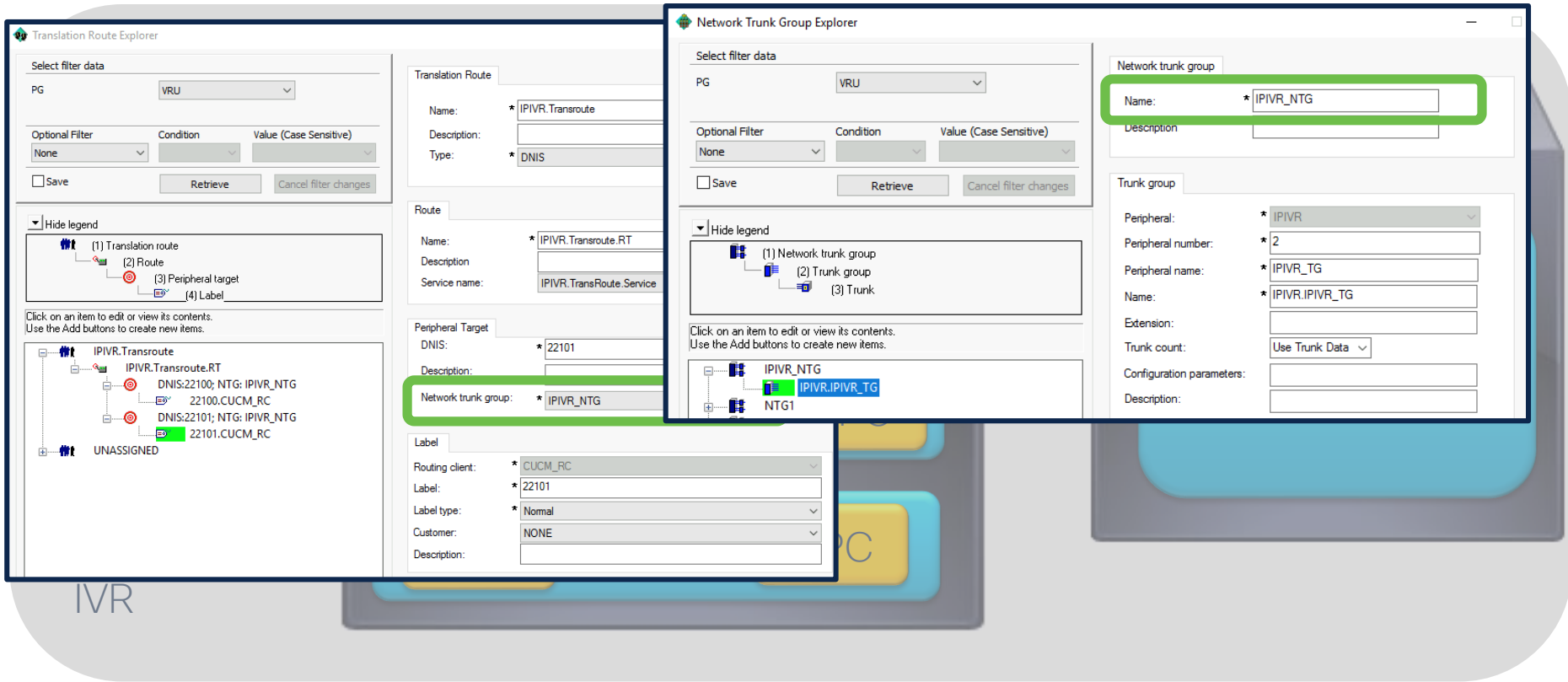

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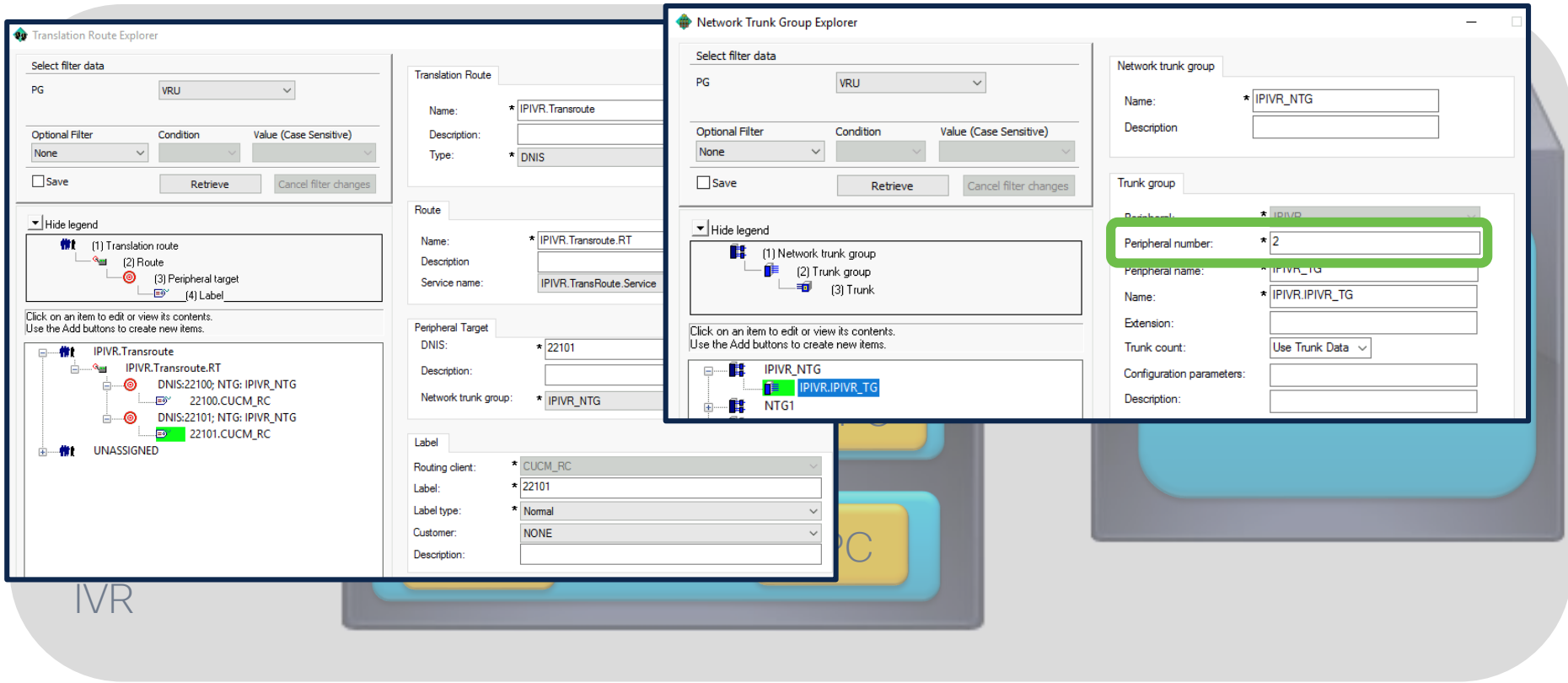

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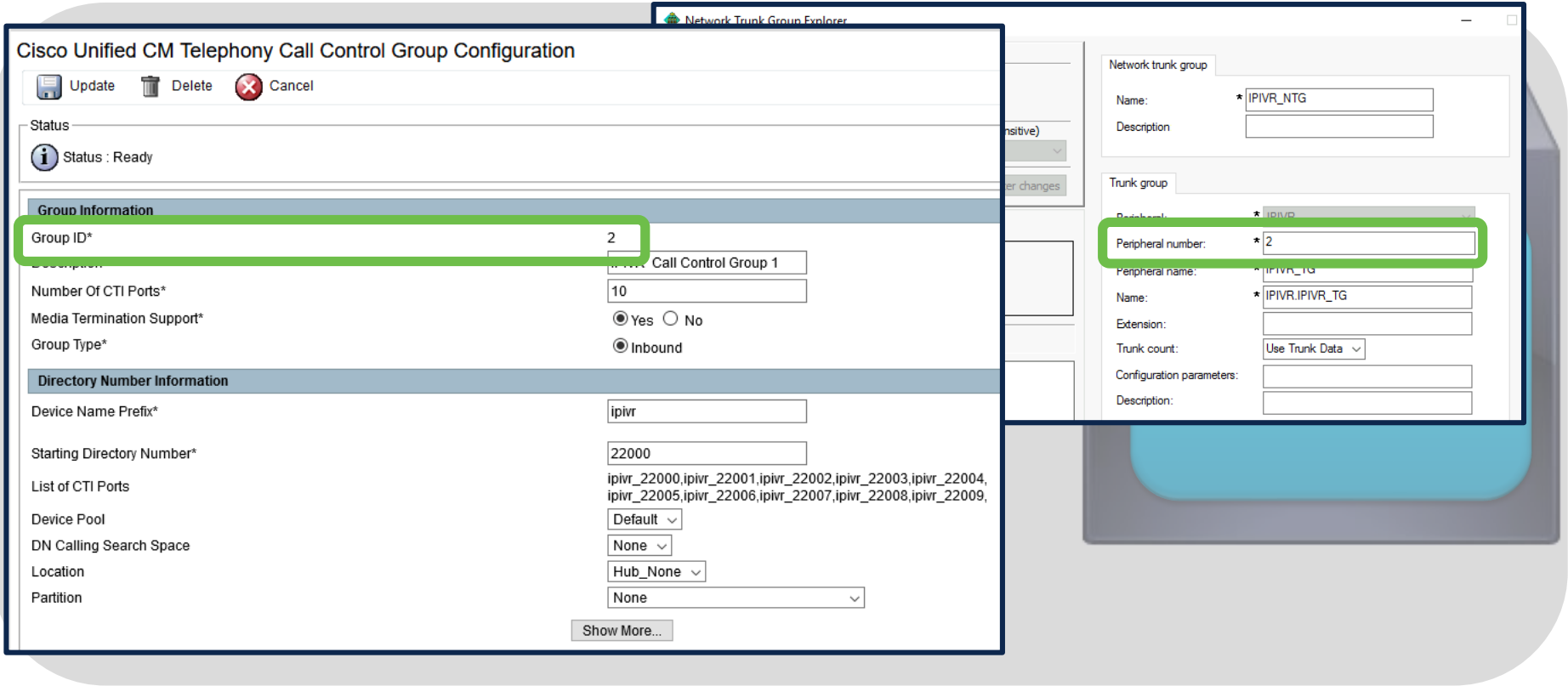

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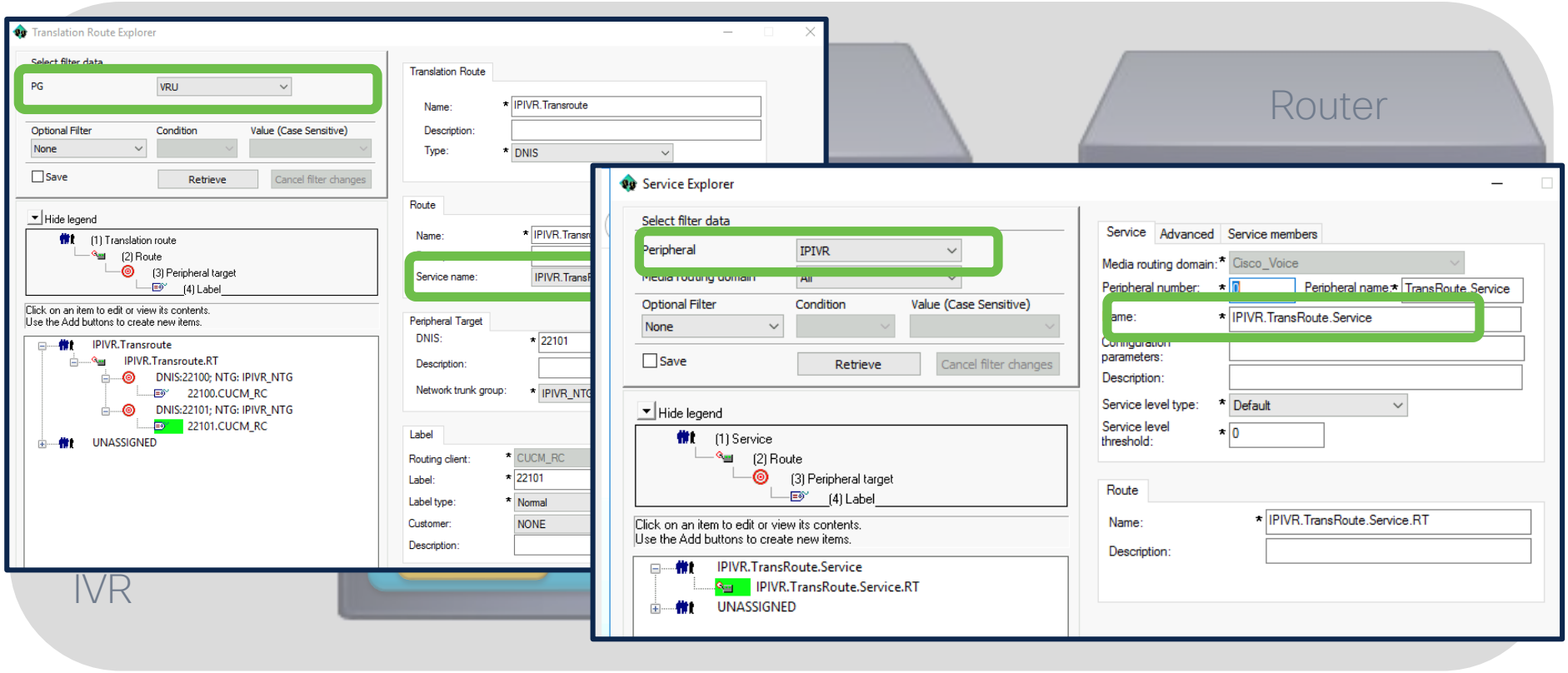

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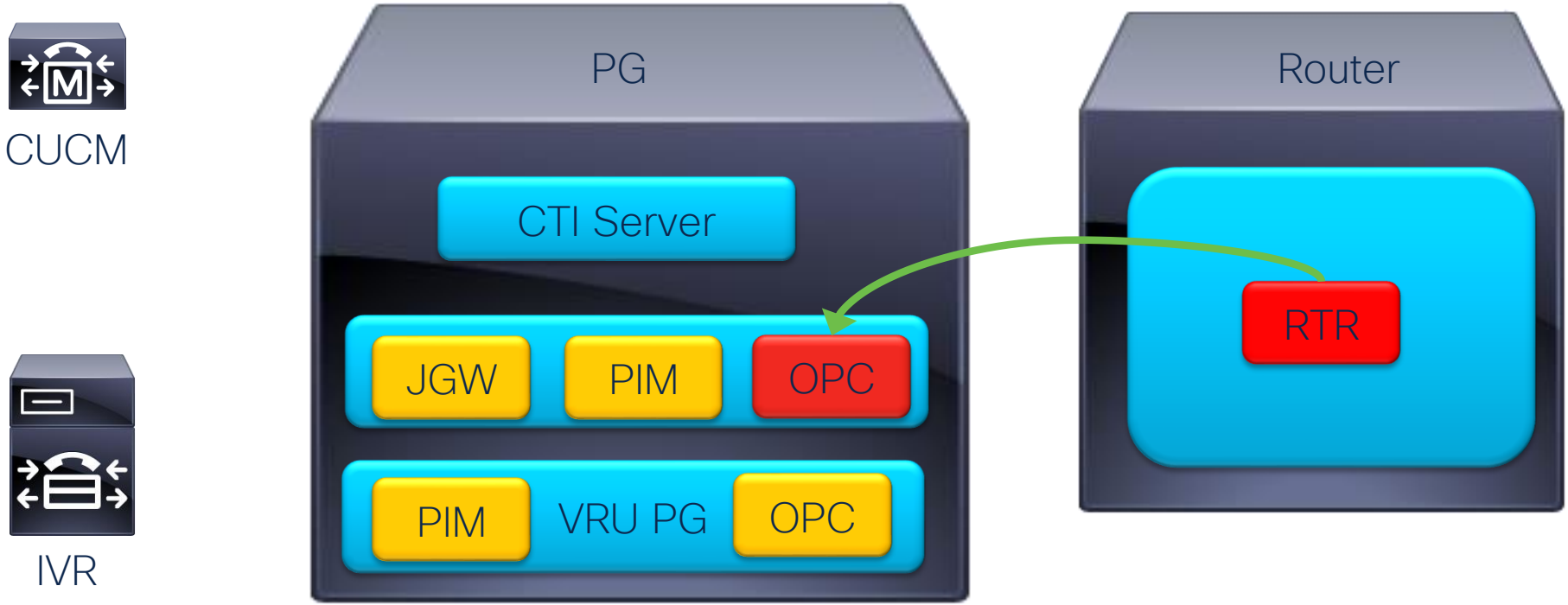

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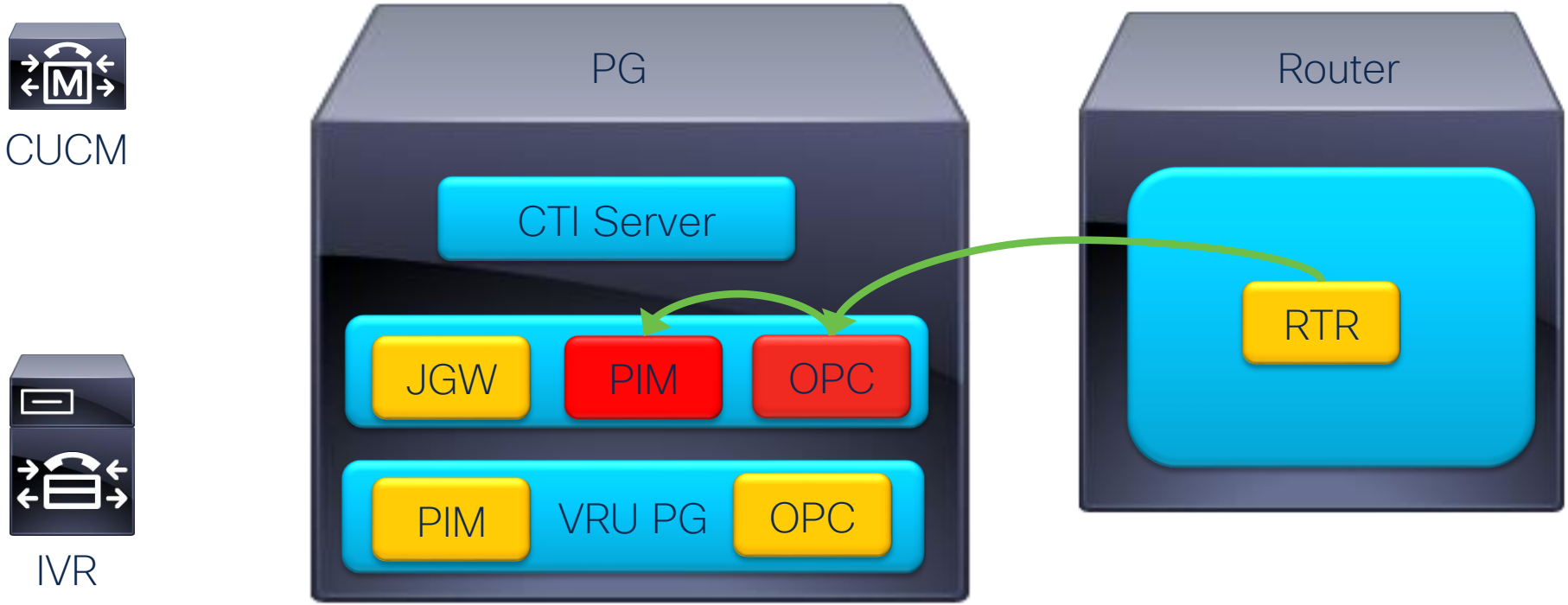

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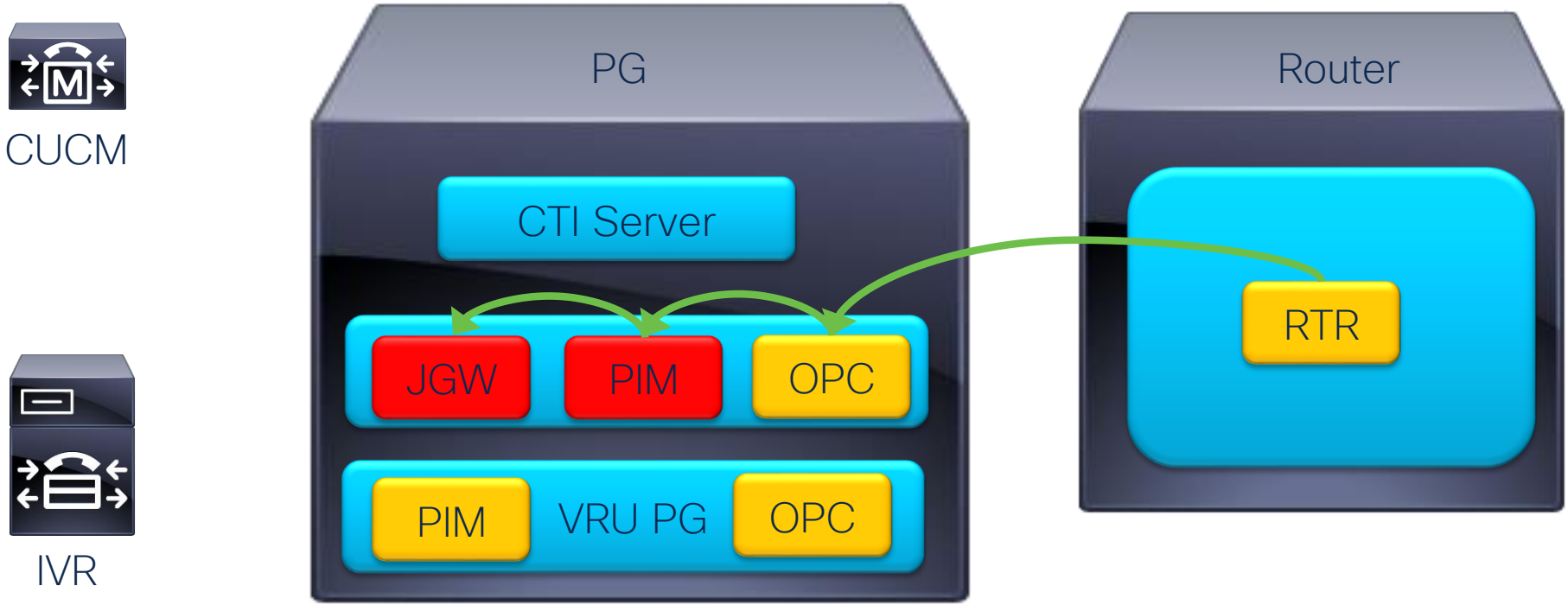
Unified Deployment Model within Unified CCE



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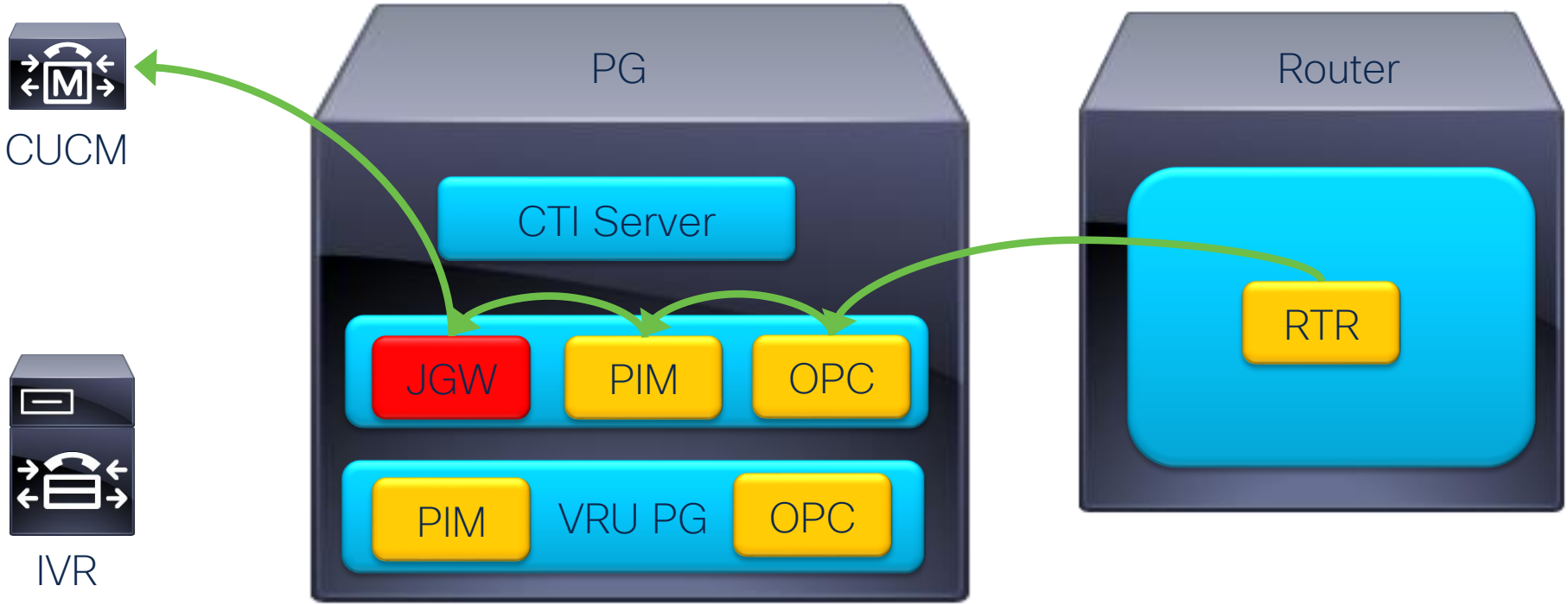

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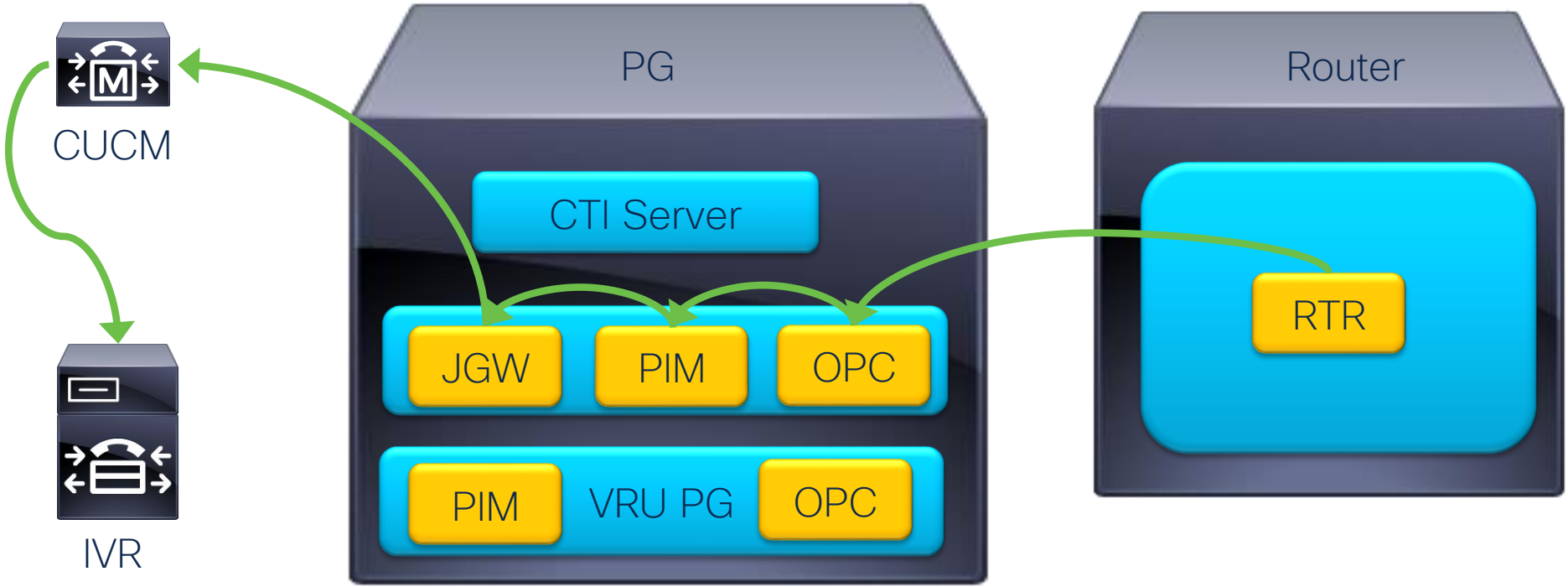

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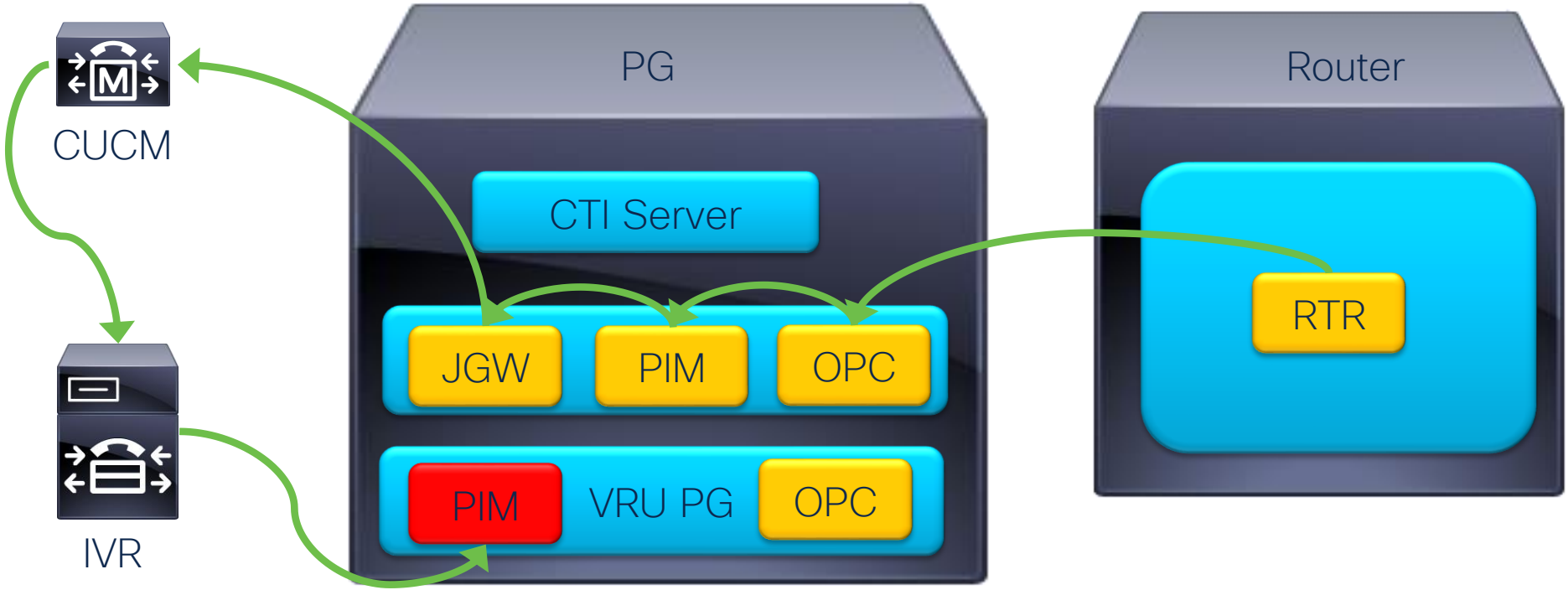

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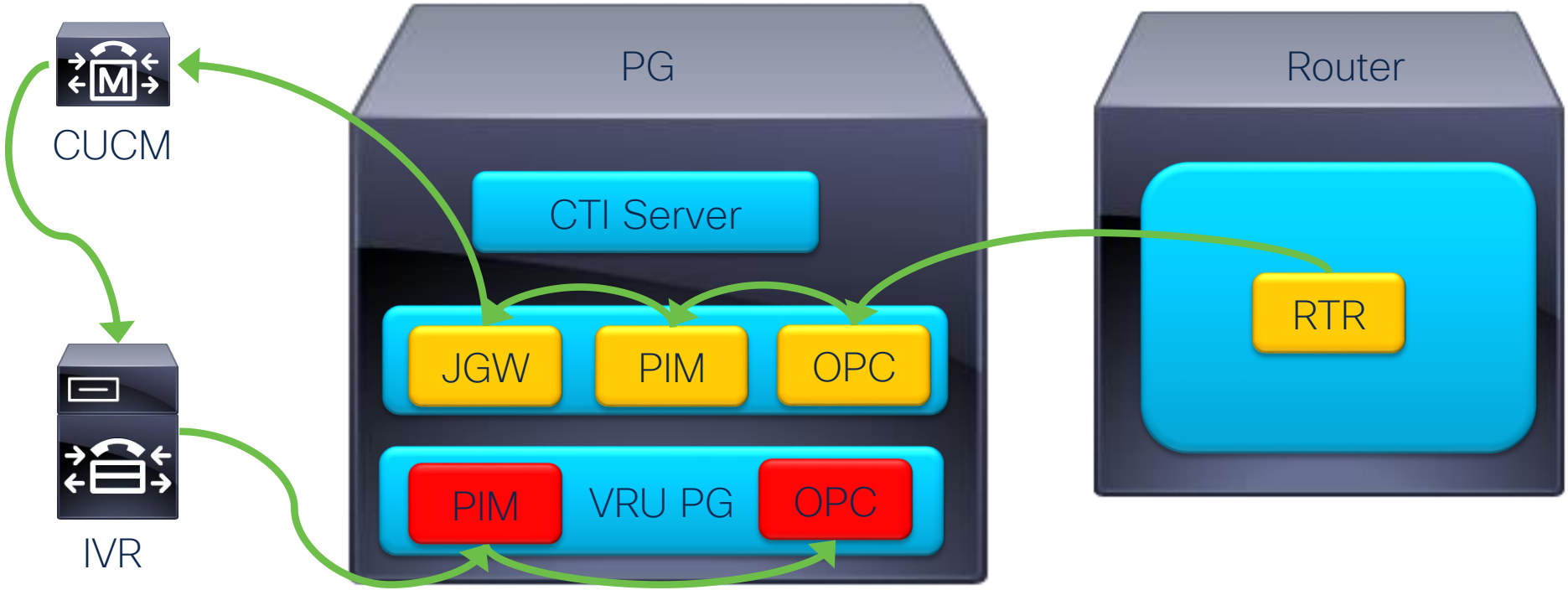

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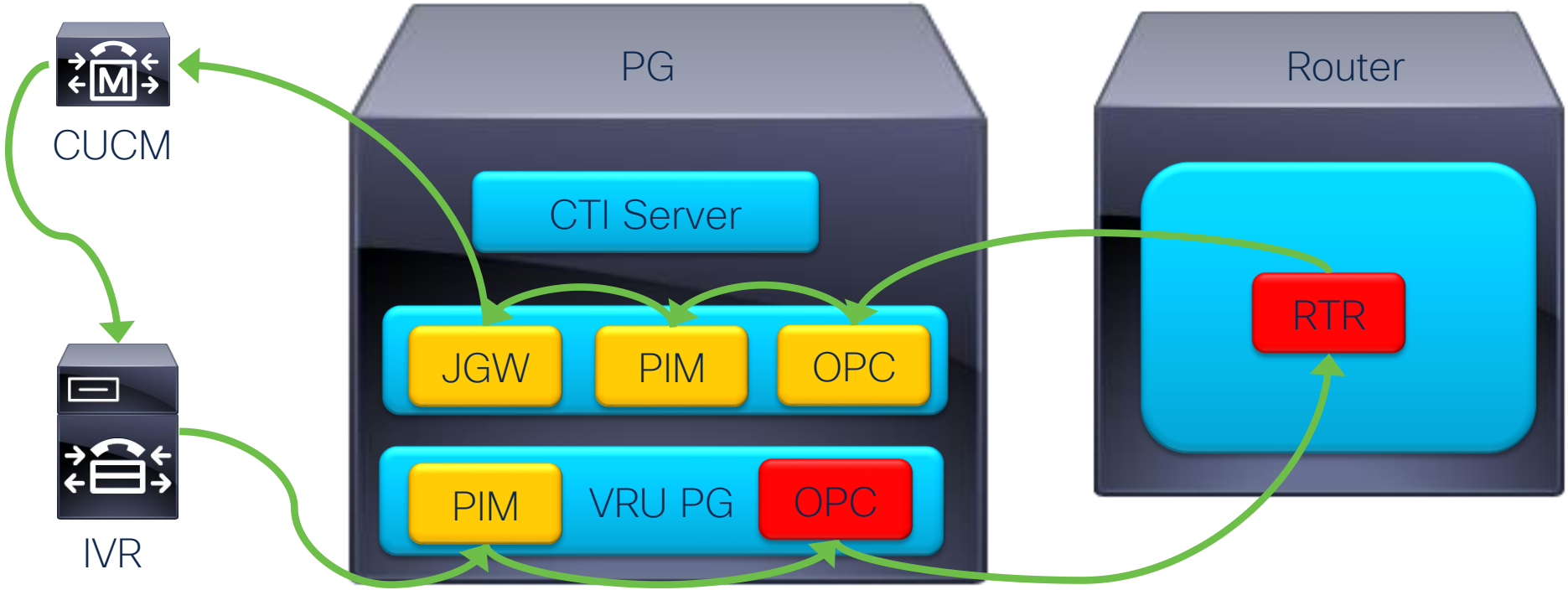

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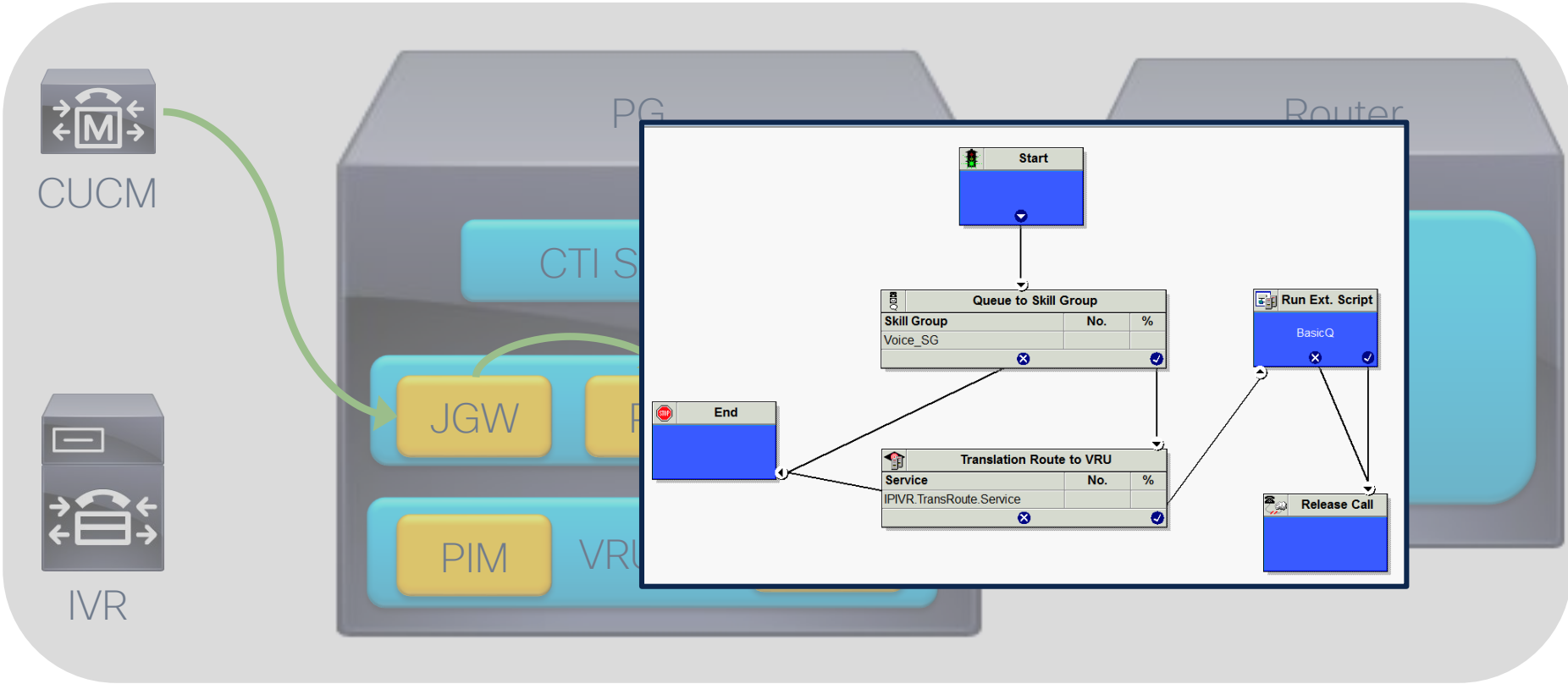

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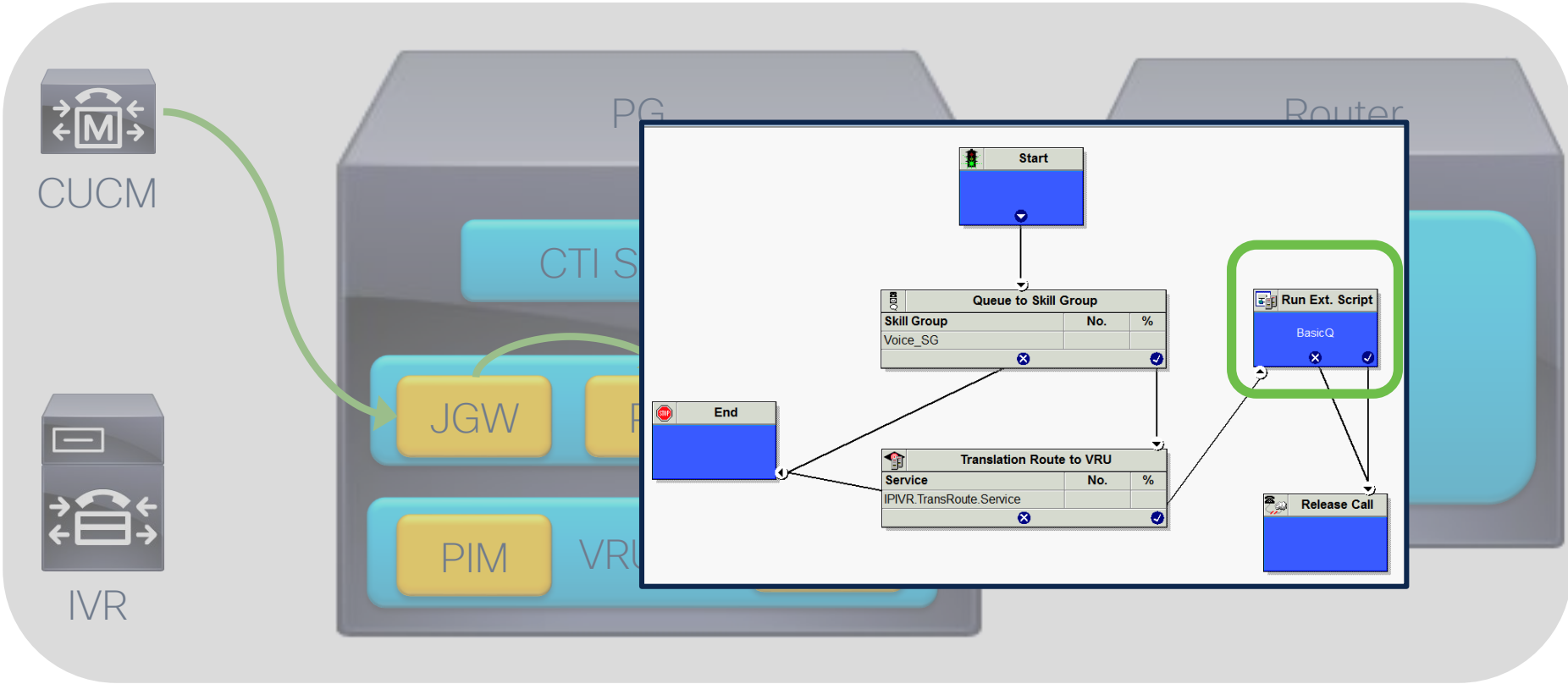

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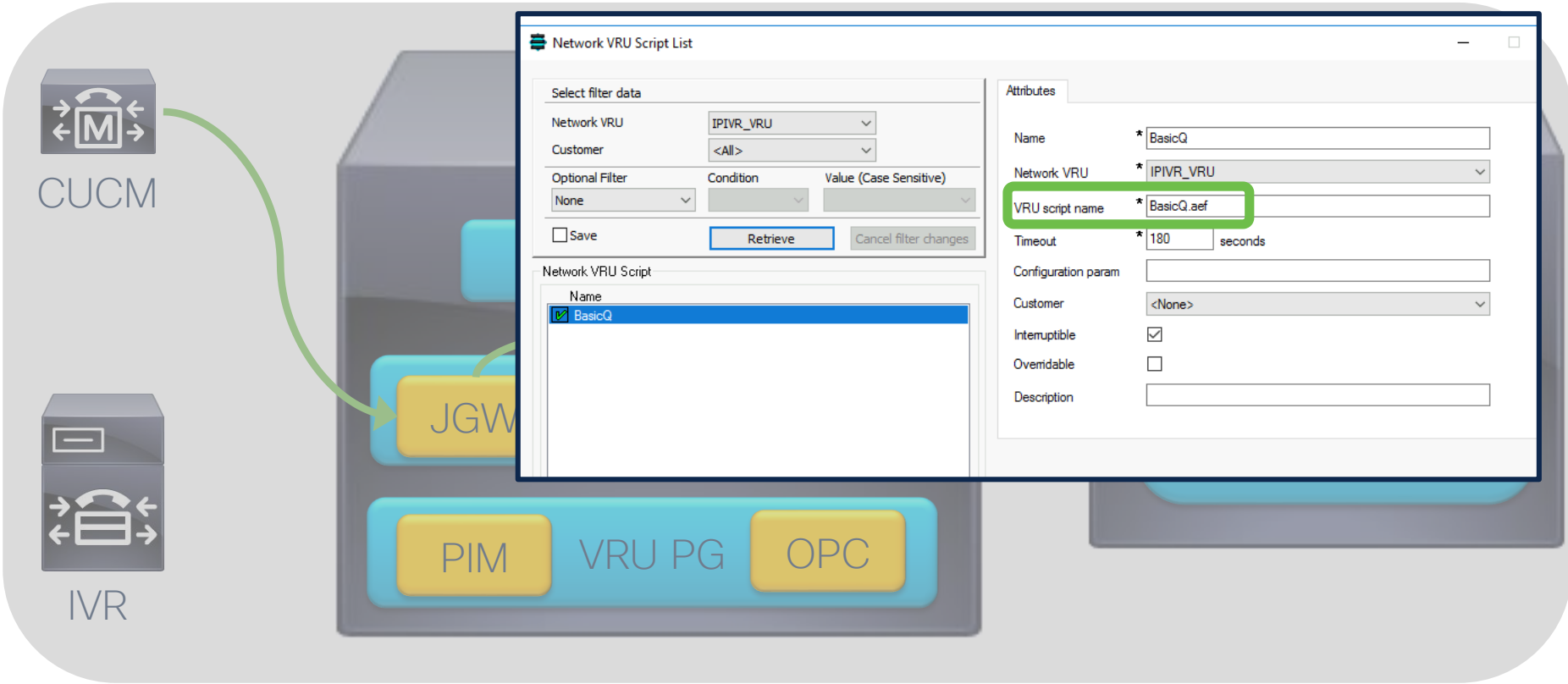

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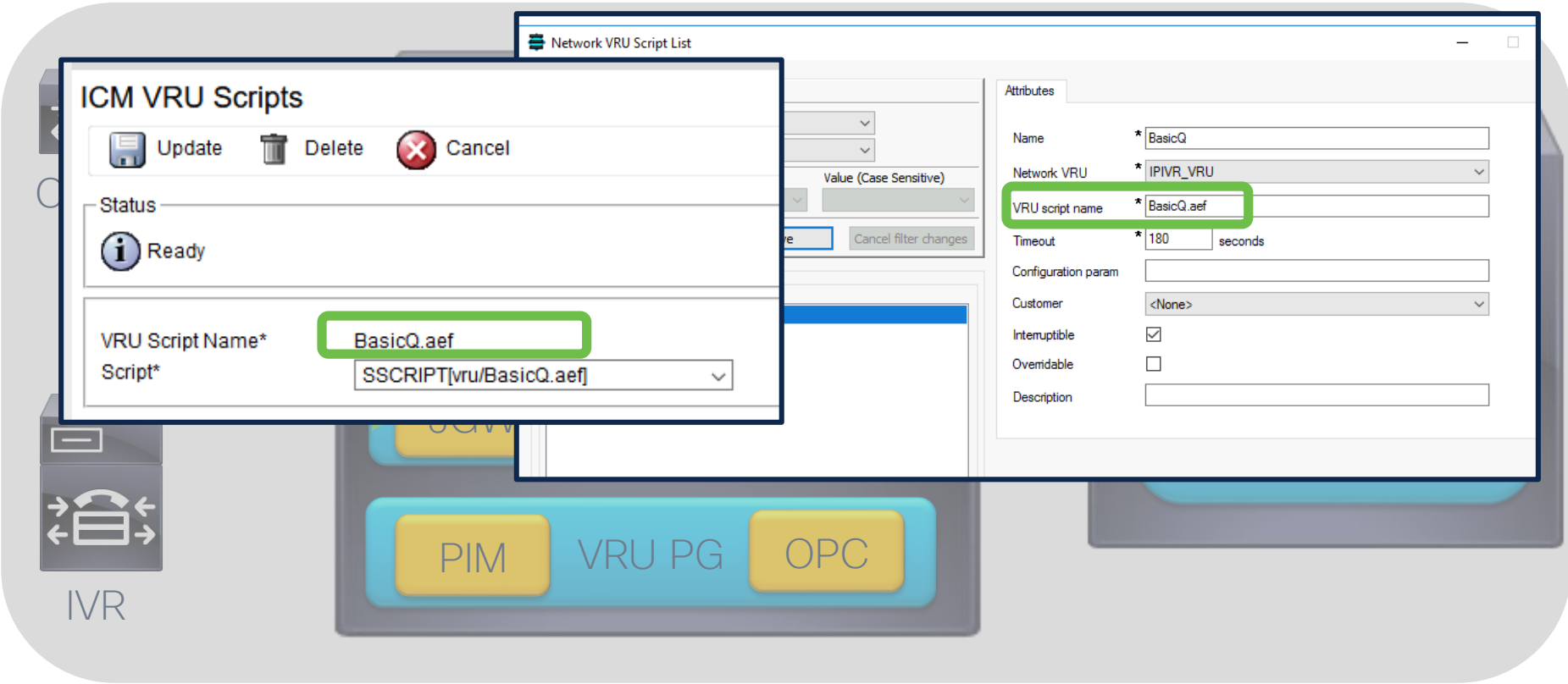

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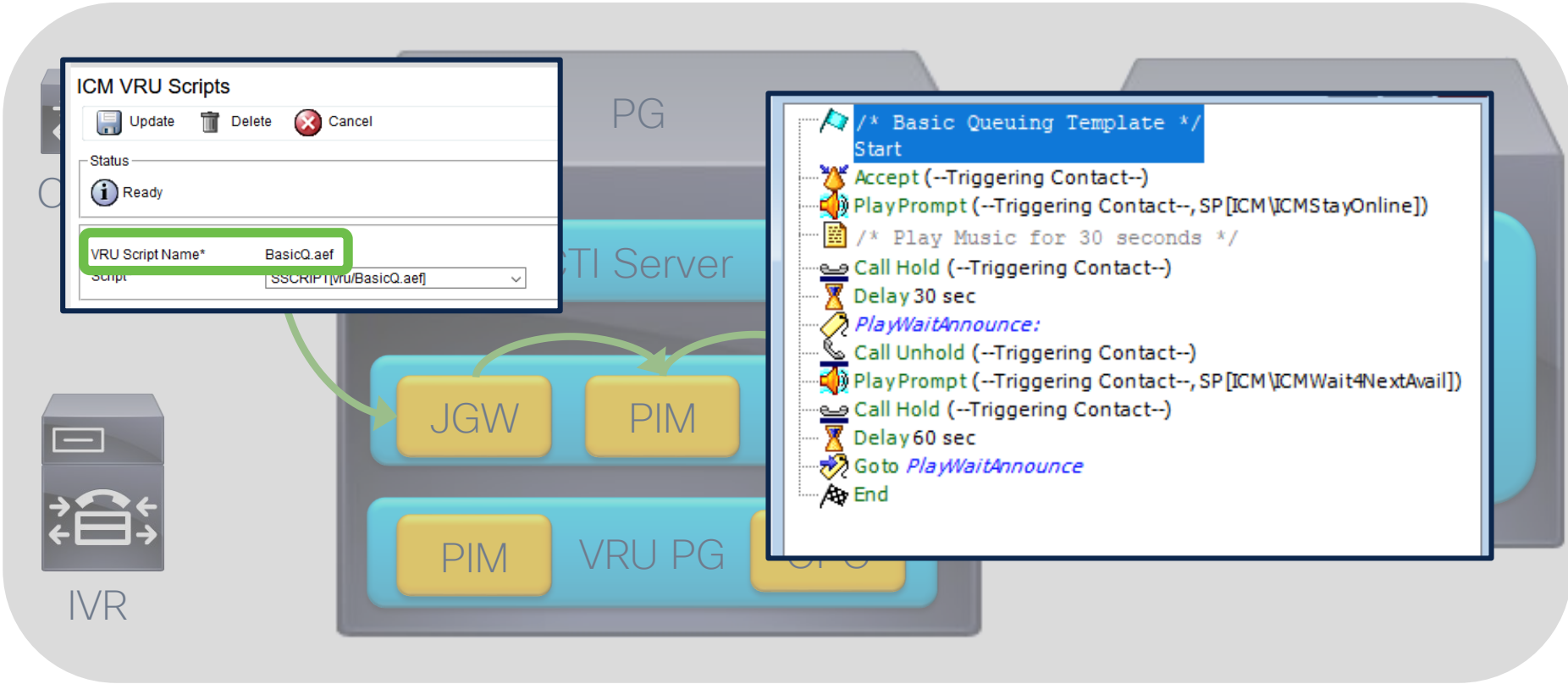

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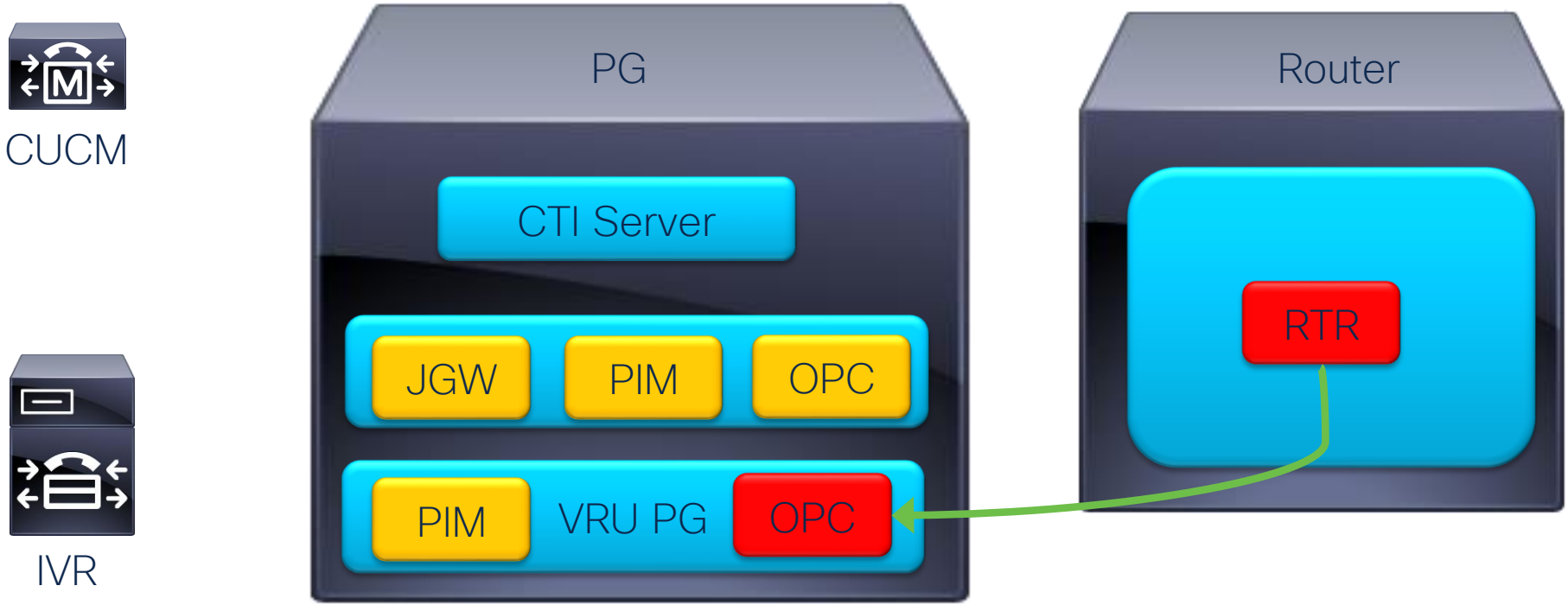

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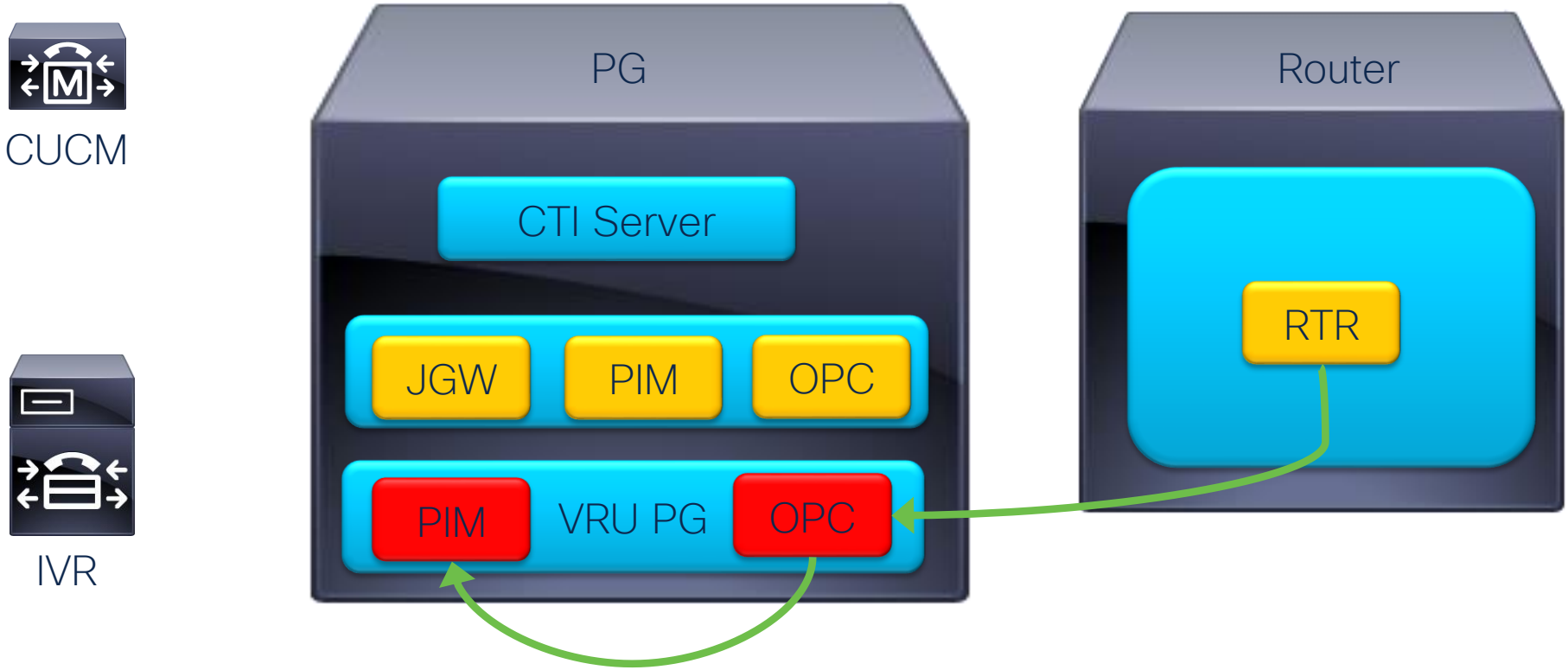

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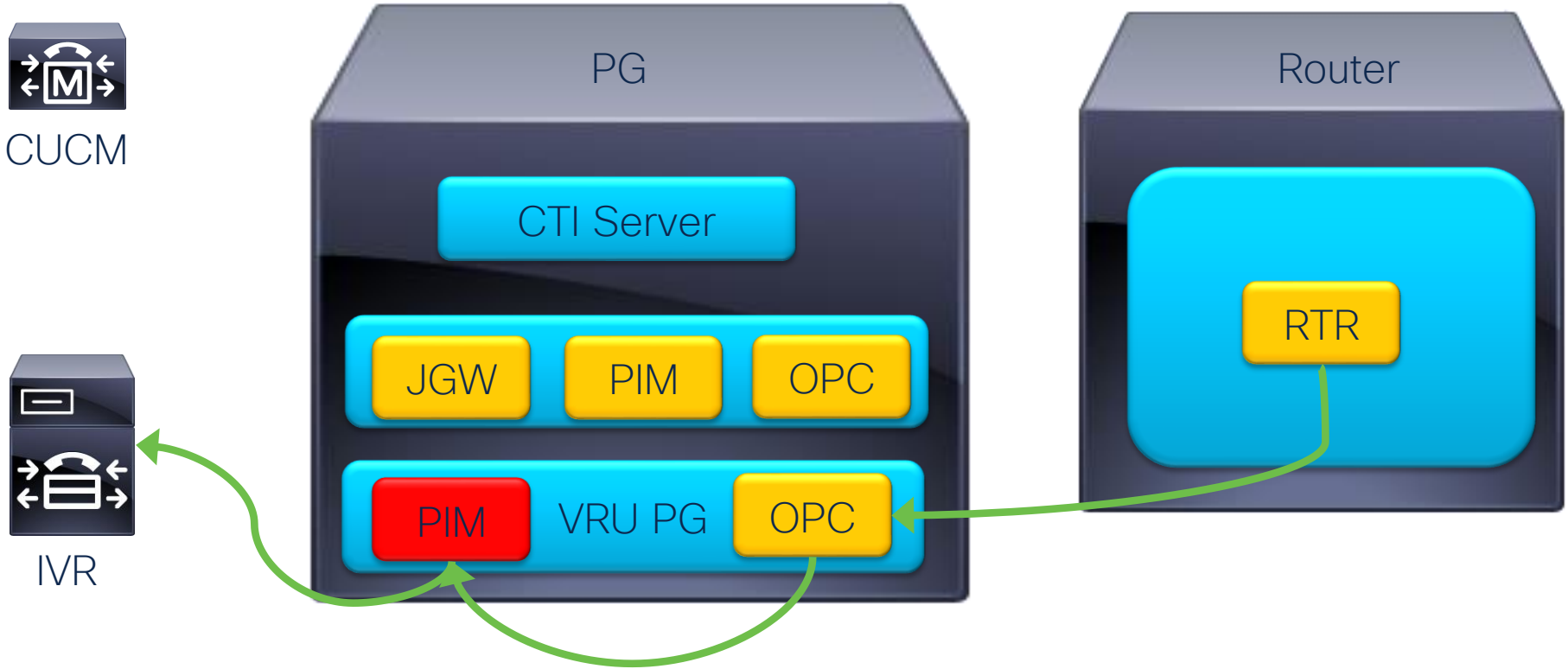

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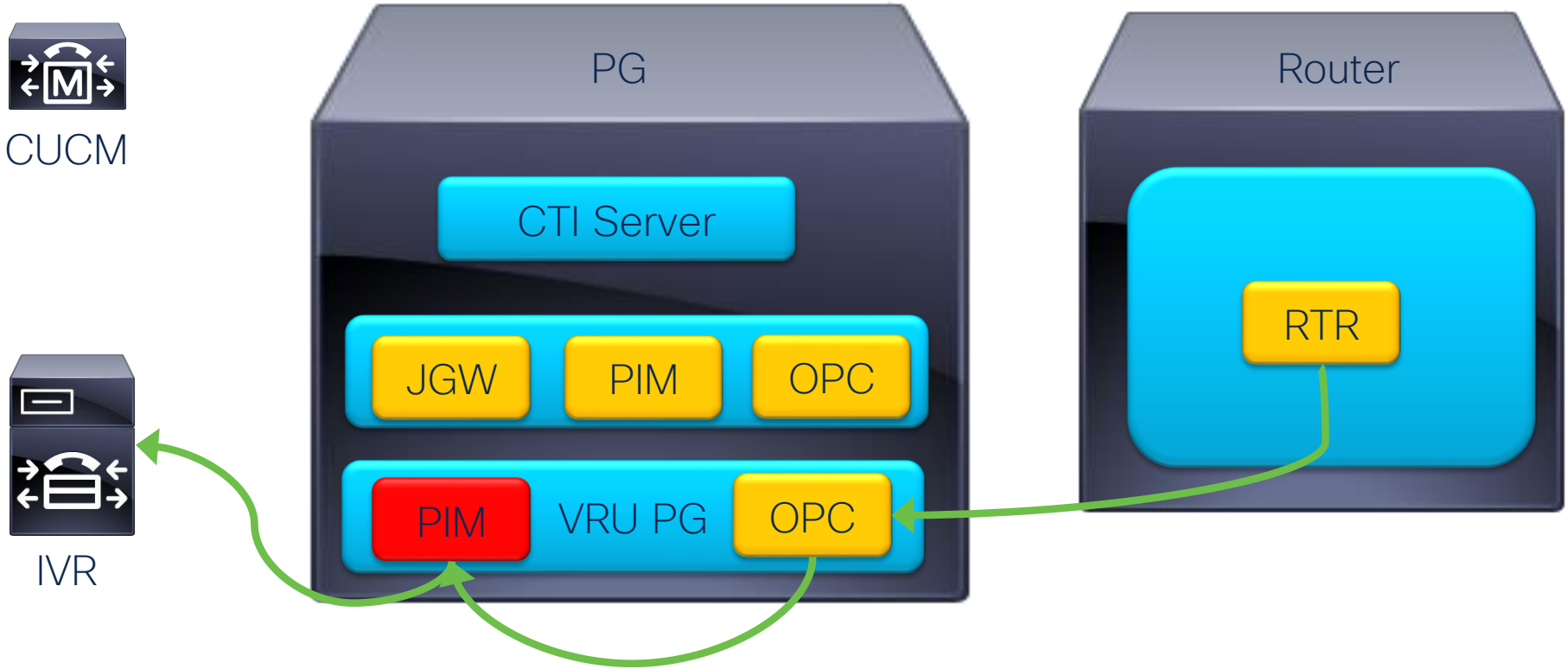

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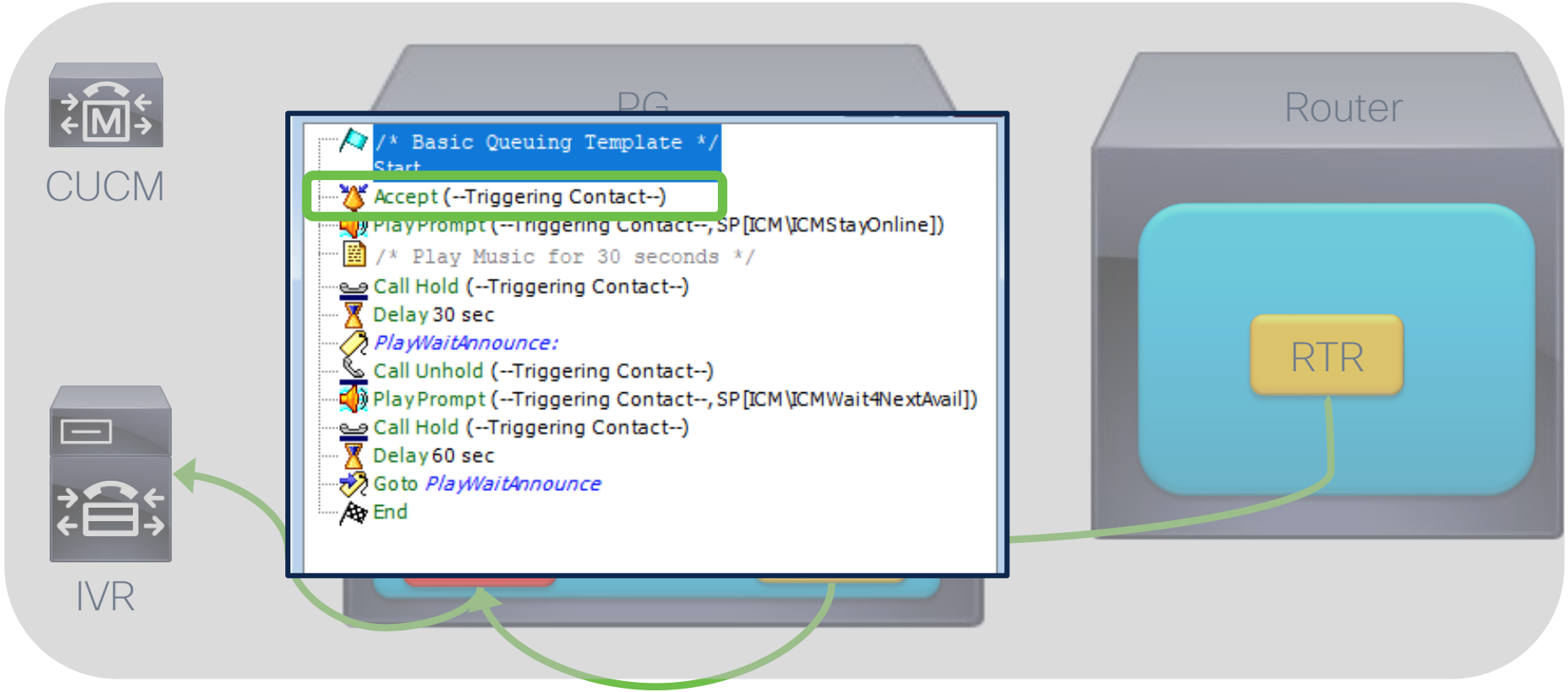

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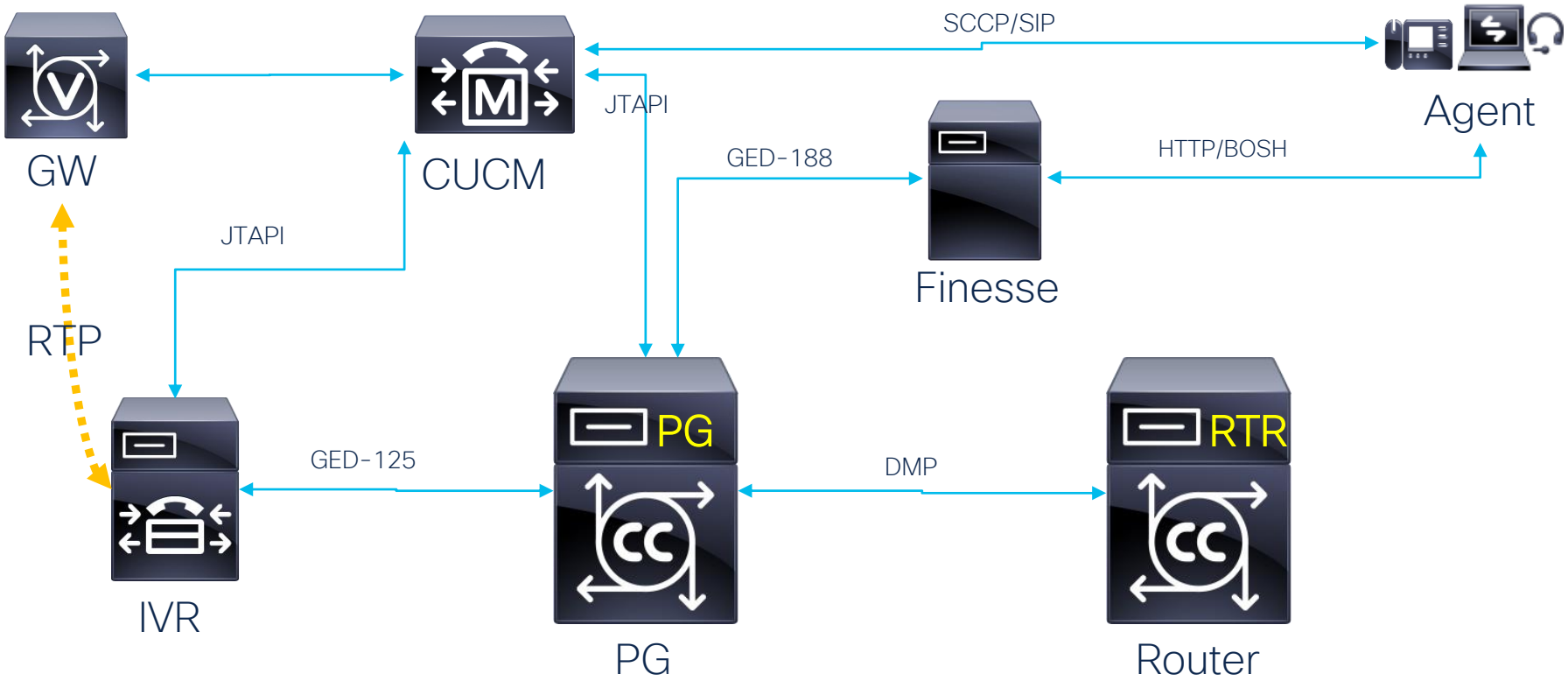

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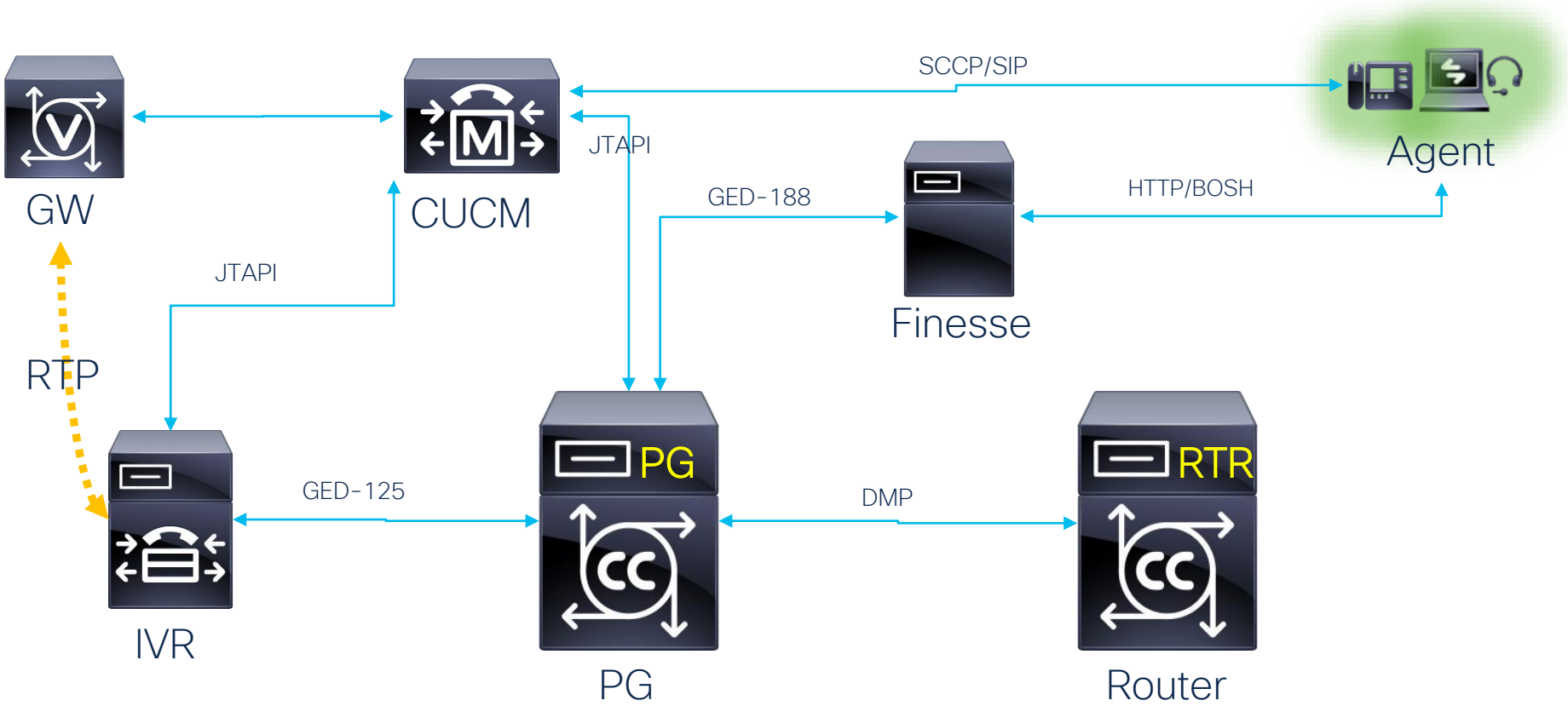

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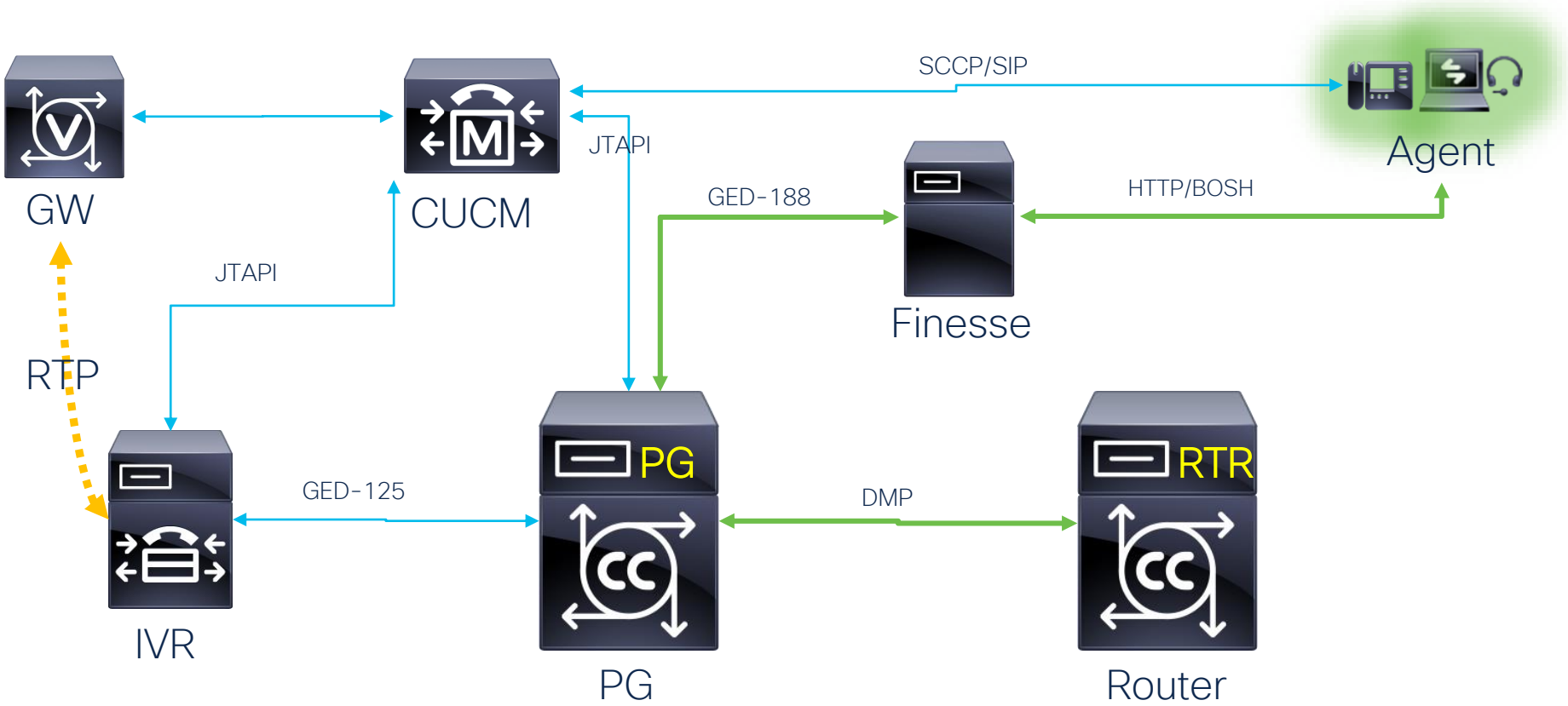

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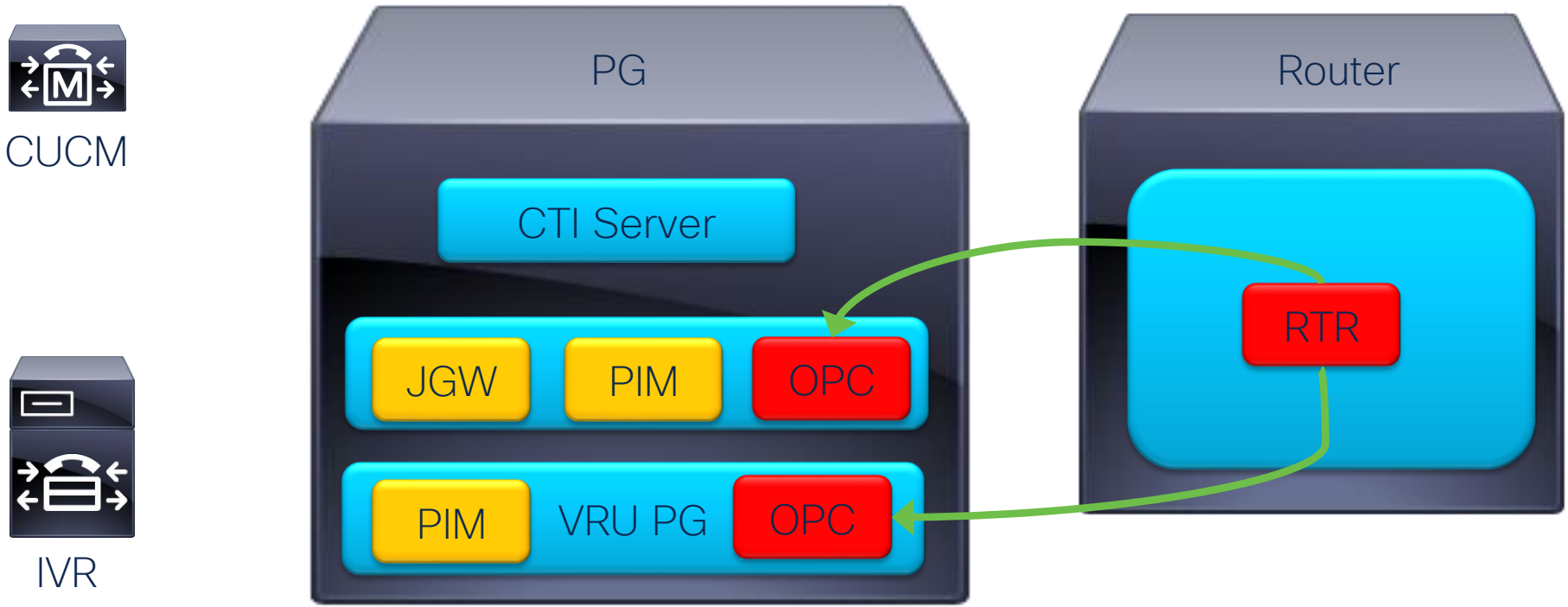

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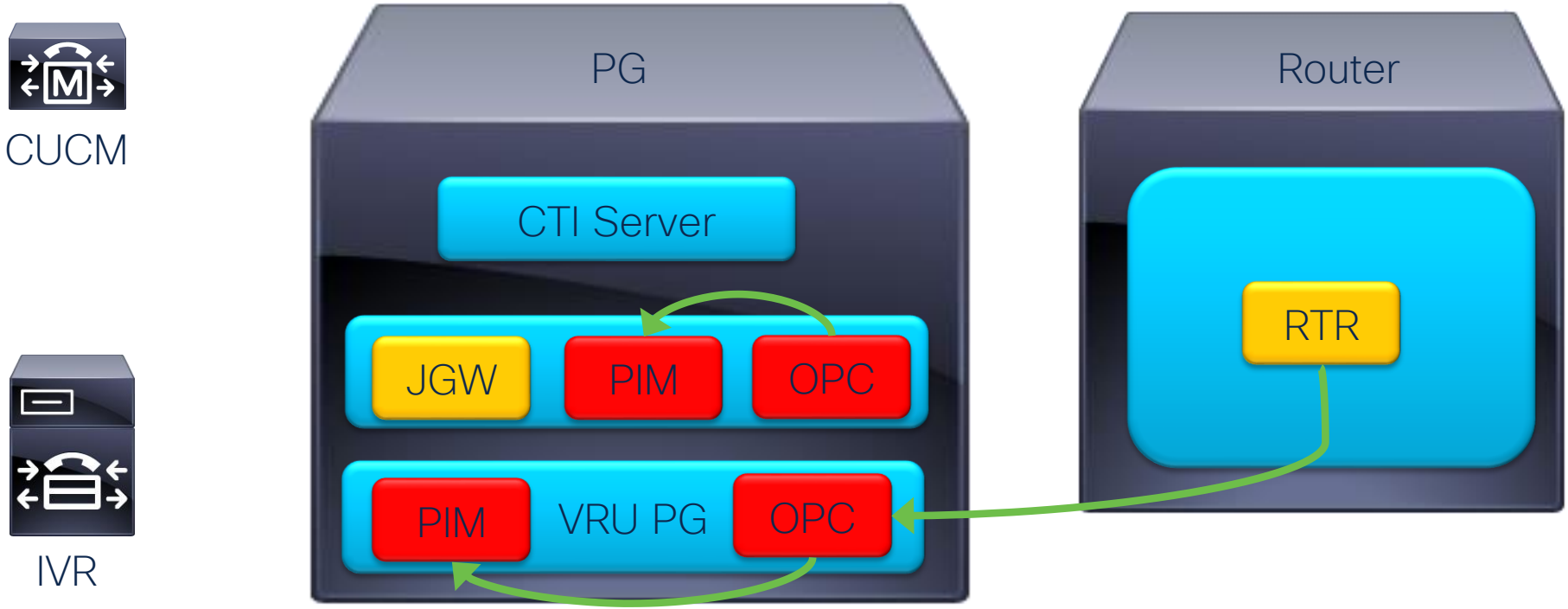

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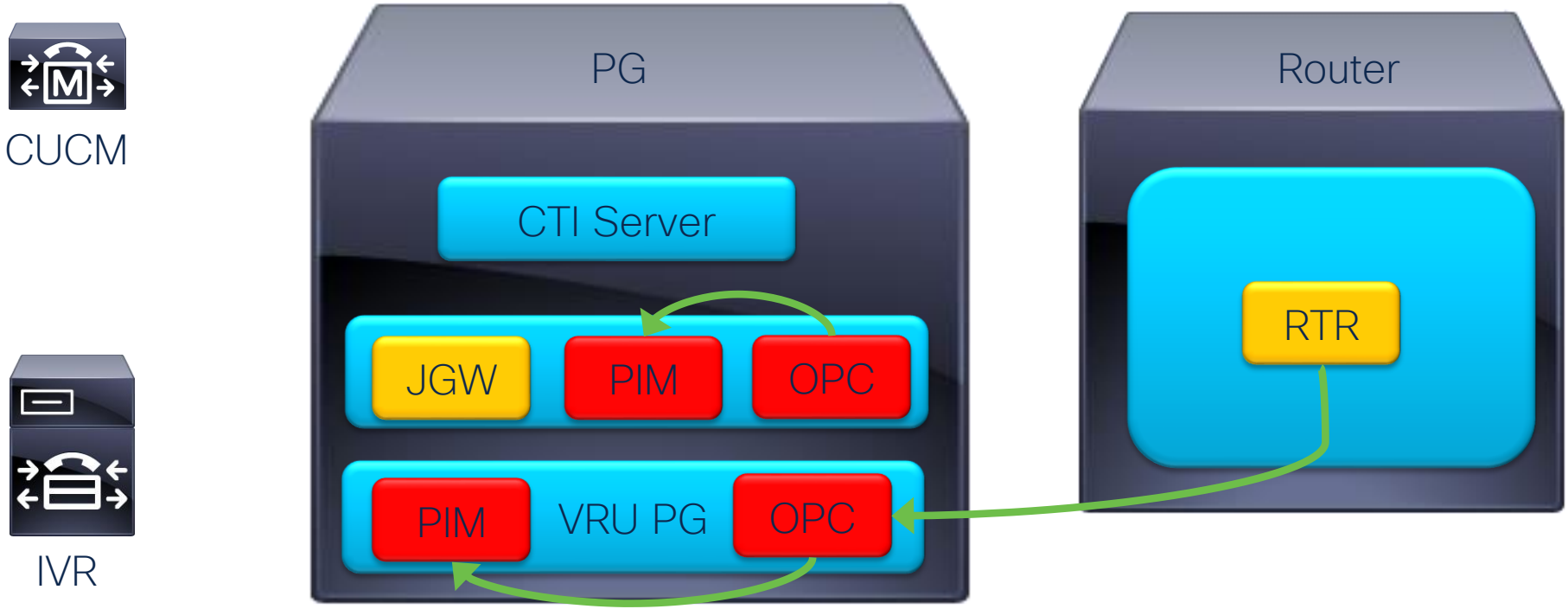

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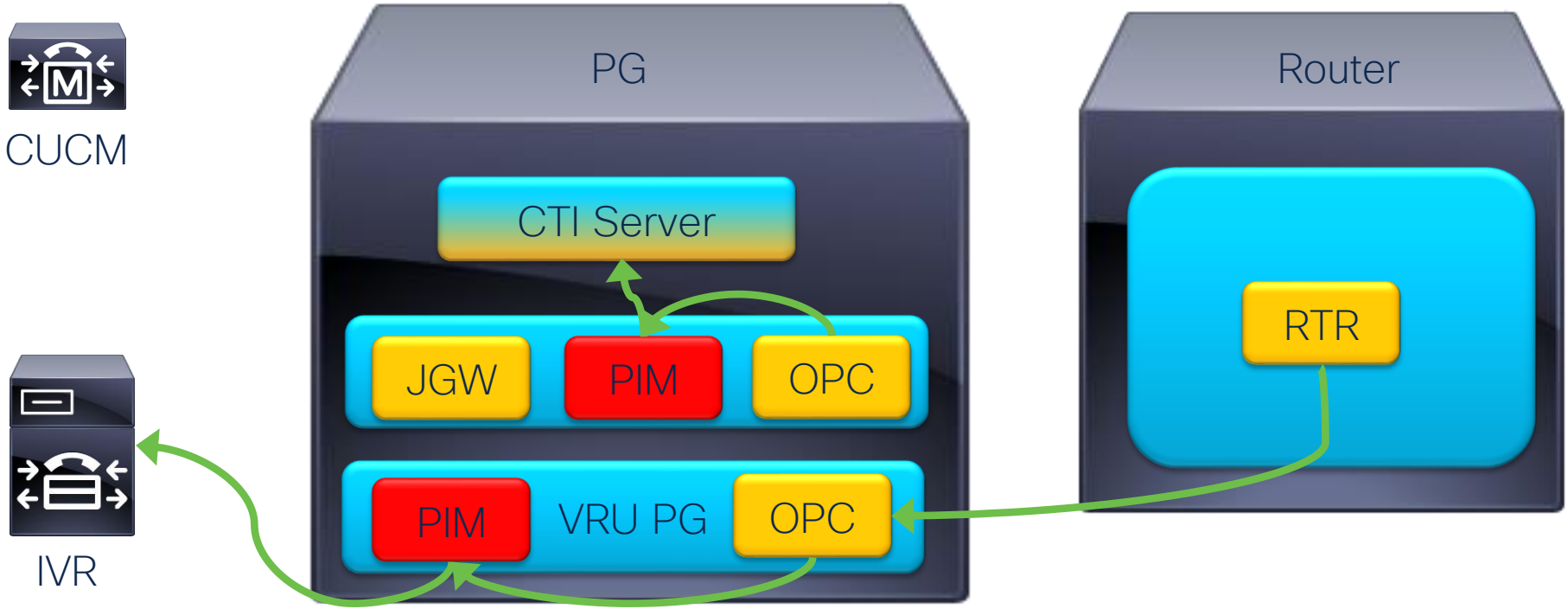

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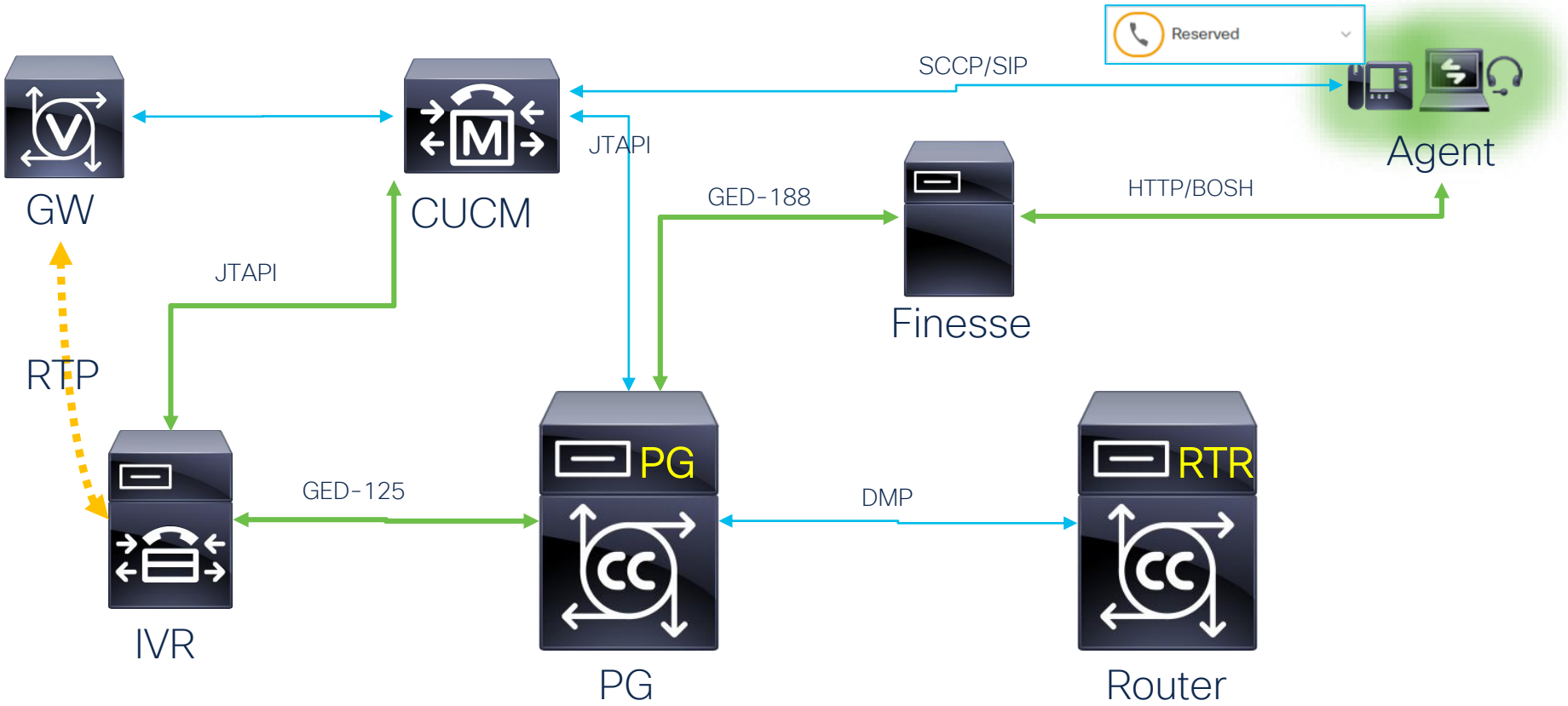

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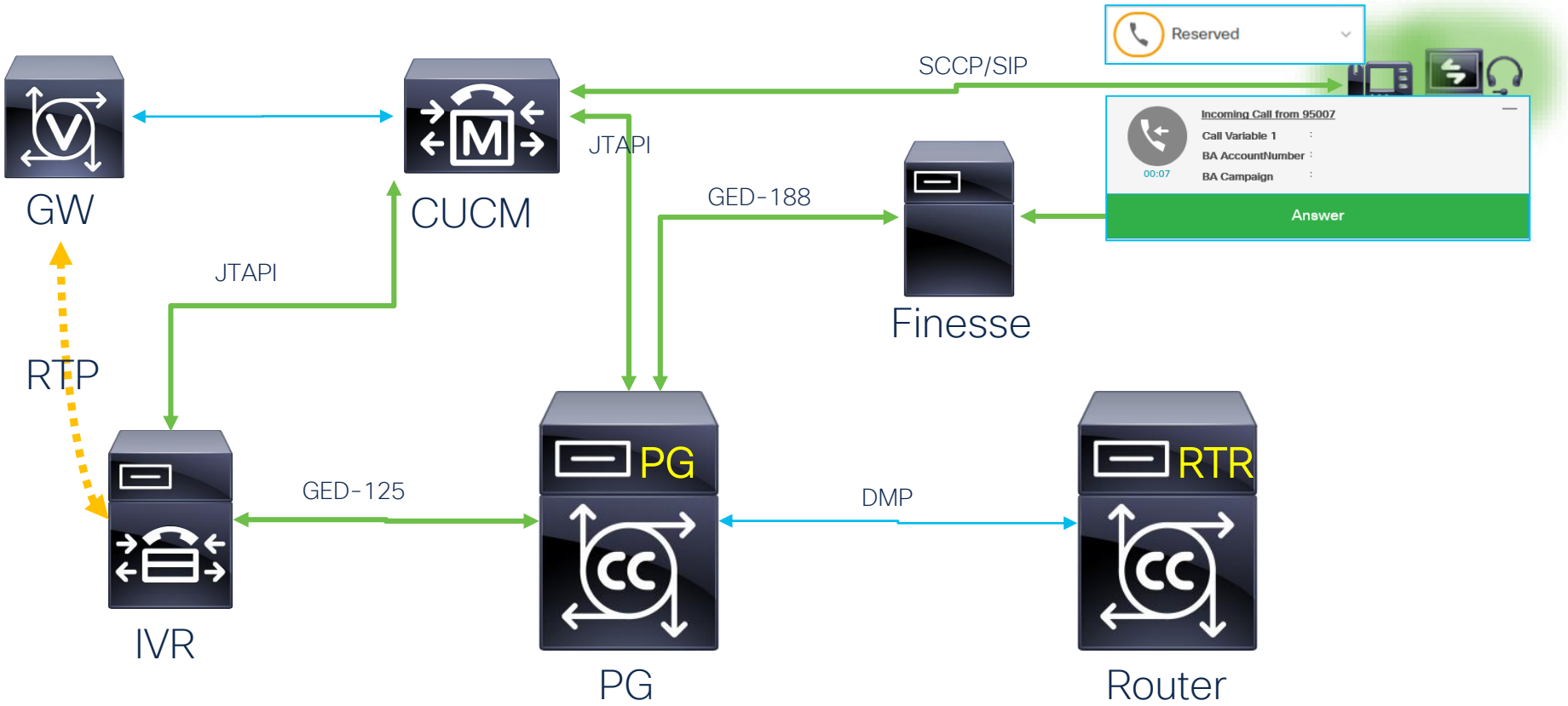

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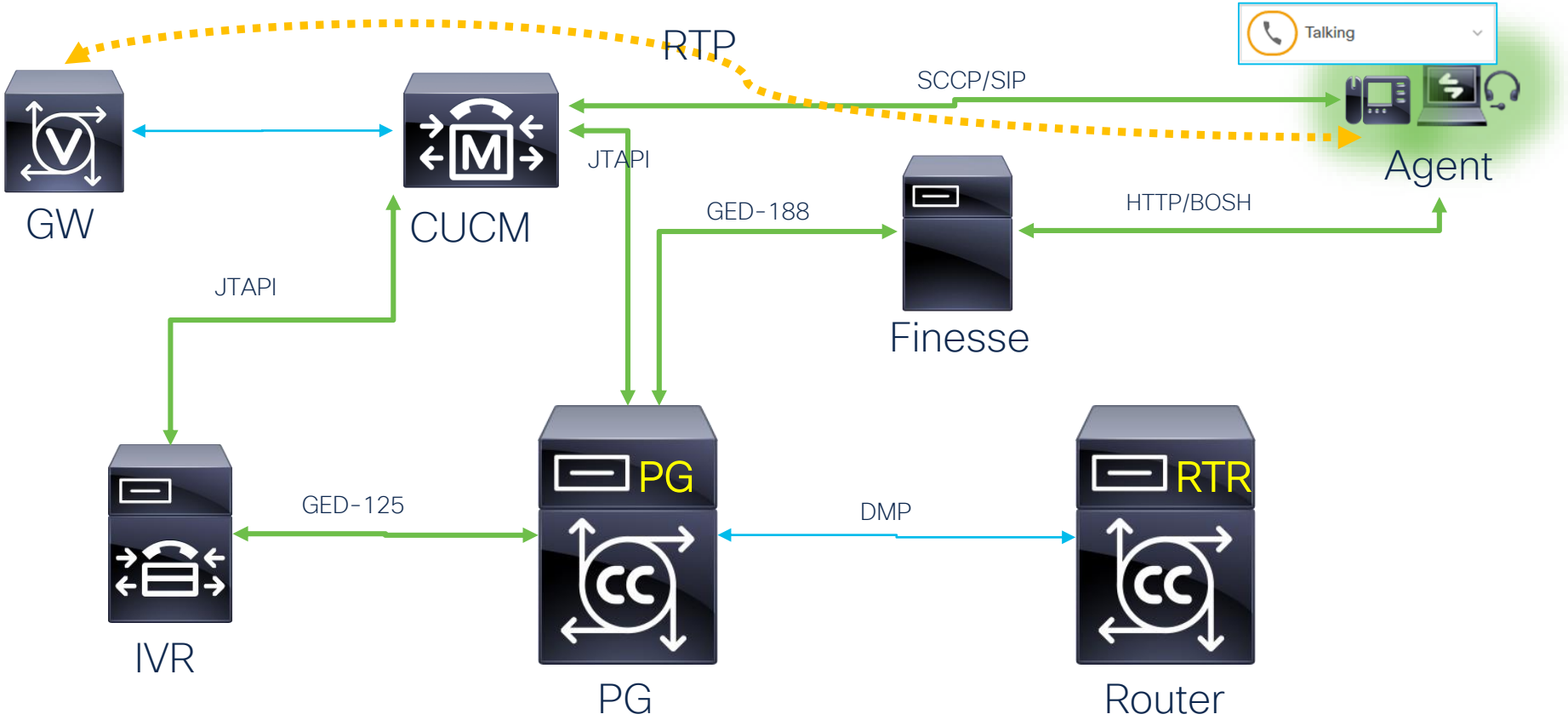

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Polling Question 3

How ICM knows, which Routing Script to run?

A. Call hits specific DN that is associated with Routing Script
B. Call hits DN, that is associated with Call Type and Call Type is associated with the Routing Script
C. There is only one Routing Script in the system to run
D. Random select of the Routing Scripts

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Standalone Deployment Model

System requirements

Gateway/CUBE

Unified CM Server

Unified IP-IVR

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Call flow

The caller dials the desired phone number

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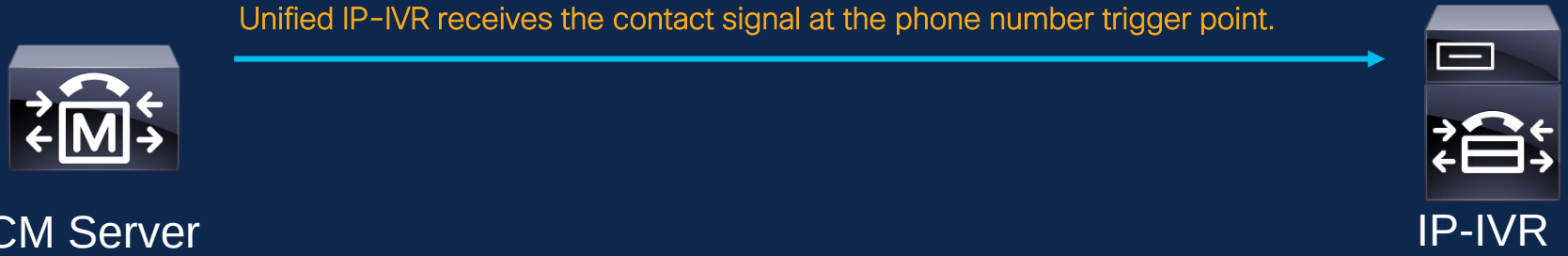
Call flow



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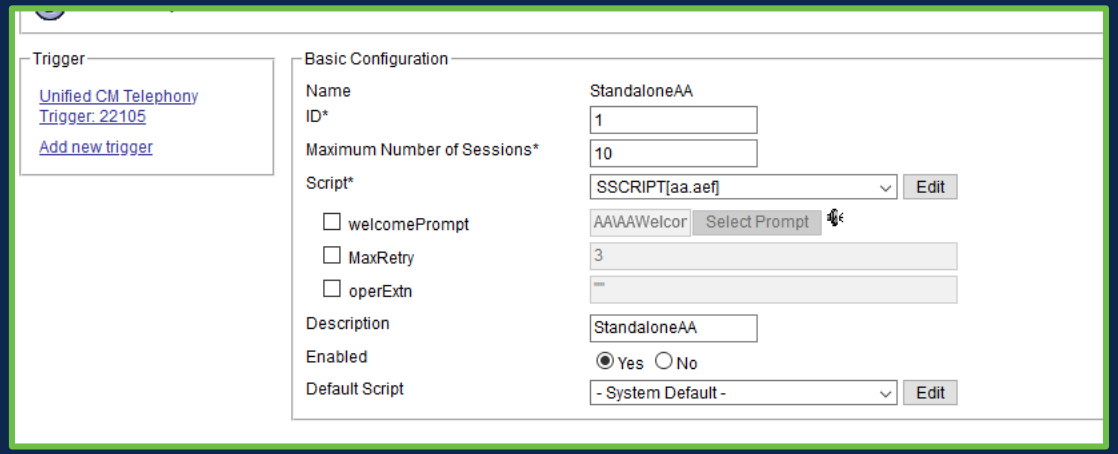
Call flow

CM Server

Unified IP-IVR receives the contact signal at the phone number trigger point.



IP-IVR

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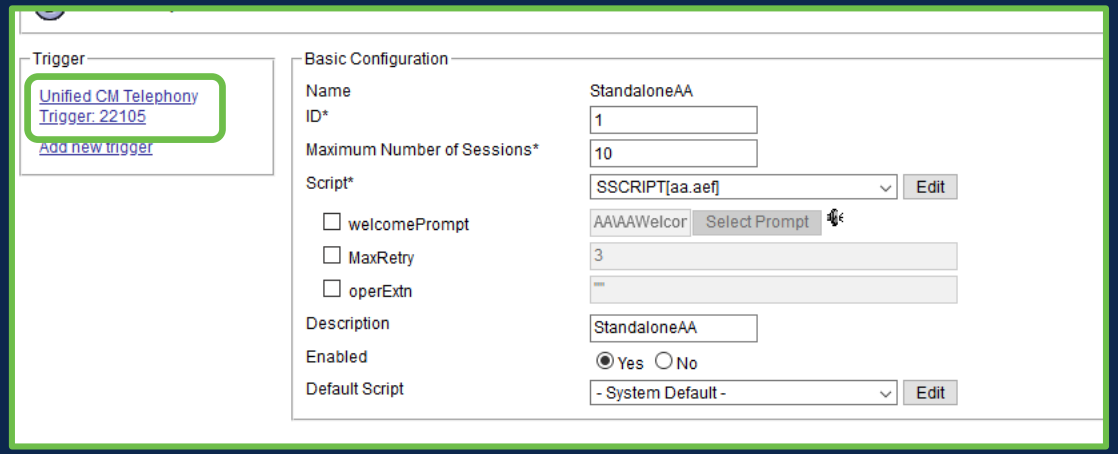
Call flow

CM Server

Unified IP-IVR receives the contact signal at the phone number trigger point.



IP-IVR

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Call flow

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Call flow

Unified IP-IVR receives the contact signal at the phone number trigger point.

IP-IVR sends Redire

CM Server

IP-IVR

Cisco Unified CM Telephony Call Control Group Configuration

Update Delete Cancel

Status

Status : Ready

Group Information

Group ID*	2
Description*	IPIVR Call Control Group 1
Number Of CTI Ports*	10
Media Termination Support*	Yes No
Group Type*	Inbound

Directory Number Information

Device Name Prefix*	ipivr
Starting Directory Number*	22000
List of CTI Ports	ipivr_22000,ipivr_22001,ipivr_22002,ipivr_22003,ipivr_22004, ipivr_22005,ipivr_22006,ipivr_22007,ipivr_22008,ipivr_22009,
Device Pool	Default
DN Calling Search Space	None
Location	Hub_None
Partition	None

Show More...

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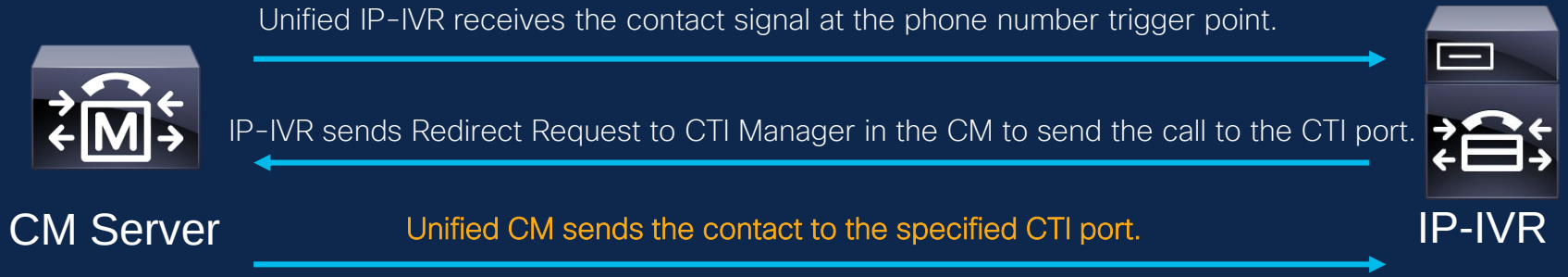
Call flow



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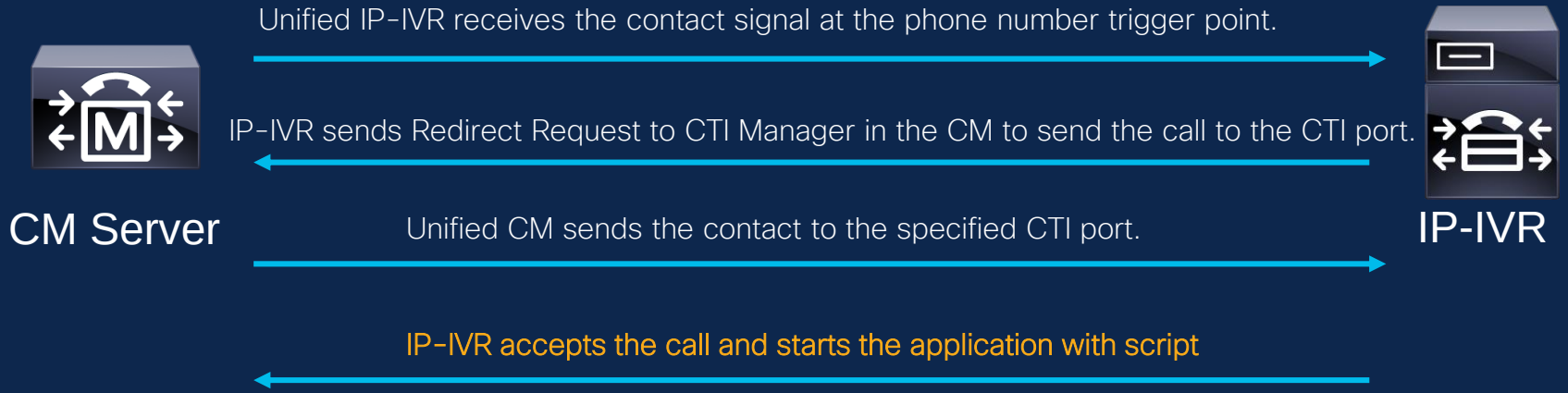
Call flow



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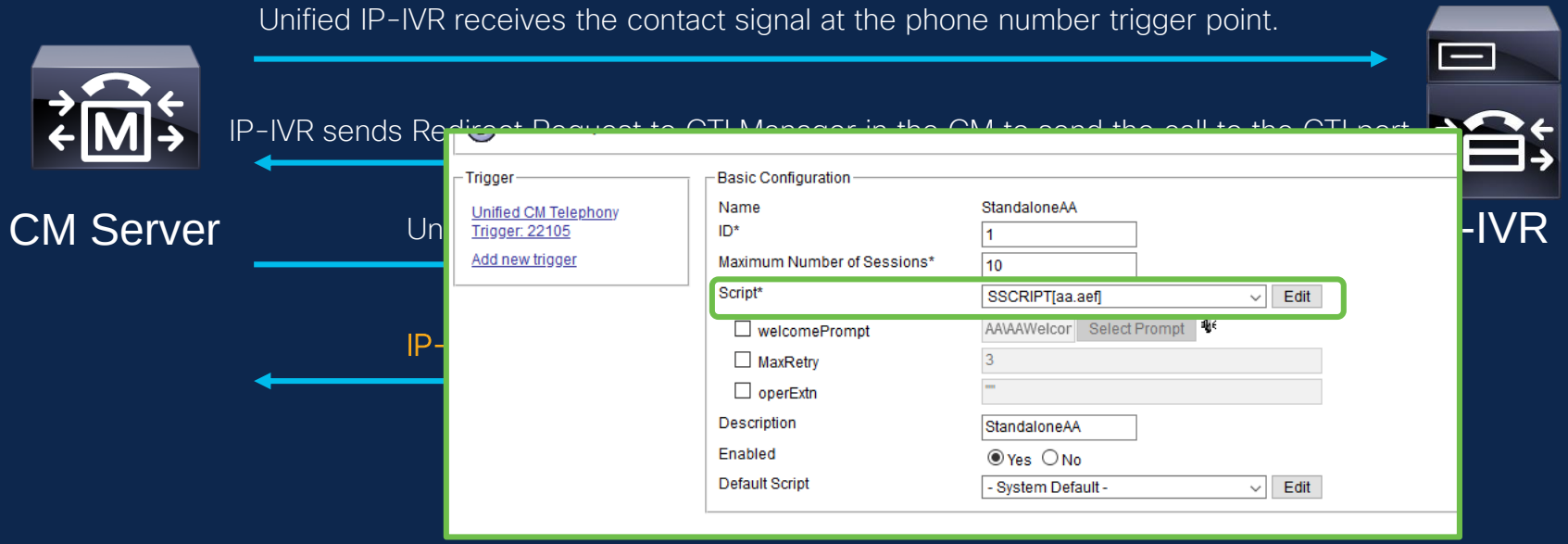
Call flow



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Call flow

CM Server

Unified IP-IVR receives the contact signal at the phone number trigger point.

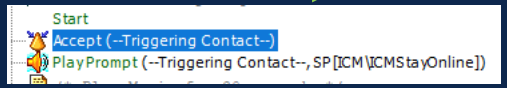
IP-IVR sends Redirect Request to CTI Manager in the CM to send the call to the CTI port.

Unified CM sends the contact to the specified CTI port.

IP-IVR accepts the call and starts the application with script

IP-IVR answers the call with the Accept step. Media is established with the caller.

IP-IVR



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IP-IVR Configuration Checklist

1. Configure the JTAPI subsystem on IP-IVR.
2. Provision a JTAPI Call Control Group.
3. Check to make sure the JTAPI information in Unified IP-IVR and Unified CM is synchronized. If it is not synchronized, resynchronize it.
4. Provision the Cisco Media Termination Subsystem.

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IP-IVR Configuration Checklist (continued)

5. Provision and configure any other IP-IVR subsystems that you will use:
   - MRCP Automated Speech Recognition (ASR)
   - MRCP Text-to-Speech (TTS)
   - HTTP subsystem.
   - Database subsystem
   - Email subsystem.
   - ICM Subsystem
6. Install and configure the IP-IVR applications

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IP-IVR Engine Traces

Trace	Level	Purpose
LIB_ICM	Debugging	These traces show the GED-125 messages being sent from/to the UCCE VRU PG. *These traces are extremely important.*
ENG	Debugging + XDebugging1	These traces show the script (workflow) step execution.
SS_CM	Debugging	These traces show the logic of the Contact Manager component of the RMCM subsystem.
SS_TEL	Debugging	These traces show the logic of the Unified CM Telephony Subsystem (JTAPI subsystem). They show the Provider 1 (P1) JTAPI messages the engine receives from the UCCX JTAPI client. It is important to reiterate that these traces only report call events on CTI Route Points and Ports.

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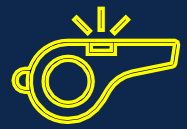
IP-IVR Engine Traces



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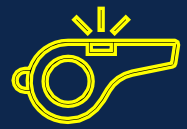

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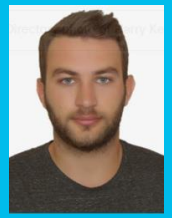
EMEAR IPCC TEAM

Frederic Deckor

Alex Doukas



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Nada Sabil

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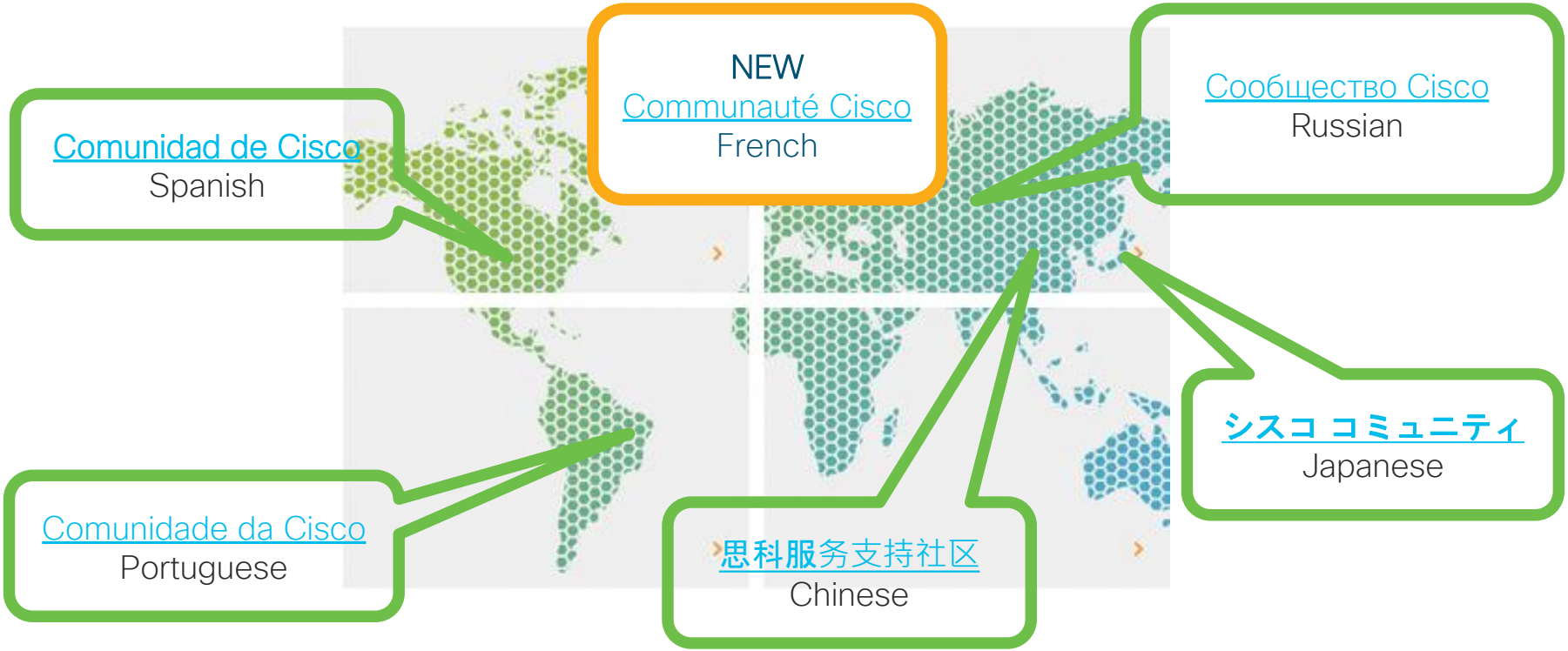

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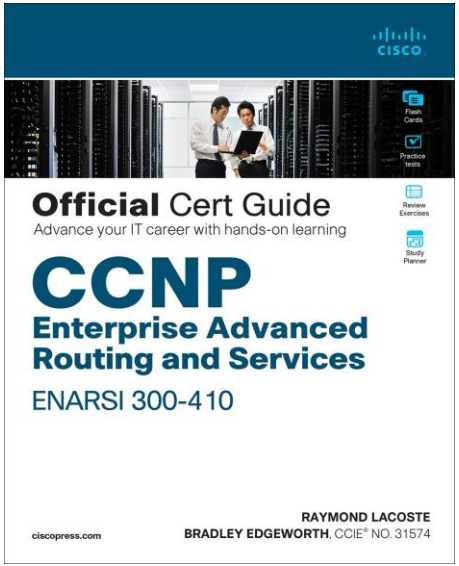

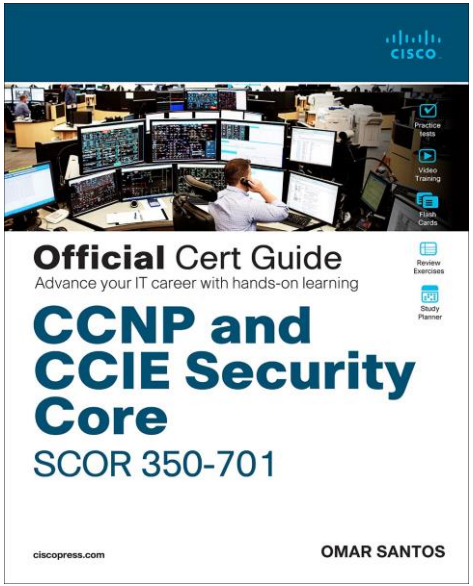

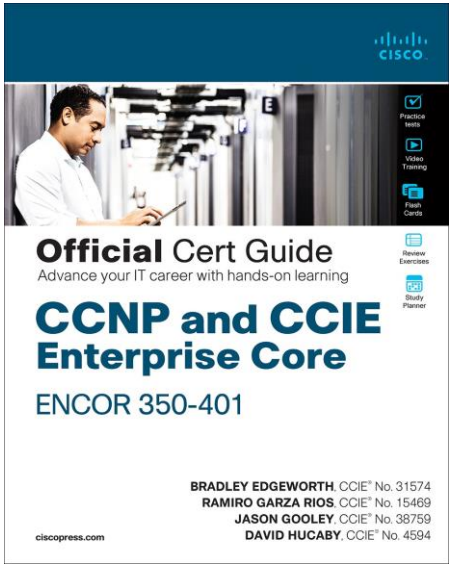

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