



Cisco Unified CME B-ACD and Tcl Call-Handling Applications

Tcl Script Version 2.1.0.0 and Later Versions
June 2007

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Cisco Unified CME B-ACD and Tcl Call-Handling Applications
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Preface

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This preface discusses the objectives, audience, organization, and conventions of this document. It also provides sources for obtaining documentation, technical assistance, and additional publications and information from Cisco Systems.

Documentation Objectives

This document describes the tasks and commands necessary to configure and maintain Tool Command Language (Tcl) call-handling services to be used with Cisco CallManager Express (Cisco CME), including the Cisco CME Basic Automatic Call Distribution (B-ACD) and Auto-Attendant (AA) service.



Note

This guide describes Cisco Unified CME applications that use Tcl scripts version 2.1.0.0 or later. These scripts use "param" commands rather than the older "call application voice" commands. For applications that use an earlier version of the Tcl scripts than 2.1.0.0, see the “[Configuring an Attendant for Primary Call Coverage](#)” chapter in the *Cisco CME 3.2 System Administrator Guide*.

Audience

This document is intended primarily for system administrators who configure and maintain Cisco Unified CME but who may not be familiar with the tasks, the relationship between tasks, or the Cisco IOS software commands necessary to install and use the Tcl call-handling applications.

Documentation Organization

This document includes the sections shown in [Table 1](#).

Table 1 Document Organization

Title	Description
Overview of Tcl Applications for Cisco Unified CME	A brief description and a list of additional references.

Table 1 Document Organization

Title	Description
Cisco Unified CME Basic Automatic Call Distribution and Auto-Attendant Service	The Basic Automatic Call Distribution (B-ACD) and Auto-Attendant (AA) applications provide automatic call answering and interactive menus through which callers can route their calls appropriately, as well as queuing mechanisms to ensure call coverage. Note The Cisco CME B-ACD service described in this document uses Tcl script version 2.1.0.0 or a later version. For information about earlier versions of the script, see the Cisco CME 3.2 System Administrator Guide .
Direct Inward Dial Digit Translation Service	This application provides number transformation for DID calls when the range of DID numbers provided by the PSTN Central Office (CO) does not match the range of Cisco CME extension numbers in the internal dial plan.

Document Conventions

Within Cisco IOS software documentation, the term *router* is generally used to refer to a variety of Cisco devices (for example, routers, access servers, and switches). Routers, access servers, and other networking devices that support Cisco IOS software are shown interchangeably within examples. These devices are used only for illustrative purposes; that is, an example that shows one device does not necessarily indicate that other devices are not supported.

The Cisco IOS documentation set uses the following conventions:

Convention	Description
^ or Ctrl	The ^ and Ctrl symbols represent the Control key. For example, the key combination ^D or Ctrl-D means hold down the Control key while you press the D key. Keys are indicated in capital letters but are not case sensitive.
<i>string</i>	A string is a nonquoted set of characters shown in italics. For example, when setting an SNMP community string to public, do not use quotation marks around the string or the string will include the quotation marks.

Command syntax descriptions use the following conventions:

Convention	Description
boldface	Boldface text indicates commands and keywords that you enter literally as shown.
<i>italics</i>	Italic text indicates arguments for which you supply values.
[x]	Square brackets enclose an optional element (keyword or argument).
	A vertical line indicates a choice within an optional or required set of keywords or arguments.
[x y]	Square brackets enclosing keywords or arguments separated by a vertical line indicate an optional choice.

Convention	Description
{ x y }	Braces enclosing keywords or arguments separated by a vertical line indicate a required choice.
[x { y z }]	Braces and a vertical line within square brackets indicate a required choice within an optional element. Nested sets of square brackets or braces indicate optional or required choices within optional or required elements.

Examples use the following conventions:

Convention	Description
screen	Examples of information displayed on the screen are set in Courier font.
boldface screen	Examples of text that you must enter are set in Courier bold font.
< >	Angle brackets enclose text that is not printed to the screen, such as passwords.
!	An exclamation point at the beginning of a line indicates a comment line. (Exclamation points are also displayed by the Cisco IOS software for certain processes.)
[]	Square brackets enclose default responses to system prompts.

The following conventions are used to attract the attention of the reader:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.



Note

Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

To register as a Cisco.com user, go to this URL:

<http://tools.cisco.com/RPF/register/register.do>

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Support Website

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/en/US/support/index.html>

Access to all tools on the Cisco Support website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

**Tip****Displaying and Searching on Cisco.com**

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:
<http://www.cisco.com/go/guide>
- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Internet Protocol Journal* is a quarterly journal published by Cisco for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:
<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>



Overview of Tcl Applications for Cisco Unified CME

This chapter provides a brief overview of Tcl applications for Cisco Unified CME and a list of references.



Note

Prior to version 4.0, the name of the product was Cisco CallManager Express (Cisco CME). Prior to version 3.0, the name was Cisco IOS Telephony Services (Cisco ITS).



Note

For more information about Cisco IOS voice features, see the entire Cisco IOS Voice Configuration Library—including library preface and glossary, feature documents, and troubleshooting information—at http://www.cisco.com/en/US/products/ps6441/prod_configuration_guide09186a0080565f8a.html.

Information About Tcl Applications for Cisco Unified CME

Tool Command Language (Tcl) applications for Cisco Unified CME systems provide call-handling functionality developed for use with Cisco Unified CME. The Tcl application described herein was developed using Tcl 2.0, a Tcl-based scripting language with a proprietary Cisco applications programming interface (API).

The following Tcl applications for Cisco Unified CME are described in this document:

- [Cisco Unified CME Basic Automatic Call Distribution and Auto-Attendant Service](#)
- [Direct Inward Dial Digit Translation Service](#)



Note

This guide describes Cisco Unified CME applications that use Tcl scripts version 2.1.0.0 or later. These scripts use "param" commands rather than the older "call application voice" commands. For applications that use an earlier version of the Tcl scripts than 2.1.0.0, see the “[Configuring an Attendant for Primary Call Coverage](#)” chapter in the *Cisco CME 3.2 System Administrator Guide*.

Additional References

The following sections provide references related to Cisco Unified CME B-ACD and Tcl call-handling applications.

Related Documents

Related Topic	Document Title
Cisco Unified CallManager Express	Cisco Unified CME documentation roadmap at http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_documentation_roadmap09186a0080189132.html .
Tcl information	<i>Cisco IOS Tcl IVR and VoiceXML Application Guide - 12.3(14)T and later</i> at http://www.cisco.com/en/US/products/sw/iosswrel/ps5207/products_administration_guide_book09186a008022a7e6.html
Voice configuration information	Cisco IOS Voice Configuration Library at http://www.cisco.com/en/US/products/ps6441/prod_configuration_guide09186a0080565f8a.html
Integration with Cisco Unity	<i>Cisco CallManager Express Integration Guide for Cisco Unity</i> at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guide09186a00801c4185.html
Integration with Cisco Unity Express	<i>Integrating Cisco CallManager Express with Cisco Unity Express</i> at http://www.cisco.com/en/US/products/sw/voicesw/ps4625/prod_installation_guide09186a008059fb5f.html

Standards

Standard	Title
No new or modified standards are supported by this feature, and support for existing standards has not been modified by this feature.	—

MIBs

MIBs	MIBs Link
No new or modified MIBs are supported by this feature, and support for existing MIBs has not been modified by this feature.	To locate and download MIBs for selected platforms, Cisco IOS releases, and feature sets, use Cisco MIB Locator found at the following URL: http://www.cisco.com/go/mibs

RFCs

RFCs	Title
No new or modified RFCs are supported by this feature, and support for existing RFCs has not been modified by this feature.	—

Technical Assistance

Description	Link
The Cisco Technical Support & Documentation website contains thousands of pages of searchable technical content, including links to products, technologies, solutions, technical tips, and tools. Registered Cisco.com users can log in from this page to access even more content.	http://www.cisco.com/techsupport



Cisco Unified CME Basic Automatic Call Distribution and Auto-Attendant Service

Revised: September 25, 2007, OL-11944-01



Note

Prior to version 4.0, the name of the product was Cisco CallManager Express (Cisco CME). Prior to version 3.0, the name was Cisco IOS Telephony Services (Cisco ITS).

For Cisco CME 3.2.1 and later versions, basic automatic call distribution (B-ACD) and auto-attendant (AA) service is available to provide the following functionality:

- Automatic answering of outside calls with greetings and menus that allow callers to select the appropriate department or to dial known extension numbers.
- Managed call queues for hunt groups that route calls for different menu options.
- Tools for obtaining call statistics.

The Cisco Unified CME B-ACD and AA service (hereinafter referred to as Cisco Unified CME B-ACD) is described in the following sections:

- [Information About Cisco Unified CME B-ACD, page 6](#)
- [How to Configure Cisco Unified CME B-ACD, page 22](#)
- [Monitoring and Maintaining Cisco Unified CME B-ACD Service, page 41](#)
- [Configuration Examples, page 55](#)



Note

This guide describes Cisco Unified CME applications that use Tcl scripts version 2.1.0.0 or later. These scripts use “param” commands rather than the older “call application voice” commands.



Note

For more information about Cisco IOS voice features, see the entire Cisco IOS Voice Configuration Library—including library preface and glossary, feature documents, and troubleshooting information—at http://www.cisco.com/en/US/products/ps6441/prod_configuration_guide09186a0080565f8a.html.

Information About Cisco Unified CME B-ACD

This section describes what Cisco Unified CME B-ACD is and how it works. It contains the following sections:

- [Cisco Unified CME B-ACD Overview, page 6](#)
- [Cisco Unified CME B-ACD Components, page 8](#)
- [Cisco Unified CME B-ACD Call Activity Reports, page 21](#)
- [Custom Cisco Unified CME B-ACD AA and Call-Queue Scripts, page 21](#)

Cisco Unified CME B-ACD Overview

Cisco Unified CME B-ACD provides automatic answering and call distribution for calls through the use of interactive menus and local hunt groups. Each Cisco Unified CME B-ACD application consists of one or more auto-attendant (AA) services and one call-queue service.

The call flow for a simple Cisco Unified CME B-ACD service is shown in [Figure 1](#). An incoming call dials the B-ACD AA pilot number and hears a prompt that provides a greeting and instructions to help the caller automatically route the call.

For example, callers to a newspaper might hear: “Thank you for calling the Times. To place an advertisement or to subscribe to the Times, press 1; for the editorial department, press 2; for the operator, press 0; if you know your party’s extension, press 4.” Callers who do not select an option will hear the greeting and menu options repeated.

After a caller presses a digit to be connected to a particular department or service, the call is routed to a call queue for an ephone hunt group that has been set up to answer calls for that department or service. If a phone is available in the hunt group, the call is connected. If no phone is available in the hunt group, the call remains in the call queue. While the call is in the queue, the caller hears music on hold (MOH). At intervals, the caller hears a second greeting audio prompt. From the queue, the call periodically reattempts to connect to a phone in the hunt group. If no phone becomes available within a specified period, the call is routed to an alternate, configurable destination.

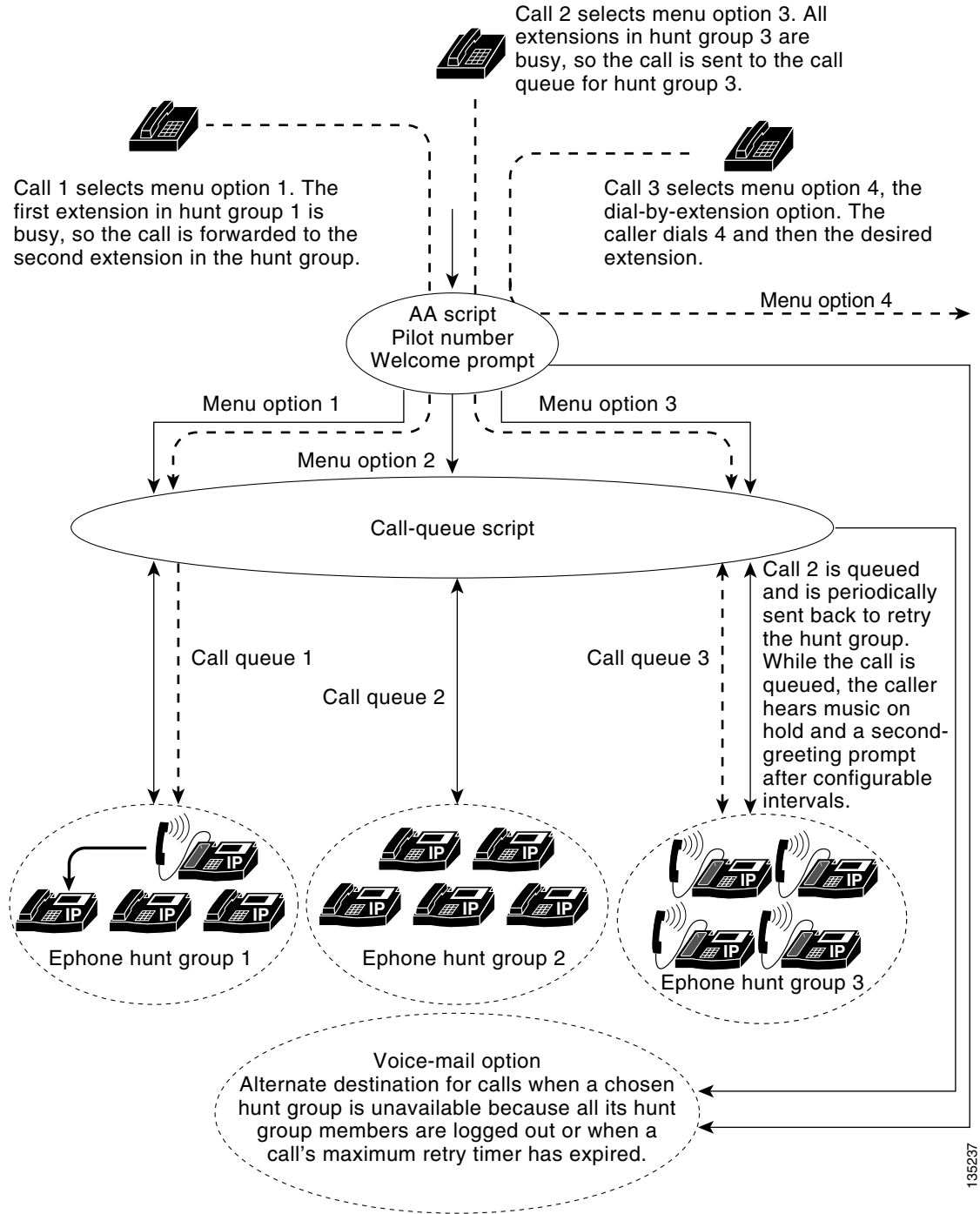
The Cisco Unified CME B-ACD application is specified by two Tool Command Language (Tcl) scripts: an AA script that handles the welcome prompt and menu choices, and a call-queue script that manages call routing and queuing behavior.

**Note**

The Cisco Technical Assistance Center (TAC) supports the rerecording of audio prompts used with the Tcl scripts but does not support modification of the scripts themselves. For more information, see the [“Custom Cisco Unified CME B-ACD AA and Call-Queue Scripts”](#) section on page 21.

[Figure 1](#) illustrates a call flow that is directed by the Tcl AA and call-queue scripts.

Figure 1 Cisco Unified CME B-ACD Service Call Flow



Cisco Unified CME B-ACD Components

As mentioned, the Cisco Unified CME B-ACD application consists of a call-queue service and one or more AA services. The configurable components of these services are described in the following sections:

- [Pilot Number, page 8](#)
- [Welcome Prompt and Other Audio Files, page 8](#)
- [Menu Options, page 11](#)
- [Hunt Group Option and Ephone Hunt Groups, page 13](#)
- [Dial-by-Extension Option, page 14](#)
- [Drop-Through Mode, page 15](#)
- [Multiple Auto-Attendant Services, page 15](#)
- [Call Queues, page 17](#)
- [Alternate Destination for Unavailable Hunt Groups, page 18](#)
- [Configuring for Voice Mail, page 19](#)

Pilot Number

Each AA service has its own AA pilot number that callers dial to reach the AA. This number is specified in the **param aa-pilot** command. The AA pilot number is not associated with an ephone or physical phone, but you do need to define a dial peer with the AA pilot number as the incoming called number so that this number is reachable by outside callers.

Welcome Prompt and Other Audio Files

The welcome prompt is an audio file that is played when a call is answered by the pilot number. This audio file is one of a number of audio files that are used with the B-ACD service to inform callers of their status and any actions that they may take. In particular, you will want to create personalized audio files to describe the menu choices that are available to your callers. Cisco Unified CME B-ACD audio files are described in the following sections:

- [Rerecording Default Audio Files, page 8](#)
- [Changing Language Codes and Filenames, page 9](#)
- [Using Audio Files to Describe Menu Choices, page 11](#)

Rerecording Default Audio Files

Default audio files are provided for each point in the script at which prompts are given to callers. You download the default audio files from the Cisco Unified CME Software Download website and copy them to a place that can be reached by the Cisco Unified CME router, such as flash memory or a TFTP server. The audio files and the script files are bundled in a tar archive called `cme-b-acd-x.x.x.tar` on the website. The default files and their messages are listed in [Table 2](#). You can rerecord personalized messages over the default messages, but you should not change the names of the audio files, except as specifically described in the [“Changing Language Codes and Filenames” section on page 9](#).

To rerecord and install the default audio prompts before using a Cisco Unified CME B-ACD service for the first time, follow the steps in the [“Downloading Tcl Scripts and Audio Prompts”](#) section on page 24. To rerecord audio prompts in an existing Cisco Unified CME B-ACD service, follow the steps in the [“Updating Script Parameters and Audio Prompts”](#) section on page 42.

Table 2 Cisco Unified CME B-ACD Default Audio Files

Default Filename	Default Announcement	Length of Default Announcement
en_bacd_welcome.au	“Thank you for calling.” Includes a two-second pause after the message.	3 seconds
en_bacd_options_menu.au	“For sales press 1 (pause), for customer service press 2 (pause), to dial by extension press 3 (pause), to speak to an operator press zero.” Includes a four-second pause after the message.	15 seconds
en_bacd_disconnect.au	“We are unable to take your call at this time. Please try again at a later time. Thank you for calling.” Includes a four-second pause after the message.	10 seconds
en_bacd_invalidoption.au	“You have entered an invalid option. Please try again.” Includes a one-second pause after the message. This prompt is played when a caller chooses an invalid menu option or dials an invalid extension.	7 seconds
en_bacd_enter_dest.au	“Please enter the extension number you want to reach.” Includes a five-second pause after the message. This prompt is played when a caller chooses the dial-by-extension option.	7 seconds
en_bacd_allagentsbusy.au	“All agents are currently busy assisting other customers. Continue to hold for assistance. Someone will be with you shortly.” Includes a two-second pause after the message. This prompt is also known as the second greeting.	7 seconds
en_bacd_music_on_hold.au	Music on hold (MOH) is played to Cisco Unified CME B-ACD callers.	60 seconds

If you do rerecord any of the audio files, note that the Cisco Unified CME B-ACD prompts require a G.711 audio file (.au) format with 8-bit, mu-law, and 8-kHz encoding. We recommend the following audio tools or others of similar quality:

- Adobe Audition for Microsoft Windows by Adobe Systems Inc. (formerly called Cool Edit by Syntrellium Software Corp.)
- AudioTool for Solaris by Sun Microsystems Inc.

For more information, see the “Configuring Audio File Properties for TCL IVR and VoiceXML Applications” chapter in the [Cisco IOS Tcl IVR and VoiceXML Application Guide](#).

Changing Language Codes and Filenames

Audio prompts can be recorded in any language. Default files are supplied in English (see [Table 2](#)).

The names of audio prompt files consist of two parts: a prefix, which is a language code, and an identifier that tells you the file’s function. For example, en_bacd_welcome.au consists of a prefix, en, and an identifier, _bacd_welcome.au, which indicates that the file contains the welcome prompt. Note that the identifier always begins with an underscore. The prefix can be changed to represent any of the following built-in language packages:

- ch—Chinese
- en—English (default)
- sp—Spanish
- aa—All three

**Note**

Do not change names of audio files except for the following cases:

- The prefix of any filename may be changed to ch, en, sp, or aa. The prefix must match the code that is specified in the language-code parameter in the **paramspace language** command, regardless of the actual language used in the file.
- Following its prefix, the welcome prompt filename (default is en_bacd_welcome.au) may have any identifying name, as defined in the **param welcome-prompt** command.
- Following its prefix, the drop-through prompt filename (no default supplied) may have any identifying name, as defined in the **param drop-through-prompt** command.

In the audio files, you may record a prompt in any language. It is not necessary to change the prefix of a file that contains a prompt in a different language because the language-code prefixes are used for features that are not a part of the Cisco Unified CME B-ACD service. But it is important that the language-code prefixes for your files match the language code that is specified in the language-code parameter in the **paramspace language** command, regardless of the language actually used in the audio file. For more information, see the “Configuring Audio File Properties for TCL IVR and VoiceXML Applications” chapter in the *Cisco IOS Tcl IVR and VoiceXML Application Guide*.

The identifier part of the name of an audio file should not be changed, with the exception of the _bacd_welcome.au file, as explained in the following paragraphs. The scripts will be looking for audio files that have the same identifying names as those in [Table 2 on page 9](#) and that have the same prefix that you specify in the **paramspace language** command.

The two exceptions to the general filenaming rules are the welcome-prompt audio file (default is en_bacd_welcome.au) and the drop-through-option prompt audio file (no default supplied). The identifying parts of the filenames for these two audio prompts are specified explicitly during configuration and are completely user-configurable. These files may use any filenames as long as the names observe the following conventions:

- The prefix part of the filename must be the same as the language code that is specified in the **paramspace language** command. For example, en.
- The identifier part of the filename must start with an underscore. For example, _welcome_to_xyz.au.

More information about the welcome-prompt file and its contents is available in the “[Using Audio Files to Describe Menu Choices](#)” section on page 11. More information about the drop-through-prompt file is available in the “[Drop-Through Mode](#)” section on page 15.

Using Audio Files to Describe Menu Choices

By default, two audio files are supplied to provide initial caller orientation and guidance about the menu choices that are available: `en_welcome_prompt.au` and `en_bacd_options_menu.au`. You can rerecord customized messages over the default messages that are supplied in these files, as explained in [Table 3](#).

If your Cisco Unified CME B-ACD service uses a single AA service, record a welcome greeting in `en_welcome_prompt.au` and record instructions about menu choices in `en_bacd_options_menu.au`.

If your Cisco Unified CME B-ACD service uses multiple AA services, you will need separate greetings and instructions for each AA, using the following guidelines:

- Record a separate welcome prompt for each AA service, using a different name for the audio file for each welcome prompt. For example, `en_welcome_aa1.au` and `en_welcome_aa2.au`. The welcome prompts that you record in these files should include both the greeting and the instructions about menu options.
- Record silence in the audio file `en_bacd_options_menu.au`. A minimum of one second of silence must be recorded. Note that this file does not contain the menu instructions when there are multiple AA services.



Note

To change the language prefix or identifier part of the name of an audio file, follow the guidelines in the [“Changing Language Codes and Filenames”](#) section on page 9.

Table 3 Audio Files That Describe Menu Choices

Filename	Name Specification	How Used
<code>en_welcome_prompt.au</code>	<p>Filename can be changed; must match the name specified in the param welcome-prompt command.</p> <p>To change the language prefix or identifier part of the filename, follow the guidelines in the “Changing Language Codes and Filenames” section on page 9.</p>	<p>Default is “Thank you for calling.”</p> <p>When you have a single AA service, use this audio file to record a customized greeting.</p> <p>When you have multiple AAs, use this audio file to record a customized greeting and menu options for customers to use.</p>
<code>en_bacd_options_menu.au</code>	<p>Only the language prefix can be changed; the identifying part of the filename must remain the same.</p>	<p>Default is “For sales press 1, (pause) for customer service press 2 (pause), to dial by extension press 3 (pause), to speak to an operator press zero.”</p> <p>When you have a single AA service, use this audio file to record menu options for customers.</p> <p>When you have multiple AAs, record silence in this file. A minimum of one second of silence must be recorded.</p>

Menu Options

The purpose of a Cisco Unified CME B-ACD service is to automatically route calls to the correct destination in your organization. Interactive AA services enable you to provide menu options to callers so that they can make the appropriate choices for their calls. The types of menu options that are available in Cisco Unified CME B-ACD are described in [Table 4](#). Menu options are announced to callers by audio prompts, which are described in the [“Welcome Prompt and Other Audio Files”](#) section on page 8.

Table 4 *Types of Menu Choices Available for Cisco Unified CME B-ACD Service*

Type	Description	Requirements	Example
Ephone hunt group	Caller presses a specified digit to be connected to a group of extensions that has been designated an ephone hunt group. If all extensions in the hunt group are busy, calls are held in a call queue or sent to an alternate, configurable destination.	An ephone hunt group must be established.	After dialing the number for a computer store, a caller presses 1 to be connected to an ephone hunt group that consists of phones in the sales department, or presses 2 to be connected to the hunt group for technical support, 3 to be connected to the hunt group for billing questions, or 0 to be connected to the operator hunt group.
Operator hunt group	Special case of ephone hunt group; caller presses a specified digit or 0 to be connected to a hunt group with the special purpose of providing operator, or lookup and connection, services to callers.	An ephone hunt group to provide operator services must be established.	
Dial-by-extension	Caller presses a digit to be allowed to dial a known extension. Note The menu number used for this option must not be the same as any menu (aa-hunt) numbers used with the call-queue service.	No requirements.	After hearing the menu choices, a caller dials 4 and is able to dial an internal extension number.
Drop-through mode	Caller is directly connected to a hunt group, following the playing of an optional welcome prompt if one is specified. Note When drop-through mode is assigned to an AA, it is the only option for that AA. If you want some callers to get drop-through treatment and others to be able to make menu choices, you must set up multiple AAs.	Cisco CME 3.2.1 or a later version must be used. An ephone hunt group must be established.	A caller dials a special toll-free number for online sales at the computer store and hears a recording (“Thank you for calling. An agent will be with you shortly.”). The caller is put directly through to the online-sales hunt group if an agent is available to take the call or is put in a call queue for the hunt group if all agents are busy.

Hunt Group Option and Ephone Hunt Groups

Most often, a Cisco Unified CME B-ACD service will connect callers to hunt groups, as shown by menu options 1, 2, and 3 in [Figure 1 on page 7](#). To use the newspaper example, one of the hunt groups might be a group of editorial writers who take turns answering the calls that select the option to speak to the editorial group. A maximum of ten hunt groups can be used with a B-ACD call-queue service.

A Cisco Unified CME B-ACD hunt group is an ephone hunt group that has been configured without the **final** command. The final destination for a call in an ephone hunt group used with the B-ACD service is determined by the configuration of the B-ACD service and is controlled by the call-queue service rather than by the hunt group configuration.

The hunt group option is configured using the aa-hunt parameter that associates menu numbers with the pilot numbers of hunt groups. For example, the following command associates menu option 2 (aa-hunt2) with the ephone hunt group pilot number 1111. In this example, when callers dial 2 after hearing the menu-choices audio prompt, they are put in the call queue for the hunt group with the pilot number 1111.

```
param aa-hunt2 1111
```

An operator hunt group is a special case of hunt group. It is a group of phones that is prepared to provide lookup and connection services to callers. For this purpose, the B-ACD script assumes that the hunt group with the highest aa-hunt number is the operator group and allows this group to be reached when a caller dials 0 or dials the aa-hunt option number. For example, in a B-ACD application with two hunt groups, aa-hunt1 and aa-hunt2, a caller who dials 0 will be connected to aa-hunt2.

[Figure 2](#) shows how B-ACD menu options work together with hunt groups. When a caller selects a menu option associated with a hunt group, the AA service calls the corresponding ephone hunt group pilot number. The B-ACD call-queue service is activated and the call is placed in a queue so that it can be transferred to an ephone-dn when one becomes available.

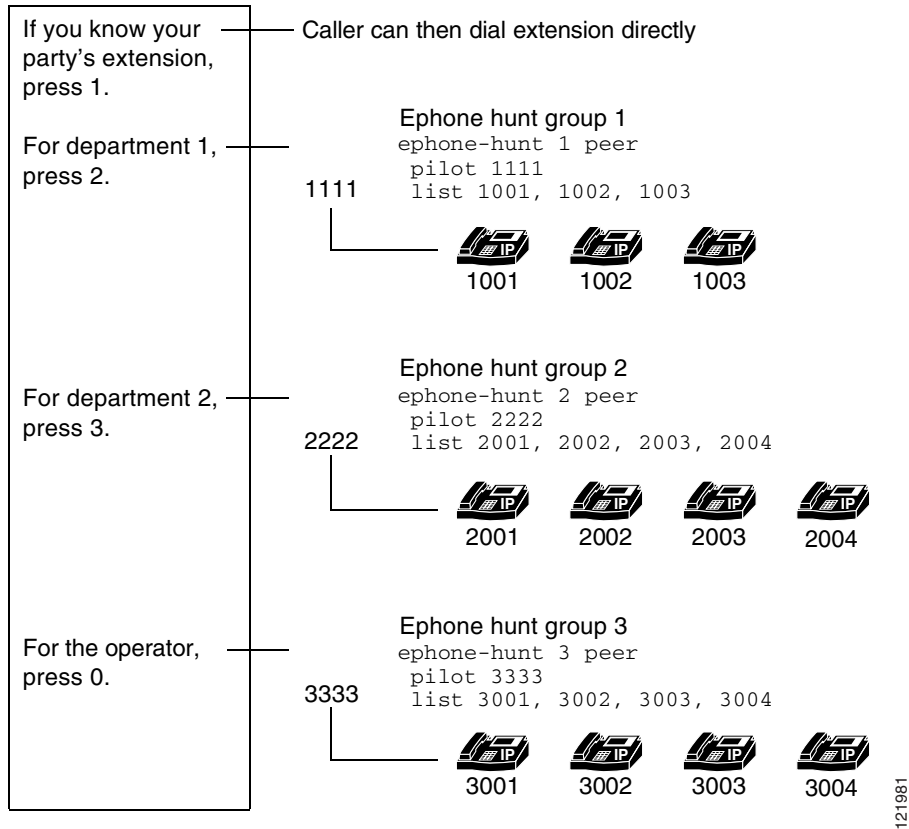
It is important to note that, while the hunt group configuration specifies the type of hunt group and its membership, the B-ACD service controls call queuing and the alternate destination of B-ACD calls when a hunt group is unavailable. For more information on call-queue behavior, see the [“Call Queues” section on page 17](#). For more information about alternate destinations, see the [“Alternate Destination for Unavailable Hunt Groups” section on page 18](#).



Note

Shared ephone-dns cannot log in and out of ephone hunt groups. If shared ephone-dns are included as members of hunt groups, they must be listed as fixed members of the group and automatic logout cannot be enabled for the group.

For information about ephone hunt groups and their configuration, see the “Hunt Groups” section in the “Call-Coverage Features” chapter of the [Cisco Unified CallManager Express System Administrator Guide](#).

Figure 2 Example of Cisco Unified CME B-ACD Hunt Groups

Dial-by-Extension Option

The Cisco Unified CME B-ACD service can also have a dial-by-extension option, which allows callers to dial internal extension numbers when they already know the extension number. The dial-by-extension option is shown as menu option 4 in [Figure 1 on page 7](#).

The dial-by-extension option is configured by specifying a menu option number for the dial-by-extension parameter. When the following command is used, callers can dial 1 and then an extension number.

```
param dial-by-extension-option 1
```

Within a B-ACD call-queue service, the dial-by-extension option number and the hunt group option numbers must be mutually exclusive. This restriction means that the option number used for the dial-by-extension option cannot be the same as any of the option numbers used with the aa-hunt options. For example, if you use aa-hunt1 to aa-hunt5 to specify hunt groups in your call-queue service configuration, then you can use option 6 for the dial-by-extension option but not any of the numbers 1 to 5. If all ten aa-hunt numbers are used for hunt groups in the call-queue service, there is no option left for the dial-by-extension option. Note that this restriction is based on all the option numbers (aa-hunt numbers) used with the call-queue service and not on the option numbers used with an AA application.

Drop-Through Mode

Most AAs that are used with Cisco Unified CME B-ACD are set up for interactive mode, in which callers make choices about the routing of their calls on the basis of the menu information that is provided to them in an audio prompt. In Cisco CME 3.2.1 and later versions, an AA can be set up for drop-through mode instead of interactive mode.

When an AA is configured for drop-through mode, the AA sends incoming calls directly to a call queue without providing menu choices to callers. Once in the queue, a caller hears ringback if an agent is available or music on hold (MOH) if all agents are busy. If a prompt for drop-through mode is configured, the caller hears the prompt before being sent to the queue as described. The drop-through prompt is simply a greeting to callers; it might say “Thank you for calling XYZ, Inc. An agent will be with you shortly.” Note that customers cannot make interactive choices in drop-through mode; calls are simply answered and routed to a call queue.

Multiple Auto-Attendant Services

Cisco CME 3.2.1 and later versions support the creation of multiple AA services that feed into a single call-queue service that manages up to ten ephone hunt groups (individual call queues). Each of the AAs can be set up to use different options or to reach different hunt groups, and AAs can also share hunt groups. For instance, you can have three AAs that each use three hunt groups, or you can have five AAs that share some of the ten hunt groups, or ten AAs that each use one hunt group. This flexibility allows companies to create different automatic-attendant treatment for different classes of callers.

For example, you can set up an AA in interactive mode to answer calls using a prerecorded message that offers various menu choices to callers. One type of menu choice is to allow a caller to press a digit to be connected to a department or service (hunt group). Another type of menu choice can allow the caller to dial a known extension number directly.

Alternatively, you can set up an AA in drop-through mode, a new feature with Cisco CME 3.3, which is described in the [“Drop-Through Mode” section on page 15](#). An AA that is set up in drop-through mode transfers incoming calls directly into a call queue for a hunt group without allowing any interactive choice by the caller. A prompt is optional in drop-through mode. When you configure multiple AAs, each AA can be independently assigned to interactive or drop-through mode.

When you set up multiple interactive AAs, separate welcome prompts must be recorded for each AA. With multiple AAs, the welcome prompt is used to inform callers about the menu choices that are available to them. (With a single AA, a different audio file performs that function.) For more information, see the [“Welcome Prompt and Other Audio Files” section on page 8](#).

A maximum of ten call queues and ephone hunt groups can be used with the call-queue script. An AA can use a maximum of three hunt groups from those ten, but an AA can also use fewer than three hunt groups or several AAs can share one or more hunt groups. A shared operator hunt group is not included in that maximum; you can add a shared operator hunt group in addition to the three hunt groups that an AA uses, or it can be part of the three hunt groups. The maximum number of calls that can be in queue for each of the ten possible hunt groups is 30, so a potential of 300 calls can be queued.

In the Cisco Unified CME B-ACD configuration, hunt groups are labeled aa-hunt1 to aa-hunt10. The digit following the “aa-hunt” part of the label corresponds to a digit that callers are instructed to dial when they reach an interactive AA. For example, if a caller is told to “dial 1 for sales,” the caller will be routed to the hunt group labeled aa-hunt1 after dialing 1.

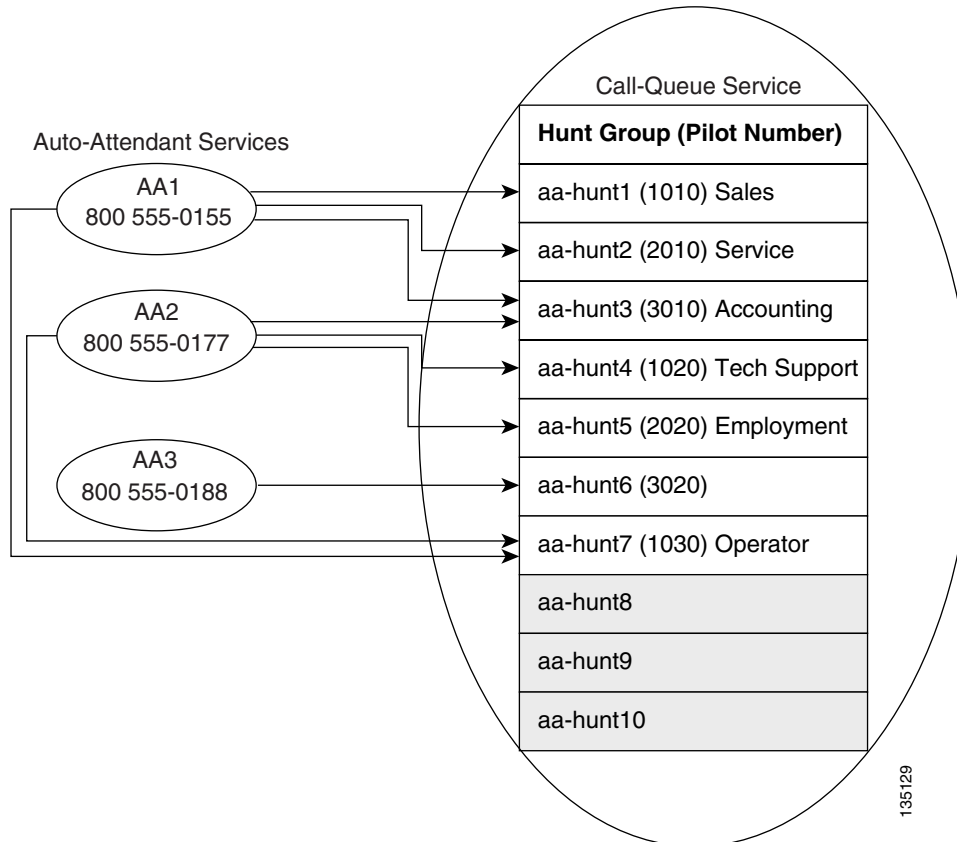
When a caller presses 0 for the operator, the digit 0 maps to the highest hunt group (aa-hunt1 to aa-hunt10) that has been configured. The hunt group aa-hunt10 is always reserved for the operator, and the default operator option is 0. Therefore, if you have set up hunt group aa-hunt7 to be the operator hunt group, a caller can dial either 7 or 0 to reach the operator hunt group. If you set up ten hunt groups, aa-hunt10 will always be the operator hunt group because it has the highest aa-hunt number.

Figure 3 illustrates a Cisco Unified CME site with multiple AAs. The first AA (AA1) is reached when customers dial the DID number 800 555-0155. AA1 can forward calls to hunt group 1 (pilot number 1010), hunt group 2 (2010), hunt group 3 (3010), or the operator hunt group (hunt group 7 or pilot number 1030).

The second automated attendant service (AA2) is reached when customers dial the DID number 800 555-0177. AA2 can forward calls to hunt group 3 (pilot number 3010), hunt group 4 (1020), hunt group 5 (2020), or the operator hunt group (hunt group 7 or 1030).

The third automated attendant service (AA3) is reached when customers dial the DID number 800 555-0188. AA3 can forward calls to hunt group 6 (pilot number 3020) only.

Figure 3 Multiple AA Hunt Group Assignment



The following characteristics summarize Cisco Unified CME B-ACD properties:

- A maximum of one call-queue service can be used with any number of AA services.
- A maximum of 10 ephone hunt groups can be used with a call-queue service. Each ephone hunt group can have up to 20 extensions.
- A maximum of three ephone hunt groups can be used with an AA service; a hunt group that is used as an operator hunt group may be separate or may be one of the three groups.

- An ephone hunt group can be reserved for a single AA or can be shared among several AAs.
- The maximum number of calls that can be queued for an ephone hunt group is 30.
- The digit 0 always maps to the hunt group with the highest aa-hunt number in the configuration.

Call Queues

As shown in [Figure 1 on page 7](#), most incoming calls to a Cisco Unified CME B-ACD service are transferred to call queues associated with hunt groups. If a member of the hunt group is available to take a call, the call is connected. If no member of the hunt group is available, the call remains in the call queue for that hunt group. Note that a call queue, although dedicated to a particular hunt group, is managed by the B-ACD call-queue script and not by the hunt group itself.

While a call is in queue, the caller hears music on hold. (Note that for Cisco Unified CME B-ACD, music on hold from a live feed is not available in Cisco CME 3.3.) While in the call queue, the call periodically retries the hunt group to see if a hunt group member is available to answer the call. A second greeting is played to reassure callers that they are still in line to be answered. For example, the second greeting might say: “Thank you for waiting. Calls are answered in the order they are received. Please remain on the line.” For more information about recording a customized second greeting, see the [“Welcome Prompt and Other Audio Files” section on page 8](#).

When the maximum time in queue expires without a successful retry to connect the call to the hunt group, the call-queue service considers the call unanswerable and sends it to an alternate destination outside the Cisco Unified CME B-ACD service, as described in the [“Alternate Destination for Unavailable Hunt Groups” section on page 18](#).

Call-queue parameters are configurable. You can specify the amount of time that passes between hunt-group retries and the maximum amount of time that a call can be held in queue. You can record your own second-greeting audio file. You can also specify the maximum number of calls that queues can contain and enable the collection of information for debugging the call queue.

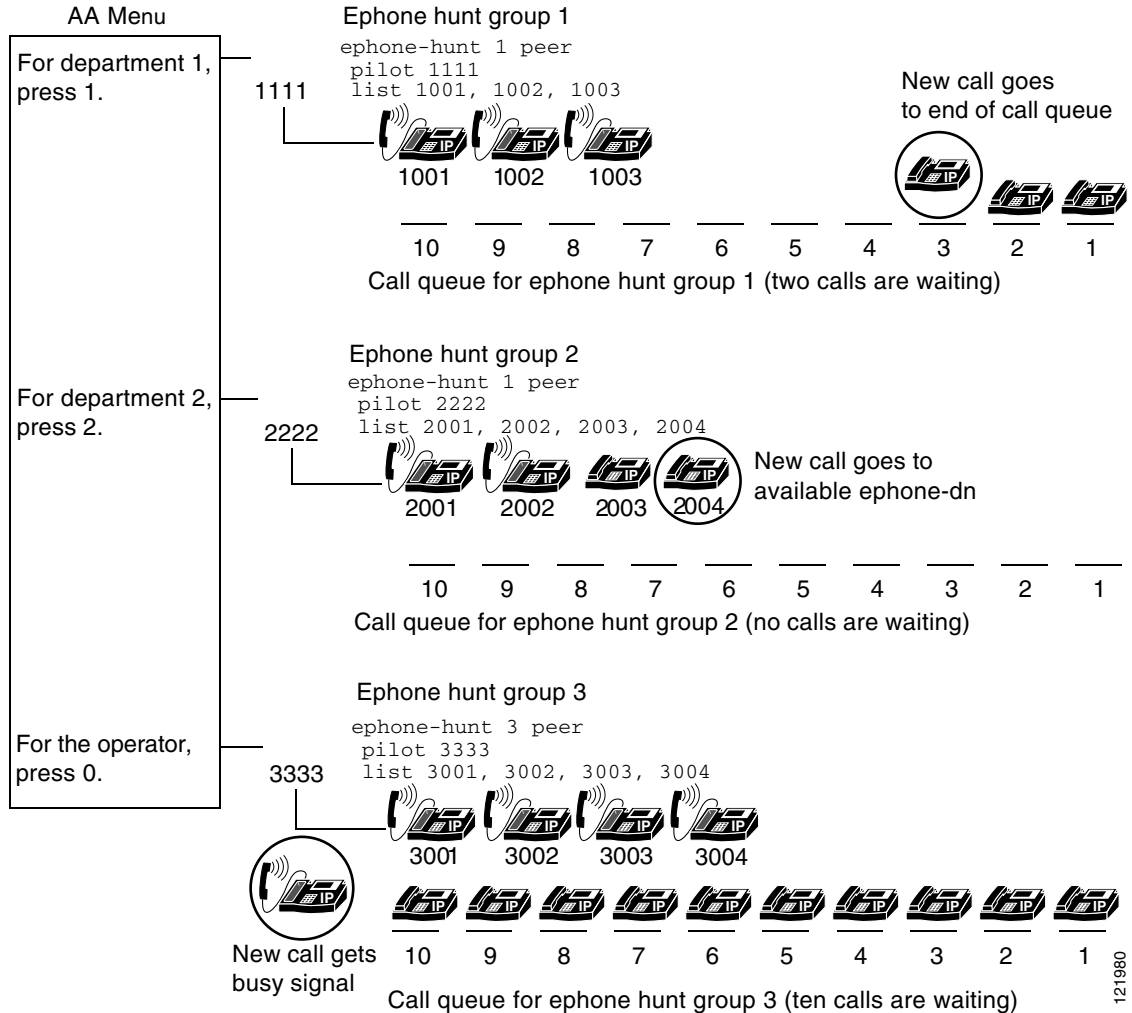
[Figure 4](#) shows how an AA and a call-queue service handle the following three calls when the call-queue length is set to ten calls:

- A call to ephone hunt group 1 goes to call queue 1 and waits for ephone-dn 1001, 1002, or 1003 to become available. When one of those ephone-dns becomes available, the first call in the queue is transferred to it. Waiting calls advance one space in the queue and continue to retry phones in the hunt group periodically. If the maximum retry time expires before the call is answered, the call is sent to the alternate destination that has been configured.
- A call to ephone hunt group 2 is answered by ephone-dn 2003 or 2004, both of which are available to take calls.
- A call to ephone hunt group 3 receives a busy tone because all of the allotted call-queue slots are occupied.

In summary, B-ACD calls that are intended for a hunt group are handled as follows:

- If all hunt group agent phones are busy, a B-ACD call to the hunt group is sent to the call queue that is dedicated to that hunt group.
- If all hunt group agent phones are in not-ready status or have left the hunt group (there are no agents available to take calls), a B-ACD call to the hunt group is sent to the configured alternate destination (see [“Alternate Destination for Unavailable Hunt Groups” section on page 18](#)).
- If some of the hunt group agent phones are busy and other phones are unavailable (in not-ready status or have left the hunt group), a B-ACD call to the hunt group is sent to the call queue.

Figure 4 Cisco Unified CME B-ACD Call Queues with Queue Length Set to 10



Alternate Destination for Unavailable Hunt Groups

Figure 1 on page 7 shows that calls are diverted to an alternate destination in two circumstances:

- The hunt group to which a call has been transferred is unavailable because all members are logged out or in do-not-disturb (DND) mode.
- The call-queue maximum retry timer has expired.

The alternate destination can be any number at which you can assure call coverage, such as a voice-mail number, a permanently staffed number, or a number that rings an overhead night bell. After a call is diverted to an alternate destination, it is no longer controlled by the B-ACD service. This parameter is set with the **param voice-mail** command.

The B-ACD call-queue service relinquishes control of a call only when the alternate destination answers the call. If the call cannot be connected, it remains in the queue. If the **param max-time-vm-retry** command is set to a number higher than one, the call-queue service retries to connect that number of times. If no connection can be made to the alternate destination, the call is disconnected.

If you send calls to a voice-mail system as an alternate destination, be sure to set up the voice-mail system as specified in the documentation for the system. In addition, see the “Integrating Voice Mail” chapter of the *Cisco Unified CallManager Express System Administrator Guide*.

Whatever number is specified for an alternate destination must be associated with a dial peer that is reachable by the Cisco Unified CME system.

Configuring for Voice Mail

An external voice-mail system is not part of a Cisco Unified CME B-ACD application, but if you have such a system, the following steps must be used in Cisco Unified CME to enable that voice-mail system to receive calls from the B-ACD service.

SUMMARY STEPS

1. Set the Cisco Unified CME B-ACD alternate destination to a voice-mail pilot number.
2. On the Cisco Unified CME router, configure a dial peer for the voice-mail pilot.
3. Configure Cisco Unified CME ephone hunt groups.
4. In the Cisco Unified CME B-ACD call-queue service, define hunt group pilot numbers for the mailboxes.
5. In the voice-mail application, set up mailboxes for each hunt group.

DETAILED STEPS

-
- Step 1** Set the Cisco Unified CME B-ACD alternate destination to a voice-mail pilot number. In the following example, extension 5000 is used:

```
param voice-mail 5000
```

- Step 2** On the Cisco Unified CME router, configure a dial peer for the voice-mail pilot. In the following example, a dial peer is configured with a destination pattern of 5000:

```
dial-peer voice 100 voip
destination-pattern 5000
session protocol sipv2
session target ipv4:192.168.10.1
codec g711ulaw
dtmf-relay sip-notify
no vad
```

For information about dial peer configuration, see the *Dial Peer Configuration on Voice Gateway Routers* guide.



Note

When a Cisco Unity Express or Cisco Unity application is used for voice mail and it sends information to Cisco Unified CME through an H.323 dial peer but receives information from Cisco Unified CME through a SIP dial peer, you must also include the following commands in your configuration:

```
voice service voip
allow-connections h323 to h323
allow-connections h323 to sip
no supplementary-service h450.2
no supplementary-service h450.3
```

- Step 3** Configure Cisco Unified CME ephone hunt groups. In the following sample configuration, ephone hunt group 1 is configured with a pilot number of 1111; ephone hunt group 2 is configured with a pilot number of 2222:

```
ephone-hunt 1 longest-idle
  pilot 1111
  list 1001,1002,1003,1004
  timeout 10

ephone-hunt 2 longest-idle
  pilot 2222
  list 2001,2002,2003,2004,2005,2006,2007,2008,2009,2010
  timeout 10
```

- Step 4** In the Cisco Unified CME B-ACD call-queue service, define hunt group pilot numbers for mailboxes. In the following example, 1111 is declared for hunt group 1 and 2222 is declared for hunt group 2:

```
param queue aa-hunt1 1111
param queue aa-hunt2 2222
```

- Step 5** In the voice-mail application, set up mailboxes for each hunt group. The following is a Cisco Unity Express configuration in which two mailboxes are configured for Cisco Unified CME B-ACD hunt group 1 and hunt group 2.

```
ccn application voicemail
  description "voicemail"
  enabled
  maxsessions 8
  script "voicebrowser.aef"
  parameter "logoutUri" "http://localhost/voicemail/vxmlscripts/mbxLogout.jsp"
  parameter "uri" "http://localhost/voicemail/vxmlscripts/login.vxml"
  end application

ccn engine
  end engine

ccn subsystem jtapi
  ccm-manager address 10.0.0.0
  end subsystem

ccn subsystem sip
  gateway address "192.168.10.1" ;This is the address used in the Cisco Unified CME
                                ;session target command in the voice-mail dial peer.
  end subsystem

ccn trigger sip phonenumber 5000 ;This is the voice-mail pilot number.
  application "voicemail"
  enabled
  maxsessions 8
  end trigger

groupname hunt1 phonenumber "1111" ;This is hunt group 1's pilot number.
groupname hunt2 phonenumber "2222" ;This is hunt group 2's pilot number.

voicemail mailbox owner "hunt1 " size 3000
  end mailbox

<?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" />

voicemail mailbox owner "hunt2 " size 3000
  end mailbox
```

For more information about configuring mailboxes for your voice-mail application, see the documentation for your application.

For information about integrating with Cisco Unity, see the *Cisco CallManager Express Integration Guide for Cisco Unity*.

For more information about integrating with Cisco Unity Express, see *Integrating Cisco CallManager Express with Cisco Unity Express*.

Cisco Unified CME B-ACD Call Activity Reports

Two call report methods allow you to monitor call activity. One is the **show ephone-hunt** command, which displays call statistics with descriptions. The other uses TFTP to automatically create comma-delimited call-statistics files for reports. The statistics can be merged into charts or graphs for easier reading with applications such as Microsoft Access and Excel.

For example, a newspaper could measure caller response to an editorial by issuing the **show ephone-hunt** command for a specific period of time. If the newspaper wanted to collect statistics about the occurrence and duration of peak call times, it could use TFTP reports to gather data at hourly intervals. The newspaper could also use either method to gather information about the average time and longest time it took for calls to be answered, the number of callers that hung up or left voice-mail messages, and so forth. For more information, see the “Collecting Statistics” section on page 44.

Custom Cisco Unified CME B-ACD AA and Call-Queue Scripts

The set of Cisco IOS software commands that are described in this document allow you to set values for parameters that are used with the Cisco Unified CME B-ACD AA and call-queue Tcl scripts. Direct editing of the Tcl scripts that support the applications is not recommended or supported by the Cisco Technical Assistance Center (TAC). If you want us to develop customized application scripts for you, contact the Developer Support group at developer-support@cisco.com. This is a fee-based service. If you are interested in developing Tcl scripts yourself, you can join the Cisco Developer Support Program. This fee-based service provides you with a consistent level of support and provides an easy process for opening, updating, and tracking issues using the Online Case tracking tool available at [Cisco.com](http://www.cisco.com).



Note

To participate in the Cisco Developer Support Program, you must have a signed Developer Support Agreement. For details and for access to this agreement, go to http://www.cisco.com/en/US/products/svcs/ps3034/ps5408/ps5418/serv_home.html, or contact developer-support@cisco.com.

In Cisco IOS Release 12.4(15)T and later releases, Cisco Unified CME B-ACD AA and call-queue Tcl scripts are embedded in the Cisco IOS software which are functionally the same as the scripts available in the Cisco Unified CME B-ACD tar archives. Use these embedded, or built-in, scripts as a baseline for testing and debugging customized scripts.



Note

Cisco IOS Release 12.4(15)T contains version 2.1.2.2 of the Cisco Unified CME B-ACD AA and call-queue Tcl scripts.

How to Configure Cisco Unified CME B-ACD

This procedure sets up a Cisco Unified CME B-ACD service on the Cisco Unified CME router to handle the automatic receipt and distribution of incoming calls. It consists of the following tasks:

- [Planning the Cisco Unified CME B-ACD Call Flow, page 22](#)
- [Downloading Tcl Scripts and Audio Prompts, page 24](#)
- [Setting Up Incoming Dial Peers for AA Pilot Numbers, page 26](#)
- [Setting Up Ephone Hunt Groups, page 29](#)
- [Setting Up Call-Queue and AA Services, page 32](#)

Planning the Cisco Unified CME B-ACD Call Flow

In this task, you will make decisions about how incoming calls should be handled. The decisions that you make will determine the type and number of AAs and call queues (ephone hunt groups) that you need to set up, as well as routing options and an alternate destination to offer callers if a hunt group is unavailable.

SUMMARY STEPS

1. Select a name to use for the call-queue service.
2. Decide whether more than one AA application is needed.
3. Select a name and pilot number to use for each AA application.
4. Select the number and type of call-routing (menu) options to offer callers for each AA application.
5. Decide on the wording for your customized prompts.
6. Decide on the call-retry parameters that you want to set.
7. Choose an alternate destination for calls that are unanswered because a hunt group is unavailable or because the maximum call-retry timer has expired.

DETAILED STEPS

	Command or Action	Purpose
Step 1	Select a name to use for the call-queue service.	During configuration, the call-queue service name is used in the commands that pertain to the call-queue service. There is only one call-queue service for a Cisco Unified CME B-ACD. You can use any name.
Step 2	Decide whether more than one AA application is needed.	If you want some callers to have different menu options than other callers, set up multiple AA applications. For instance, you might want some callers to be directly connected to a hunt group, and you might want other callers to have the option of dialing an extension or choosing among several hunt groups. For more information about multiple AAs, see the “Cisco Unified CME B-ACD Components” section on page 8.

	Command or Action	Purpose
Step 3	Select a name and pilot number to use for each AA application.	<p>During configuration, the AA application name is used to specify that certain commands pertain to an AA application. You can use any name, and you need a different name for each AA that you define.</p> <p>Each AA needs its own pilot number, which must be reachable from outside the Cisco Unified CME system.</p>
Step 4	Select the number and type of call-routing (menu) options to offer callers for each AA application.	<p>For each AA application, decide what options to offer callers and what hunt groups you will use.</p> <p>You can designate that an AA application will operate in interactive mode, in which callers make active choices on the basis of the menu choices that you offer. By pressing the specified digit, a caller can take any of the following actions:</p> <ul style="list-style-type: none"> • Connect to an ephone hunt group. • Connect to an operator ephone hunt group. • Dial a known extension. <p>Alternatively, you can designate that an AA application will operate in drop-through mode, in which calls are directly sent to a hunt group without giving callers the opportunity to make choices.</p> <p>There is one call-queue service per B-ACD, which can handle up to ten ephone hunt groups. Each AA application can handle up to three hunt groups, in addition to a shared operator hunt group. For more information, see the “Menu Options” section on page 11 and the “Hunt Group Option and Ephone Hunt Groups” section on page 13.</p>
Step 5	Decide on the wording for your customized prompts.	<p>Each default audio prompt from the Cisco Unified CME Software Download website can be rerecorded with custom information for your application. Plan the wording that you want to use for each prompt. For more information, see the “Welcome Prompt and Other Audio Files” section on page 8.</p>

Command or Action	Purpose
<p>Step 6 Decide on the call-retry parameters that you want to set.</p>	<p>You can change the defaults for the following values:</p> <ul style="list-style-type: none"> • Second-greeting time—Amount of time before a second greeting is played or replayed to callers in call queues. Default is 60 seconds. • Call-retry—Amount of time before a call in queue tries again to transfer to the hunt group. Default is 15 seconds. • Maximum call-retry timer—Amount of time before a call in queue is considered unanswered because all retry attempts to connect to the hunt group have failed. Default is 600 seconds. • Alternate destination retries—Number of times that a call in queue attempts to contact an alternate destination number before it is disconnected. Default is 1 time. <p>For more information, see the “Call Queues” section on page 17.</p>
<p>Step 7 Choose an alternate destination for calls that are unanswered because a hunt group is unavailable or because the maximum call-retry timer has expired.</p>	<p>The alternate destination that you choose might be a pilot number for voice mail, or a number that is assigned to an overhead bell, or some other number that you are sure will be answered. For more information, see the “Alternate Destination for Unavailable Hunt Groups” section on page 18.</p>

Downloading Tcl Scripts and Audio Prompts

In this task, you prepare the script files and prompt files that are necessary for your Cisco Unified CME B-ACD service.

SUMMARY STEPS

1. Download the Cisco Unified CME B-ACD tar archives to a TFTP server that is accessible to the Cisco Unified CME router.
2. **enable**
3. **archive tar /xtract *source-url* flash:**
4. Rerecord audio files if necessary.

DETAILED STEPS

Command or Action	Purpose
<p>Step 1 Download the Cisco Unified CME B-ACD tar archive to a TFTP server that is accessible to the Cisco Unified CME router.</p>	<p>Go to the Cisco Unified CME Software Download website at http://www.cisco.com/cgi-bin/tablebuild.pl/ip-iostsp.</p> <p>Download the Cisco Unified CME B-ACD tar archive called <code>cme-b-acd-2.1.0.0.tar</code> (or a later version) to a TFTP server that is accessible to the Cisco Unified CME router.</p> <p>This tar archive contains the AA Tcl script, the call-queue Tcl script, and the default audio files that you need for Cisco Unified CME B-ACD service.</p> <p>Note If you have Cisco IOS Release 12.4(15)T or a later release and you use the embedded AA and call-queue Tcl scripts, you still must perform this step to download the audio files in the tar archive.</p>
<p>Step 2 <code>enable</code></p> <p>Example: Router> <code>enable</code></p>	<p>Enables privileged EXEC mode on the Cisco Unified CME router.</p> <ul style="list-style-type: none"> • Enter your password if prompted.
<p>Step 3 <code>archive tar /xtract source-url flash:</code></p> <p>Example: Router# <code>archive tar /xtract tftp://192.168.1.1/cme-b-acd-x.x.x.tar flash:</code></p>	<p>Uncompresses the files in the Cisco Unified CME B-ACD file archive and copies them to flash memory. The following files are contained in the <code>cme-b-acd-x.x.x.tar</code> archive:</p> <ul style="list-style-type: none"> • <code>app-b-acd-aa-x.x.x.x.tcl</code> (AA script) • <code>app-b-acd-x.x.x.x.tcl</code> (call-queue script) • <code>en_bacd_allagentsbusy.au</code> (audio file) • <code>en_bacd_options_menu.au</code> (audio file) • <code>en_bacd_disconnect.au</code> (audio file) • <code>en_bacd_music_on_hold.au</code> (audio file) • <code>en_bacd_invalidoption.au</code> (audio file) • <code>en_bacd_welcome.au</code> (audio file) • <code>en_bacd_enter_dest.au</code> (audio file)

Command or Action	Purpose
Step 4 Rerecord audio files if necessary.	<p>Rerecord audio files with your custom messages, but do not change the audio filenames except as specified here.</p> <p>Note that each audio filename is composed of two parts: a language code prefix and an identifier portion that begins with an underscore. (For example, for <code>en_bacd_invalidoption.au</code>, <code>en</code> is the prefix and <code>_bacd_invalidoption.au</code> is the identifier portion.)</p> <p>The prefix portion of the audio filename can be changed to match any of the language codes that are allowed in the paramspace language command. The prefix must match the language code that you specify in that command, regardless of the language actually used in the audio file. For example, if you use the Spanish language code for the invalid option file, the filename would be <code>sp_bacd_invalidoption.au</code>.</p> <p>The identifier portion of the filename must not be changed, except for the <code>en_bacd_welcome.au</code> file. That filename must be changed when you have multiple AAs because you need a different welcome message, and therefore a different audio file, for each AA. You can use any name that follows the same format as the default file: start the filename with a prefix that matches the specified language code, and start the identifier portion with an underscore. Use a <code>.au</code> suffix for the filename.</p> <p>For more information about audio files, see the “Welcome Prompt and Other Audio Files” section on page 8.</p>

Examples

The following example extracts files from the archive called `cme-b-acd-2.1.0.0` on the server at `192.168.1.1` and copies them to the Cisco Unified CME router flash memory.

```
archive tar /xtract tftp://192.168.1.1/cme-b-acd-2.1.0.0.tar flash:
```

Setting Up Incoming Dial Peers for AA Pilot Numbers

In this task, you associate dial peers for incoming calls with the AA service that you want them to use. Cisco Unified CME B-ACD is available for outside calls through voice ports and trunks, for which dial peers must be set up. When you set up a dial peer, you use the **service** command to associate it with the name of the Cisco Unified CME B-ACD AA service that you want callers to that dial peer to reach. The service name is the one that you create in [Step 3](#) in the [“Planning the Cisco Unified CME B-ACD Call Flow”](#) section on page 22 and that you assign to the AA script in [Step 10](#) in the [“Setting Up Call-Queue and AA Services”](#) section on page 32.



Note

You must configure a dial peer for each incoming DID voice port. For more information about dial peers, see [Understanding Inbound and Outbound Dial Peers Matching on Cisco IOS Platforms](#).

To determine how many ports or trunks you must have for your Cisco Unified CME B-ACD service, consider the following:

- Total number of phones across all ephone hunt groups
- Total number of slots in the queues across all queues
- Total number of PSTN ports feeding into the queues

The number of simultaneous calls that Cisco Unified CME B-ACD can handle is limited by the number of PSTN ports, but these ports may not always be in use. For example, you could have three queues with ten slots per queue, but configure only 10 ports instead of 30 because you do not expect the three queues to ever be full at one time.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **dial-peer voice *tag pots***
or
dial-peer voice *tag voip*
4. **service *aa-service-name***
5. **incoming called-number *number***
6. **port *slot/port***
7. **exit**
8. Repeat [Step 3](#) to [Step 7](#) for each additional dial peer that will receive incoming calls to be directed to an AA service.

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode on the Cisco Unified CME router. • Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	dial-peer voice <i>tag pots</i> or dial-peer voice <i>tag voip</i> Example: Router(config)# dial-peer voice 234 pots or Example: Router(config)# dial-peer voice 25 voip	Enters dial-peer configuration mode. • <i>tag</i> —Number used during configuration tasks to identify this dial peer.

	Command or Action	Purpose
Step 4	service <i>aa-service-name</i> Example: Router(config-dial-peer)# service aal	Associates this dial peer with an AA service. <ul style="list-style-type: none"> <i>aa-service-name</i>—AA service name to be used by this dial peer that was chosen in Step 3 in the “Planning the Cisco Unified CME B-ACD Call Flow” section on page 22 and that will be assigned to the AA script in Step 10 in the “Setting Up Call-Queue and AA Services” section on page 32.
Step 5	incoming called-number <i>number</i> Example: Router(config-dial-peer)# incoming called-number 8005550100	Specifies a digit string that can be matched by an incoming call to associate the call with a dial peer. <ul style="list-style-type: none"> <i>number</i>—Incoming called telephone number to serve as the AA pilot number for this AA service. Valid entries are any series of digits that specify the E.164 telephone number. The default is the calling number pattern.
Step 6	port <i>slot/port</i> Example: Router(config-dial-peer)# port 1/0:23	Associates a dial peer with a specific voice port. <ul style="list-style-type: none"> <i>slot/port</i>—Use the appropriate platform-specific port designator for the voice port to be associated with this AA service.
Step 7	exit Example: Router(config-dial-peer)# exit	Exits dial-peer configuration mode.
Step 8	Repeat Step 3 to Step 7 for each additional dial peer that will receive incoming calls to be directed to an AA service.	—

Examples

The following example enables a Cisco Unified CME B-ACD AA service called aa on dial peers that are associated with incoming voice ports 1/1/0 and 1/1/1. The calls over these voice ports are sent to the Cisco Unified CME B-ACD pilot number (800 555-0100).

```
dial-peer voice 1000 pots
  service aa
  incoming called-number 8005550100
  port 1/1/0
```

```
dial-peer voice 1001 pots
  service aa
  incoming called-number 8005550100
  port 1/1/1
```

The following example enables a Cisco Unified CME B-ACD AA service called aa on an incoming dial peer that is associated with a T1 voice trunk. The calls over these voice ports are sent to the Cisco Unified CME B-ACD pilot number (800 555-0100).

```
dial-peer voice 1003 pots
  service aa
  incoming called-number 8005550100
  direct-inward-dial
  port 1/0:23
```

```
forward digits-all
```

The following is a VoIP dial peer, and 192.168.1.1 is a loopback IP address defined on the router. This dial peer is associated with the Cisco Unified CME B-ACD AA service called aa.

```
dial-peer voice 1004 voip
service aa
destination-pattern 8005550100
session target ipv4:192.168.1.1
incoming called-number 8005550100
dtmf-relay h245-alphanumeric
no vad
codec g711ulaw
```

Setting Up Ephone Hunt Groups

In this task you set up ephone hunt groups to receive calls from the call-queue service. A maximum of ten hunt groups can be associated with Cisco Unified CME B-ACD call-queue service. Of those ten hunt groups, a maximum of three can be associated with any one AA service, in addition to a shared operator hunt group that is available to all the AAs. Each hunt group can be assigned to a single AA, or it can be shared among multiple AAs. This task describes only the required commands to set up a hunt group. Additional, optional hunt-group commands are described in the “Hunt Groups” section in the “Call-Coverage Features” chapter in the [Cisco Unified CallManager Express System Administrator Guide](#).



Note

The **final** command is not used with hunt groups that are part of Cisco Unified CME B-ACD services. Instead, the **param voice-mail** command specifies the alternate destination for calls that cannot be connected to a hunt group because all hunt-group agents are unavailable or because a hunt-group agent does not become available within the configured maximum retry time.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone-hunt** *hunt-tag* {**peer** | **sequential** | **longest-idle**}
4. **pilot** *number* [**secondary number**]
5. **list** *dn-number* [, *dn-number...*]
6. **timeout** *seconds* [, *seconds...*]

DETAILED STEPS

	Command or Action	Purpose
Step 1	<p>enable</p> <p>Example: Router> enable</p>	<p>Enables privileged EXEC mode.</p> <ul style="list-style-type: none"> Enter your password if prompted.
Step 2	<p>configure terminal</p> <p>Example: Router# configure terminal</p>	<p>Enters global configuration mode.</p>
Step 3	<p>ephone-hunt hunt-tag {peer sequential longest-idle}</p> <p>Example: Router(config)# ephone-hunt 23 peer</p>	<p>Enters ephone-hunt configuration mode to define an ephone hunt group.</p> <ul style="list-style-type: none"> hunt-tag—Unique sequence number that identifies this hunt group during all configuration tasks. Range is from 1 to 100. peer—Call-hunt pattern will be peer, meaning that the first ephone-dn to ring is the number to the right of the ephone-dn that was the last to ring when the pilot number was last called. Ringing proceeds in a circular manner, left to right, for the number of hops specified when the ephone hunt group was defined. sequential—Call-hunt pattern will be sequential, meaning that ephone-dns ring in the left-to-right order in which they are listed when the hunt group is defined. longest-idle—Call-hunt pattern will be longest-idle, meaning that calls go to the ephone-dn that has been idle the longest for the number of hops specified when the ephone hunt group was defined. The longest-idle is determined from the last time that a phone registered, reregistered, or went on-hook.
Step 4	<p>pilot number [secondary number]</p> <p>Example: Router(config-ephone-hunt)# pilot 2555</p>	<p>Defines the pilot number, which is the number that callers dial to reach the hunt group.</p> <ul style="list-style-type: none"> number—E.164 number with a maximum length of 27 characters. The dial-plan pattern can be applied to the pilot number. secondary—(Optional) Defines the number that follows as an additional pilot number for the ephone hunt group.

Command or Action	Purpose
<p>Step 5</p> <pre>list dn-number[, dn-number...]</pre> <p>Example: Router(config-ephone-hunt)# list 2777, 2778, 2779, 2780</p>	<p>Defines the list of numbers to which the ephone hunt group redirects the incoming calls that are made to the pilot number. There must be from 1 to 20 numbers in the list.</p> <ul style="list-style-type: none"> • <i>dn-number</i>—An ephone-dn primary or secondary number. In Cisco Unified CME 4.0 and later versions, an asterisk (*) can take the place of an extension number to represent a wildcard slot. Any agent at an authorized ephone-dn can dynamically join and leave a hunt group if a wildcard slot is available. There can be up to 20 wildcard slots in a hunt group.
<p>Step 6</p> <pre>timeout seconds[, seconds...]</pre> <p>Example: Router(config-ephone-hunt)# timeout 10</p>	<p>(Optional) Sets the number of seconds after which a call that is not answered at one number is redirected to the next number in the hunt-group list. If this command is not used the default is the time period set by the timeouts ringing command, which has a default of 180 seconds if it is not set to another value.</p> <ul style="list-style-type: none"> • <i>seconds</i>—Number of seconds. Range is from 3 to 60000. In Cisco Unified CME 4.0 and later versions, multiple entries can be made, separated by commas; the number of entries must correspond to the number of ephone-dns in the list command. Each number in a multiple entry specifies the time that the corresponding ephone-dn will ring before a call is forwarded to the next number in the list. If a single number is entered, it is used for the no-answer period for each ephone-dn. <p>Note Although the timeout command is optional, the default of 180 seconds may be greater than you desire.</p>

Examples

The following two hunt groups are defined for a single AA. Note that the **final** command is not used in these hunt groups. Each group is a sequential hunt group with a pilot number and a secondary number. Each group contains four members.

```
ephone-hunt 25 sequential
pilot 7000 secondary 4085550100
list 7001, 7002, 7003, 7004
timeout 10
```

```
ephone-hunt 26 sequential
pilot 7050 secondary 4085550101
list 7051, 7052, 7053, 7054
timeout 10
```

Setting Up Call-Queue and AA Services

In this task you set parameters for the call-queue script and for each AA service that you are using. The values that you enter perform the following functions:

- Define the names of the call-queue service and the AA services and specify the locations of their script files.
- Define the number of ephone hunt groups that you are using with the call-queue service and the menu option with which each hunt group is associated. Note that the hunt group with the highest aa-hunt number is assumed to be an operator hunt group (that is, callers can reach it by dialing 0 as well as its aa-hunt number). If you have ten hunt groups, the aa-hunt10 hunt group will always be the “operator” hunt group in a B-ACD configuration because callers must dial 0 to reach it.
- Define the number of calls that can wait in a call queue.
- Set up interworking between the call-queue service and the AA services.
- Assign an AA pilot number and audio file for the welcome greeting for each AA service.
- Assign menu options.
- Assign a second greeting to be played to calls in queue.
- Define the length of time for which calls retry the hunt group and the length of time for which they can remain in queue.
- Define the alternate destination number to which to transfer calls that have exceeded the maximum time in queue or that are unable to reach a hunt group because all hunt group members are logged out.



Note

The commands that are used to set Tcl script parameters (the param and paramspace commands) do not support the following Cisco IOS CLI features:

- You cannot complete a partial command name entry using the Tab key.
- You do not receive error isolation in the form of an error indicator, the caret symbol (^).
- You do not receive a list of supported parameters when you use the question mark (?) key.
- If you do not enter the parameters with the proper case and spelling, the scripts will fail.

This section contains the following examples:

- [Call-Queue and AA Tcl Scripts in Flash Memory: Example, page 39](#)
- [Embedded Call-Queue and AA Tcl Scripts: Example, page 40](#)

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **application**
4. **service [alternate | default] queue-service-name location**
5. **param number-of-hunt-grps number**
6. **param aa-huntmenu-number pilot-number**
7. **param queue-len number**

8. **param queue-manager-debug** [0 | 1]
9. **exit**
10. **service** [alternate | default] *aa-service-name* *location*
11. **paramspace** *language-package* **location** *url*
12. **paramspace** *language-package* **index** *number*
13. **paramspace** *language-package* **language** *language-code*
14. **param service-name** *queue-service-name*
15. **param handoff-string** *aa-service-name*
16. **param aa-pilot** *aa-pilot-number*
17. **param welcome-prompt** *audio-filename*
18. **param number-of-hunt-grps** *number*
19. **param dial-by-extension-option** *menu-number*
20. **param max-extension-length** *number*
21. **param drop-through-option** *menu-number*
22. **param drop-through-prompt** *audio-filename*
23. **param second-greeting-time** *seconds*
24. **param call-retry-timer** *seconds*
25. **param max-time-call-retry** *seconds*
26. **param max-time-vm-retry** *number*
27. **param voice-mail** *number*
28. Repeat [Step 10](#) to [Step 27](#) for each additional AA service.

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> • Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	application Example: Router(config)# application	Enters application configuration mode to configure packages and services.

Command or Action	Purpose
<p>Step 4</p> <pre>service [alternate default] queue-service-name location</pre> <p>Example: Router(config-app)# service queue flash:app-b-acd-2.1.0.0.tcl</p> <p>In Cisco IOS Release 12.4(15)T or later releases, to use the embedded call-queue script:</p> <p>Example: Router(config-app)# service queue builtin:app-b-acd</p>	<p>Enters service parameter configuration mode to configure parameters for the call-queue service.</p> <ul style="list-style-type: none"> alternate—(Optional) Alternate service to use if the service that is configured on the dial peer fails. default—(Optional) Specifies that the default service (“DEFAULT”) on the dial peer is used if the alternate service fails. queue-service-name—Name of the call-queue service. This arbitrary name is used to identify the call-queue service during configuration tasks. location—URL of the Tcl script. Valid URLs can refer to TFTP, HTTP, or HTTPS servers, flash memory, or built-in scripts. <p>Note Cisco IOS Release 12.4(15)T contains version 2.1.2.2 of the Cisco Unified CME B-ACD AA and call-queue Tcl scripts.</p>
<p>Step 5</p> <pre>param number-of-hunt-grps number</pre> <p>Example: Router(config-app-param)# param number-of-hunt-grps 2</p>	<p>Declares the maximum number of hunt groups supported by the Cisco Unified CME B-ACD call-queue script.</p> <ul style="list-style-type: none"> number—Number of hunt groups used by the call-queue service. Range is from 1 to 10. <p>Note The <i>number</i> argument declares the number of ephone hunt groups only. It does not count the menu option for dial-by-extension. For example, if you have an AA that uses 2 hunt groups and a dial-by-extension option, and an AA with the drop-through option that uses 1 hunt group, enter 3 in this command.</p>
<p>Step 6</p> <pre>param aa-hunt menu-number pilot-number</pre> <p>Example: Router(config-app-param)# param aa-hunt1 1111</p>	<p>Associates a menu number with an ephone hunt group pilot number.</p> <p>Note Repeat this command to associate additional menu numbers with hunt-group pilot numbers. There should be as many entries of this command as the number of hunt groups that is specified in Step 5.</p> <ul style="list-style-type: none"> menu-number—Single digit that callers dial to choose this menu option (also referred to as the aa-hunt number). Range is from 1 to 10. Note that the hunt group with the highest aa-hunt number is automatically considered the operator hunt group, and its menu number maps to 0 (zero) for callers in addition to mapping to its aa-hunt number. pilot-number—Pilot number of the hunt group to which callers are transferred when they press the menu number.
<p>Step 7</p> <pre>param queue-len number</pre> <p>Example: Router(config-app-param)# param queue-len 15</p>	<p>Sets the maximum number of calls allowed in each ephone hunt group’s call queue used by Cisco Unified CME B-ACD.</p> <ul style="list-style-type: none"> number—Number of calls that can be waiting in the call queue for each ephone hunt group. The range is from 1 to 30. The default is 10.

	Command or Action	Purpose
Step 8	<p>param queue-manager-debugs [0 1]</p> <p>Example: Router(config-app-param)# param queue-manager-debug 1</p>	<p>Enables or disables the collection of call-queue debug information from the Cisco Unified CME B-ACD call queue service.</p> <ul style="list-style-type: none"> • 0—(Optional) Disables debugging. • 1—(Optional) Enables debugging. <p>Note This command is used with the debug voip application script command. Both the debug voip application script command and the param queue-manager-debugs command must be enabled together when debug trace files are collected.</p>
Step 9	<p>exit</p> <p>Example: Router(config-app-param)# exit</p>	<p>Exits service parameter configuration mode for the call-queue service.</p>
Step 10	<p>service [alternate default] <i>aa-service-name location</i></p> <p>Example: Router(config-app)# service aa flash:app-b-acd-aa-2.1.0.0.tcl</p> <p>In Cisco IOS Release 12.4(15)T or later releases, to use the embedded AA script:</p> <p>Example: Router(config-app)# service aa builtin:app-b-acd-aa</p>	<p>Enters service parameter configuration mode to configure parameters for an AA service.</p> <ul style="list-style-type: none"> • alternate—(Optional) Alternate service to use if the service that is configured on the dial peer fails. • default—(Optional) Specifies that the default service (“DEFAULT”) on the dial peer is used if the alternate service fails. • <i>aa-service-name</i>—Name of an AA service for which parameters are being set. This arbitrary name is used to identify a specific AA service during configuration tasks. • <i>location</i>—URL of the Tcl script. Valid URLs can refer to TFTP, HTTP, or HTTPS servers, flash memory, or built-in scripts. <p>Note Cisco IOS Release 12.4(15)T contains version 2.1.2.2 of the Cisco Unified CME B-ACD AA and call-queue Tcl scripts.</p>
Step 11	<p>paramspace <i>language-package location url</i></p> <p>Example: Router(config-app-param)# paramspace english location flash:</p>	<p>Defines the location of audio files that are used for dynamic prompts by an interactive voice response (IVR) application.</p> <ul style="list-style-type: none"> • <i>language-package</i>—Name of the language package to be used. There are three built-in language packages: Chinese, English, and Spanish. Other languages may be supported by use of a Tcl language script. • <i>url</i>—URL of the audio files. Valid URLs can refer to TFTP or HTTP servers or to flash memory.

Command or Action	Purpose
<p>Step 12 <code>param space language-package index number</code></p> <p>Example: Router(config-app-param)# param space english index 1</p>	<p>Defines the category of audio files that are used for dynamic prompts by an IVR application.</p> <ul style="list-style-type: none"> • <i>language-package</i>—Name of the language package to be used. There are three built-in language packages: Chinese, English, and Spanish. Other languages may be supported by use of a Tcl language script. • <i>number</i>—Category group of the audio files (from 0 to 4). For example, audio files representing the days and months could be category 1, audio files representing units of currency could be category 2, and audio files representing units of time—seconds, minutes, and hours—could be category 3. Range is from 0 to 4; 0 means all categories.
<p>Step 13 <code>param space language-package language language-code</code></p> <p>Example: Router(config-app-param)# param space english language en</p>	<p>Defines the language code of audio files that are used for dynamic prompts by an IVR application.</p> <ul style="list-style-type: none"> • <i>language-package</i>—Name of the language package to be used. There are three built-in language packages: Chinese, English, and Spanish. Other languages may be supported by use a of Tcl language script. • <i>language-code</i>—Two-character code that identifies the language of the associated audio files. Valid entries are as follows: <ul style="list-style-type: none"> – ch—Chinese – en—English – sp—Spanish – aa—all <p>Note This language code must match the two-character language prefix used in the names of your audio prompt files regardless of the language that is actually used in the file. For more information, see the “Welcome Prompt and Other Audio Files” section on page 8.</p>
<p>Step 14 <code>param service-name queue-service-name</code></p> <p>Example: Router(config-app-param)# param service-name queue</p>	<p>Associates the Cisco Unified CME B-ACD AA script with the Cisco Unified CME B-ACD call queue script.</p> <ul style="list-style-type: none"> • <i>queue-service-name</i>—Service name that was assigned to the call-queue service in Step 4.
<p>Step 15 <code>param handoff-string aa-service-name</code></p> <p>Example: Router(config-app-param)# param handoff-string aa</p>	<p>Specifies the AA service name to be given to the call-queue script. This is a mandatory parameter.</p> <ul style="list-style-type: none"> • <i>aa-service-name</i>—Service name that was assigned to a specific AA service in Step 10.
<p>Step 16 <code>param aa-pilot aa-pilot-number</code></p> <p>Example: Router(config-app-param)# param aa-pilot 8005550123</p>	<p>Associates a telephone number with this AA service.</p> <ul style="list-style-type: none"> • <i>aa-pilot-number</i>—Phone number to be dialed to reach this AA service.

Command or Action	Purpose
<p>Step 17 <code>param welcome-prompt audio-filename</code></p> <p>Example: Router(config-app-param)# param welcome-prompt _bacd_welcome.au</p>	<p>(Optional) Assigns an audio file for the welcome greeting used by this AA service.</p> <ul style="list-style-type: none"> <code>audio-filename</code>—Identifier part of the name of the audio file that contains the welcome greeting to be played when callers first reach the Cisco Unified CME B-ACD service. The identifier part of the filename does not include the language prefix, and it must begin with an underscore. <p>The <code>_bacd_welcome.au</code> audio file is used by default. It announces “Thank you for calling” and includes a 2-second pause after the message. To rerecord a customized greeting in this file, see the instructions in the “Welcome Prompt and Other Audio Files” section on page 8.</p>
<p>Step 18 <code>param number-of-hunt-grps number</code></p> <p>Example: Router(config-app-param)# param number-of-hunt-grps 2</p>	<p>Specifies the number of hunt groups that are used with this AA service.</p> <ul style="list-style-type: none"> <code>number</code>—Number of ephone hunt groups to be used with this AA service. Range is from 1 to 3. <p>Note If the AA that you are configuring uses the drop-through option, enter 1 for the number of hunt groups in this step.</p>
<p>Step 19 <code>param dial-by-extension-option menu-number</code></p> <p>Example: Router(config-app-param)# param dial-by-extension-option 1</p>	<p>(Optional) Enables callers to dial extension numbers after dialing the specified menu number.</p> <ul style="list-style-type: none"> <code>menu-number</code>—Identifier of a menu option. Range is from 1 to 9. There is no default.
<p>Step 20 <code>param max-extension-length number</code></p> <p>Example: Router(config-app-param)# param max-extension-length 4</p>	<p>(Optional) Restricts the number of digits that can be dialed by callers using the dial-by-extension option.</p> <p>Note This command can be used to prevent toll fraud by restricting the number of digits that can be entered as the transfer destination for the dial-by-extension option.</p>
<p>Step 21 <code>param drop-through-option menu-number</code></p> <p>Example: Router(config-app-param)# param drop-through-option 2</p>	<p>(Optional) Assigns the drop-through option to a menu number for this AA service.</p> <ul style="list-style-type: none"> <code>menu-number</code>—Menu option number (aa-hunt number) that was associated with a hunt group in Step 6. <p>Note When configuring an AA in drop-through mode, set the number of hunt groups in the AA (Step 18) to 1. If an AA is in drop-through-option mode, it cannot have any other options besides one drop-through-option.</p>

Command or Action	Purpose
<p>Step 22 <code>param drop-through-prompt <i>audio-filename</i></code></p> <p>Example: Router(config-app-param)# param drop-through-prompt _dt_prompt.au</p>	<p>(Optional) Associates an audio prompt file with the drop-through option for this AA service.</p> <ul style="list-style-type: none"> <i>audio-filename</i>—Identifier part of the filename containing the prompt to be played when calls for the drop-through option are answered. The identifier part of the filename does not include the language prefix, and it must begin with an underscore. No default file is supplied. <p>To record a customized drop-through prompt, see the instructions in the “Welcome Prompt and Other Audio Files” section on page 8.</p>
<p>Step 23 <code>param second-greeting-time <i>seconds</i></code></p> <p>Example: Router(config-app-param)# param second-greeting-time 45</p>	<p>(Optional) Defines the time delay before the second greeting is played after a caller joins a Cisco Unified CME B-ACD call queue. The same time period is used for the interval between repeats of the second-greeting message. The second greeting is stored in the audio file named en_bacd_allagentsbusy.au. To record a customized second greeting, see the instructions in the “Welcome Prompt and Other Audio Files” section on page 8.</p> <ul style="list-style-type: none"> <i>seconds</i>—Time interval before the second-greeting message is played or replayed, in seconds. The range is from 30 to 120. The default is 60.
<p>Step 24 <code>param call-retry-timer <i>seconds</i></code></p> <p>Example: Router(config-app-param)# param call-retry-timer 10</p>	<p>(Optional) Assigns the amount of time that calls must wait between retries to connect to an ephone hunt group pilot number or to the alternate destination number.</p> <ul style="list-style-type: none"> <i>seconds</i>—Time interval, in seconds. The range is from 1 to 30. The default is 15.
<p>Step 25 <code>param max-time-call-retry <i>seconds</i></code></p> <p>Example: Router(config-app-param)# param max-time-call-retry 700</p>	<p>(Optional) Sets the maximum amount of time for the call-retry timer. This is the maximum period of time for which a call can stay in a call queue and retry to connect with a hunt group before the call is sent to an alternate destination number.</p> <ul style="list-style-type: none"> <i>seconds</i>—Maximum period of time, in seconds. The range is from 60 to 3600. The default is 600.
<p>Step 26 <code>param max-time-vm-retry <i>number</i></code></p> <p>Example: Router(config-app-param)# param max-time-vm-retry 2</p>	<p>(Optional) Assigns the number of times that calls to Cisco Unified CME B-ACD can attempt to reach the alternate destination number.</p> <ul style="list-style-type: none"> <i>number</i>—Number of attempts. The range is from 1 to 3. The default is 1. <p>Note In most cases, it is useful to have the number of attempts set at a number greater than 1, which will allow retries if the alternate destination number is busy on first attempt.</p>

Command or Action	Purpose
<p>Step 27 <code>param voice-mail number</code></p> <p>Example: Router(config-app-param)# param voice-mail 5003</p>	<p>Defines an alternate destination for calls that are not answered by a hunt group because all members of the hunt group are logged out or because the call was still in a call queue when the maximum-time call-retry timer expired. This is a mandatory parameter.</p> <ul style="list-style-type: none"> <i>number</i>—Alternate extension number to receive calls that remain unanswered by hunt groups. This number must be associated with a dial peer that is reachable by the Cisco Unified CME system. <p>Note This number may be a voice-mail number, but it may also be any extension number that is set up to provide reliable coverage for unanswered B-ACD calls, such as a number that rings an overhead night bell.</p> <p>Note If you specify a number associated with a voice-mail system, be sure to set up the voice-mail system as specified in the documentation for the system. In addition, see the “Voice-Mail Support” chapter of the <i>Cisco Unified CallManager Express System Administrator Guide</i>.</p>
<p>Step 28 Repeat Step 10 to Step 27 for each additional AA service.</p>	<p>—</p>

Call-Queue and AA Tcl Scripts in Flash Memory: Example

The following example sets up a single AA service, called aa, and a call-queue service, called queue, using the Tcl scripts in flash memory. The **service** command specifies the location of the scripts. The call flow for this example is as follows:

- Callers dial an AA pilot number, 800 555-0123, to reach this AA service. They are greeted with the prompt that is stored in the audio file called en_bacd_welcome.au. The en prefix of the filename matches the language code in the **paramspace language** command. The identifier portion of the filename, _bacd_welcome.au, matches the name specified in the **param welcome-prompt** command.
- After the welcome prompt is played, the menu options audio file, en_bacd_options_menu.au, tells callers that they have the following options: “Press 1 if you know your party’s extension; press 2 for sales; press 3 for service.”
- A caller who dials 2 is connected to the hunt-group pilot number 1111. If all the phones in that hunt group are busy, the call is put into a queue for that hunt group. Up to 15 calls can be held in each queue. While the call is in the queue, it tries again every 15 seconds to reach a phone in the hunt group. The second-greeting message is played to the caller every 60 seconds while the call is in the queue. If the call is unable to connect to a phone in the hunt group after 700 seconds, the retry timer expires. The call is considered unanswerable and it is deleted from the queue.
- After the call leaves the call queue, it is sent to extension 5003, the alternate destination that is specified in the **param voice-mail** command. If this number is busy, the call tries twice more to connect with it. If the call is still unable to connect after the retries, the call disconnect prompt (en_bacd_disconnect.au) is played and the call is disconnected.

```

application
  service queue flash:app-b-acd-2.1.0.0.tcl
    param number-of-hunt-grps 2
    param aa-hunt2 1111
    param aa-hunt3 1222
    param queue-len 15
    param queue-manager-debug 1
  !
  service aa flash:app-b-acd-aa-2.1.0.0.tcl
    paramspace english index 1
    paramspace english language en
    paramspace english location flash:
    param service-name queue
    param handoff-string aa
    param aa-pilot 8005550123
    param welcome-prompt _bacd_welcome.au
    param number-of-hunt-grps 2
    param dial-by-extension-option 1
    param second-greeting-time 60
    param call-retry-timer 15
    param max-time-call-retry 700
    param max-time-vm-retry 2
    param voice-mail 5003
  !
dial-peer voice 222 voip
  service aa
  destination-pattern 8005550123
  session target ipv4:192.168.1.1
  incoming called-number 8005550123
  dtmf-relay h245-alphanumeric
  codec g711ulaw
  no vad

```

Embedded Call-Queue and AA Tcl Scripts: Example

The following example sets up the same single AA service, called aa, and call-queue service, called queue, as in the previous example but uses embedded Tcl scripts. The **service** command specifies the location of the scripts. All other configuration and call flow is the same as in the previous example.

```

application
  service queue builtin:app-b-acd
    param number-of-hunt-grps 2
    param aa-hunt2 1111
    param aa-hunt3 1222
    param queue-len 15
    param queue-manager-debug 1
  !
  service aa builtin:app-b-acd-aa
    paramspace english index 1
    paramspace english language en
    paramspace english location flash:
    param service-name queue
    param handoff-string aa
    param aa-pilot 8005550123
    param welcome-prompt _bacd_welcome.au
    param number-of-hunt-grps 2
    param dial-by-extension-option 1
    param second-greeting-time 60
    param call-retry-timer 15
    param max-time-call-retry 700
    param max-time-vm-retry 2

```

```
    param voice-mail 5003
!
dial-peer voice 222 voip
  service aa
  destination-pattern 8005550123
  session target ipv4:192.168.1.1
  incoming called-number 8005550123
  dtmf-relay h245-alphanumeric
  codec g711ulaw
  no vad
```

Monitoring and Maintaining Cisco Unified CME B-ACD Service

The following tasks may be used during ongoing operation of a Cisco Unified CME B-ACD service.

- [Verifying Cisco Unified CME B-ACD Status, page 41](#)
- [Updating Script Parameters and Audio Prompts, page 42](#)
- [Collecting Statistics, page 44](#)
- [Troubleshooting Tips for Cisco Unified CME B-ACD, page 55](#)

Verifying Cisco Unified CME B-ACD Status

Use the **show call application sessions** command to verify that Cisco Unified CME B-ACD is active.

The following example shows a session with active AA and call-queue applications. Note that the “App” field is the service name that was specified in the **service** command for the call-queue script in [Step 4](#) and for the AA script in [Step 10](#) in the “[Setting Up Call-Queue and AA Services](#)” section on [page 32](#). The “Url” field is the location of the script file for the application.

```
Router# show call application sessions

Session ID 16

App: Default
Type: Service
Url: builtin:Session_Service.C

Session ID 4

App: Default
Type: Service
Url: builtin:Session_Service.C

Session ID 8

App: Default
Type: Service
Url: builtin:Session_Service.C

Session ID 17

App: aa
Type: Service
Url: flash:app-b-acd-aa-2.1.0.0.tcl

Session ID 12
```

```
App: queue
Type: Service
Url: flash:app-b-acd-2.1.0.0.tcl
```

The following example shows a session with only the queue application active. Note that the AA script does not appear in the output from the **show call application sessions** command because there are no active calls. The name of the AA service appears in the output only when there is an active call. The call-queue script activates after the first incoming call and stays active even if there are no active calls.

```
Router# show call application sessions

Session ID 4

App: Default
Type: Service
Url: builtin:Session_Service.C

Session ID 8

App: Default
Type: Service
Url: builtin:Session_Service.C

Session ID 12

App: queue
Type: Service
Url: flash:app-b-acd-2.1.0.0.tcl
```

Updating Script Parameters and Audio Prompts

You can update Cisco Unified CME B-ACD script parameters by making changes to the Cisco IOS configuration that was described in the [“How to Configure Cisco Unified CME B-ACD” section on page 22](#). For the parameter changes to take effect, you must stop and reload the Cisco Unified CME B-ACD scripts to which you have made changes as explained in the following steps. If you rerecord audio prompts, you must reload the audio prompt files that have changed.

SUMMARY STEPS

1. Determine the session IDs of any active sessions.
2. Stop the B-ACD AA and call-queue service sessions if necessary.
3. Reload the AA script and call-queue scripts.
4. If an audio prompt file has been changed, reload it.

DETAILED STEPS

Step 1 Determine the session IDs of any active sessions.

Use the **show call application sessions** command in privileged EXEC mode to obtain session ID (SID) numbers of AA and call-queue services. If the AA session has no active calls, the AA script name does not appear in the output from the **show call application sessions** command.

The following example shows a session with active calls. Note that the “App” field is the service name given to the call-queue script and AA script in [Step 4](#) and [Step 10](#) in the “[Setting Up Call-Queue and AA Services](#)” section on page 32. You can also see the service names in the output for the **show running-config** command.

```
Router# show call application sessions
```

```
Session ID 16
```

```
App: Default
Type: Service
Url: builtin:Session_Service.C
```

```
Session ID 4
```

```
App: Default
Type: Service
Url: builtin:Session_Service.C
```

```
Session ID 8
```

```
App: Default
Type: Service
Url: builtin:Session_Service.C
```

```
Session ID 17
```

```
App: aa
Type: Service
Url: flash:app-b-acd-aa-2.1.0.0.tcl
```

```
Session ID 12
```

```
App: queue
Type: Service
Url: flash:app-b-acd-2.1.0.0.tcl
```

Step 2 Stop the B-ACD AA and call-queue service sessions if necessary.

Using the session ID numbers from [Step 1](#), stop the Cisco Unified CME B-ACD AA service and call-queue service sessions. Use the **call application session stop** command in global configuration mode to stop the AA and call-queue sessions. In the following example, the IDs are the SID numbers from the example in [Step 1](#).

```
Router(config)# call application session stop id 17
Router(config)# call application session stop id 12
```

When you use the **call application session stop** command for an AA service, the following actions occur:

- The AA service is stopped.
- All calls actively connected to the AA service are disconnected.
- The AA service name is removed from the output for the **show call application sessions** command.



Note To eliminate the possibility of disconnecting calls, you may prefer to wait until the calls are not coming in before reloading the script, such as after work hours.

If an AA service name does not appear in the output for the **show call application sessions** command, it means that there are no call sessions and you do not have to issue a **call application session stop** command for it.

Step 3 Reload the AA script and call-queue scripts.

Use the **call application voice load** command in privileged EXEC mode to reload the scripts.

```
Router# call application voice load aa
Router# call application voice load queue
```

Step 4 If an audio prompt file has been changed, reload it.

Use the **audio-prompt load** command in privileged EXEC mode to reload an audio file. Repeat this command for each audio file that has been changed.

```
Router# audio-prompt load flash:en_bacd_welcome.au

Reload of flash:en_bacd_welcome.au successful
```

Collecting Statistics

Several different types of statistics can help you determine whether your current Cisco Unified CME B-ACD service is meeting your call-coverage needs or whether some adjustment is necessary. Statistics collection is a two-step process: you first start the collection at the beginning of the statistics-collection period, and then you obtain the statistics at the end of the period. If normal hunt group statistics collection is interrupted, perhaps because of TFTP server failure, you can write out all the ephone hunt group statistics for the past seven days.

Call statistics tasks are described in the following sections:

- [Starting Statistics Collection, page 44](#)
- [Obtaining Call Statistics, page 45](#)
- [Obtaining Call Statistics Using TFTP, page 48](#)
- [Writing Out Statistics When Normal Collection is Interrupted, page 53](#)

Starting Statistics Collection

At the start of the period for which you want to collect statistics, you must start statistics collection by using the **statistics collect** command.

A maximum of one week (168 hours) of statistics can be stored at a time.

Statistics are in the following categories:

- [Direct Calls for the Hunt Group](#)
- [Direct Calls and Queued Calls for each Agent in the Hunt Group](#)
- [Queued Calls for the Hunt Group](#)

Direct Calls for the Hunt Group

Statistics include:

- average time for a call
- average time a call spends on hold

Direct Calls and Queued Calls for each Agent in the Hunt Group

Statistics include:

- average time in a call (direct calls)
- average time a call is in the queue (queued calls)
- total calls on hold (queued calls)
- average hold time (queued calls)
- longest hold time (queued calls)

Queued Calls for the Hunt Group

Statistics include:

- total number of calls presented to the queue
- average time a call was in the queue
- longest time a call was in the queue

The **no statistics collect** command deletes all statistics that have been collected.

**Note**

Each year on the day that daylight saving time adjusts the time back by one hour at 2 a.m., the original 1 a.m. to 2 a.m. statistics for that day are lost because they are overwritten by the new 1 a.m. to 2 a.m. statistics.

To display the collected statistics, see [Obtaining Call Statistics, page 45](#).

To transfer statistics automatically to files using TFTP, see [Obtaining Call Statistics Using TFTP, page 48](#).

Obtaining Call Statistics

The **show ephone-hunt** command displays call statistics for statistics described in the “[Starting Statistics Collection](#)” section on page 44.

Sample output is shown below.

```
Router#show ephone-hunt 2 stat last 1 h
Thu 02:00 - 03:00
  Max Agents: 3
  Min Agents: 3
  Total Calls: 9
  Answered Calls: 7
  Abandoned Calls: 2
  Average Time to Answer (secs): 6
  Longest Time to Answer (secs): 13
  Average Time in Call (secs): 75
  Longest Time in Call (secs): 161
  Average Time before Abandon (secs): 8
  Calls on Hold: 2
  Average Time in Hold (secs): 16
  Longest Time in Hold (secs): 21
  Per agent statistics:
    Agent: 8004
      From Direct Call:
        Total Calls Answered : 3:
        Average Time in Call (secs) : 70
        Longest Time in Call (secs) : 150
```

```

Total Calls on Hold : 1:
Average Hold Time (secs) : 21
Longest Hold Time (secs) : 21
From Queue:
Total Calls Answered : 3
Average Time in Call (secs) : 55
Longest Time in Call (secs) : 78
Total Calls on Hold : 2:
Average Hold Time (secs) : 19
Longest Hold Time (secs) : 26
Agent: 8006
From Direct Call:
Total Calls Answered : 3:
Average Time in Call (secs) : 51
Longest Time in Call (secs) : 118
Total Calls on Hold : 1:
Average Hold Time (secs) : 11
Longest Hold Time (secs) : 11
From Queue:
Total Calls Answered : 1
Average Time in Call (secs) : 4
Longest Time in Call (secs) : 4
Agent: 8044
From Direct Call:
Total Calls Answered : 1:
Average Time in Call (secs) : 161
Longest Time in Call (secs) : 161
From Queue:
Total Calls Answered : 1
Average Time in Call (secs) : 658
Longest Time in Call (secs) : 658
Queue related statistics:
Total calls presented to the queue: 5
Calls answered by agents: 5
Number of calls in the queue: 0
Average time to answer (secs): 2
Longest time to answer (secs): 3
Number of abandoned calls: 0
Average time before abandon (secs): 0
Calls forwarded to voice mail: 0
Calls answered by voice mail: 0

```

For descriptions of each data field used by the **show ephone-hunt** command, see the [Cisco Unified CallManager Express Command Reference](#).

The statistics collection must be active for each ephone hunt group. Otherwise, there will be no statistics and the **show ephone-hunt** command will have nothing to display. If the **statistics collect** command is not issued for an ephone hunt group, an error message will occur. For example:

```

Router# show ephone-hunt 1 stat last 1 h

 Hunt Group 1 stat collect not enabled

```

The **show ephone-hunt** command is described in the [Cisco Unified CallManager Express Command Reference](#). In addition to B-ACD data, this command provides ephone hunt group information such as search method (longest idle, peer, or sequential), preference order, and the number to which unanswered calls were routed.

To obtain call statistics, perform the following steps.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone-hunt** *hunt-tag* {**longest-idle** | **peer** | **sequential**}
4. **statistics collect**
5. **exit**
6. Repeat [Step 3](#) to [Step 5](#) to collect statistics for other ephone hunt groups.
7. **exit**
8. **show ephone-hunt** [*tag*] **statistics** [*last hours hours* | *start day time* [*to day time*]]

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> • Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	ephone-hunt <i>hunt-tag</i> { longest-idle peer sequential } Example: Router(config)# ephone-hunt 1 peer	Enters ephone-hunt configuration mode. <ul style="list-style-type: none"> • <i>hunt-tag</i>—Unique sequence number that identifies a hunt group during all configuration tasks. Range is from 1 to 100. • longest-idle—Hunt group in which calls go to the ephone-dn that has been idle the longest. • peer—Hunt group in which the first extension to ring is the number to the right (in the list) of the extension that was the last one to ring when the hunt group was last called. Ringing proceeds in a circular manner, left to right, for the number of hops specified when the ephone hunt group is defined. • sequential—Hunt group in which extensions ring in the order in which they are listed, left to right, when the hunt group is defined.
Step 4	statistics collect Example: Router(config-hunt-group)# statistics collect	Enables the collection of Cisco Unified CME B-ACD call statistics for an ephone hunt group.
Step 5	exit Example: Router(config-hunt-group)# exit	Exits ephone-hunt configuration mode.

	Command or Action	Purpose
Step 6	Repeat Step 3 to Step 5 to collect statistics for other ephone hunt groups.	—
Step 7	<code>exit</code> Example: Router(config)# exit	Exits global configuration mode.
Step 8	<code>show ephone-hunt [tag] statistics</code> [<code>last hours hours</code> <code>start day time</code> [<code>to day time</code>]] Example: Router# show ephone-hunt 1 statistics last 1 hours	Displays ephone-hunt configuration information and current status and statistic information. <ul style="list-style-type: none"> • <code>tag</code>—(Optional) The hunt-tag number configured in the ephone-hunt command. Range is from 1 to 100. • statistics—Displays statistical information. • <code>last hours hours</code>—(Optional) Displays information for the previous number of specified hours, counting backward from the current hour. Range is from 1 to 167. • start—Output start time. Default duration is one hour. • <code>to</code>—(Optional) Output stop time. • <code>day</code>—Day of week. Use sun, mon, tue, wed, thu, fri, or sat. • <code>time</code>—Hour of the day. Range is from 0 to 23.

Obtaining Call Statistics Using TFTP

To transfer statistics to a set of files using TFTP, you must do the following:

1. Create a group of files to which the statistics will be sent.
2. Enable statistics collection for the desired ephone hunt groups.
3. Configure the statistics-gathering parameters.

You can create up to 201 files to which statistics can be sent, and you can configure the intervals in which the statistics are collected. The files must be blank, read-and-write files. The filename extension does not matter. The data transfer mechanism searches for files with a prefix and numeric suffix that match the parameters configured in the **hunt-group report url** command. For example, for the configuration that requires that a file start with “data” and end with a numeric range of 0 to 9, you must have a set of files named data1, data2, ... data9. For a suffix range of 1 to 30, you must have a set of files named data01, data02, ... data30. For a suffix range of 1 to 100, you must have a set of files named data001, data002, ... data100.

The location of the files must match the directory configured in the **hunt-group report url** command. For example, if the file location were configured to be `tftp://239.1.1.1/dirname1/dirname2/filename`, the files would have to be located in `dirname1/dirname2`.

To configure how and when statistics will be transferred, you must use the **hunt-group report url** command to name the files to which the data will be transferred and the **hunt-group report every hours** command to set the intervals of time at which the statistics are collected. For example, if you configured **hunt-group report every 2 hours**, statistics would be sent to a file every two hours. You can also configure statistics collection to begin one or more hours later with the **hunt-group report delay hours** command.

The reason that you may want to delay data collection is that calls are counted when they end. For example, if there is a call from 1:35 p.m. to 3:30 p.m., the interval is every 1 hour, and there is no delay, TFTP will write the 1 p.m. to 2 p.m. statistics at 3 p.m. However, at 3 p.m., the 1:35 p.m. call is still active, so the call will not be counted at that time as occurring in the 1 p.m. to 2 p.m. time slot. When the call finishes at 3:30 p.m., it will then be counted as occurring from 1 p.m. to 2 p.m. The **show ephone-hunt** command will report it, but TFTP will have already sent out its report. To include the 1:35 p.m. call, you could use the **hunt-group report delay hours** command to delay TFTP statistics reporting for an extra hour so that the 1 p.m. to 2 p.m. report will be written at 4 p.m. instead of at 3 p.m.

The statistics transferred to files using TFTP are sent every *n* hour(s) with the **hunt-group report every hours** command. (The range for *n* is from 1 to 84.) The following is an example of the statistics that are sent to a file:

```
04:00:00 UTC Thu Mar 15 2007,
,
02, Thu 02:00 - 03:00, HuntGp, 03, 03, 00009, 00007, 00002, 0006, 0013, 000075, 000161,
0008, 00002, 000016, 000021,
02, Thu 02:00 - 03:00, Agent, 8004, 00003, 000070, 000150, 00001, 000021, 000021, 00003,
000055, 000078, 00002, 000019, 000026,
02, Thu 02:00 - 03:00, Agent, 8006, 00003, 000051, 000118, 00001, 000011, 000011, 00001,
000004, 000004, 00000, 000000, 000000,
02, Thu 02:00 - 03:00, Agent, 8044, 00001, 000161, 000161, 00000, 000000, 000000, 00001,
000658, 000658, 00000, 000000, 000000,
02, Thu 02:00 - 03:00, Queue, 00005, 00005, 00000, 00002, 00003, 00000, 00000, 00000,
00000,
```

These statistics can be sent to an application such as Microsoft Access or Microsoft Excel, so they can be merged into a chart or graph for easier reading. The TFTP statistics correspond to the **show ephone-hunt** output as follows:

```
04:00:00 UTC Thu Mar 15 2007, ;This is the time that the data was collected
,
02, Thu 02:00 - 03:00, HuntGp, ;Thu 02:00 - 03:00
03 ;Max Agents:3
03 ;Min Agents:3
00009 ;Total Calls:9
00007 ;Answered Calls:7
00002 ;Abandoned Calls:2
0006 ;Average Time to Answer [secs]:6
0013 ;Longest Time to Answer [secs]:13
000075 ;Average Time in Call [secs]:75
000161 ;Longest Time in Call [secs]:161
0008 ;Average Time before Abandon [secs]:8
00002 ;Total Calls on Hold:2
000016 ;Average Hold Time [secs]:16
000021 ;Longest Hold Time [secs]:21

02, Thu 02:00 - 03:00, Agent, 8004,
00003 ;From direct call: Total calls answered :3:
000070 ;From direct call: Average Time in Call [secs] :70
000150 ;From direct call: Longest Time in Call [secs] :150
00001 ;From direct call: Total Calls on Hold :1:
000021 ;From direct call: Average Hold Time (secs) :21
000021 ;From direct call: Longest Hold Time (secs) :21
00003 ;From queue: Total calls answered :3:
000055 ;From queue: Average Time in Call [secs] :55
000078 ;From queue: Longest Time in Call [secs] :78
00002 ;From queue: Total Calls on Hold :2:
000019 ;From queue: Average Hold Time (secs) :19
000026 ;From queue: Longest Hold Time (secs) :26
```

```

02, Thu 02:00 - 03:00, Agent,8006,
00003 ;From direct call: Total calls answered :3:
000051 ;From direct call: Average Time in Call [secs] :51
000118 ;From direct call: Longest Time in Call [secs] :118
00001 ;From direct call: Total Calls on Hold :1:
000011 ;From direct call: Average Hold Time (secs) :11
000011 ;From direct call: Longest Hold Time (secs) :11
00001 ;From queue: Total calls answered :1:
000004 ;From queue: Average Time in Call [secs] :4
000004 ;From queue: Longest Time in Call [secs] :4
00000 ;From queue: Nothing appeared in the show output because no calls were answered
000000 ;From queue: Nothing appeared in the show output because no calls were answered
000000 ;From queue: Nothing appeared in the show output because no calls were answered

02, Thu 02:00 - 03:00, Agent,8044,
00001 ;From direct call: Total calls answered :1:
000161 ;From direct call: Average Time in Call [secs] :161
000161 ;From direct call: Longest Time in Call [secs] :161
00000 ;From queue: Nothing appeared in the show output because no calls were answered
000000 ;From queue: Nothing appeared in the show output because no calls were answered
000000 ;From queue: Nothing appeared in the show output because no calls were answered
00001 ;From queue: Total calls answered :1:
000658 ;From queue: Average Time in Call [secs] :658
000658 ;From queue: Longest Time in Call [secs] :658
00000 ;From queue: Nothing appeared in the show output because no calls were answered
000000 ;From queue: Nothing appeared in the show output because no calls were answered
000000 ;From queue: Nothing appeared in the show output because no calls were answered

02, Thu 02:00 - 03:00, Queue,
00005 ;Total calls presented to the queue:5
00005 ;Calls answered by agents: 5
00000 ;Calls exited the queue: 0
00002 ;Average time to answer [secs]: 2
00003 ;Longest time to answer [secs]: 3
00000 ;Number of abandoned calls: 0
00000 ;Average time before call abandoned (secs): 0
00000 ;Calls forwarded to voice mail: 0
00000 ;Calls answered by voice mail: 0

```

To obtain call statistics using TFTP, perform the following steps.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone-hunt** *hunt-tag*
4. **statistics collect**
5. **exit**
6. Repeat [Step 3](#) to [Step 5](#) to collect statistics for other ephone hunt groups.
7. **telephony-service**
8. **hunt-group report url** [**prefix** *tftp://ip-address/directory-name.../prefix* | **suffix** *from-number to to-number*]
9. **hunt-group report every** *number* **hours**
10. **hunt-group report delay** *number* **hours**
11. **exit**

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	ephone-hunt <i>hunt-tag</i> Example: Router(config)# ephone-hunt 1	Enters ephone-hunt configuration mode. <ul style="list-style-type: none"> <i>hunt-tag</i>—Unique sequence number that identifies this hunt group during all configuration tasks. Range is from 1 to 100.
Step 4	statistics collect Example: Router(config-hunt-group)# statistics collect	Enables the collection of Cisco Unified CME B-ACD statistics data for an ephone hunt group.
Step 5	exit Example: Router(config-hunt-group)# exit	Exits ephone-hunt configuration mode.
Step 6	Repeat Step 3 to Step 5 to collect statistics for other ephone hunt groups.	—
Step 7	telephony-service Example: Router(config)# telephony-service	Enters telephony-service configuration mode.

Command or Action	Purpose
<p>Step 8</p> <pre> hunt-group report url [prefix tftp://ip-address/directory-name.../ prefix suffix from-number to to-number] </pre> <p>Example: Router(config-telephony)# hunt-group report url prefix tftp://239.1.1.1/dirname1/dirname2/data</p> <pre> Router(config-telephony)# hunt-group report url suffix 0 to 100 </pre>	<p>Sets filename parameters and the URL path where Cisco Unified CME B-ACD call data is to be sent using TFTP.</p> <p>Note The hunt-group report url prefix command and the hunt-group report url suffix command must both be configured.</p> <ul style="list-style-type: none"> • prefix—(Optional) Sets the parameters for how the filenames must start. • tftp://ip-address/—(Optional) IP address to the files where AA call data is sent using TFTP. • directory-name.../—(Optional) Names of directories separated by forward slashes (/) to declare the path to the files where AA call data is sent. • prefix—(Optional) Declares parameters for how the filenames must start. • suffix—(Optional) Sets numeric parameters for how the filenames must end. • from-number—(Optional) Number at which the suffix range starts. The range is from 0 to 1. There is no default. • to to-number—(Optional) Number at which the suffix range ends. The range is from 1 to 200. There is no default.
<p>Step 9</p> <pre> hunt-group report every number hours </pre> <p>Example: Router(config-telephony)# hunt-group report every 2 hours</p>	<p>Sets the hourly interval at which Cisco Unified CME B-ACD call statistics are collected for a report.</p> <ul style="list-style-type: none"> • number—Number of hours for which AA call data is collected and reported. The range is from 1 to 84.
<p>Step 10</p> <pre> hunt-group report delay number hours </pre> <p>Example: Router(config-telephony)# hunt-group report delay 2 hours</p>	<p>(Optional) Delays the stop time configured with the hunt-group report every hours command and continues to collect Cisco Unified CME B-ACD overflow call statistics.</p> <ul style="list-style-type: none"> • number—Number of hours for which data collection can be extended for the data collection periods configured with the hunt-group report every hours command. The range is from 1 to 10.
<p>Step 11</p> <pre> exit </pre> <p>Example: Router(config-telephony)# exit</p>	<p>Exits telephony-service configuration mode.</p>

Examples

The following example sets up the hunt-group report mechanism to use TFTP to send call statistics every three hours to the files named data000, data002, ... data200, located at the 239.10.10.10 IP address under dirname1/dirname2. No delay has been configured.

```
telephony-service
 hunt-group report url prefix tftp://239.10.10.10/dirname1/dirname2/data
 hunt-group report url suffix 0 to 200
 hunt-group report every 3 hours
```

The following is an example of a report that the previous configuration might send to a file if the **statistics collect** command was entered at 18:20:

```
22:00:00 UTC Tue Dec 20 2004,
,
01, Tue 18:00 - 19:00, HuntGp, 02, 01, 00005, 00002, 0003, 0006, 000001, 000001, 0011,
01, Tue 19:00 - 20:00, HuntGp, 02, 02, 00000, 00000, 0000, 0000, 000000, 000000, 0000,
01, Tue 20:00 - 21:00, HuntGp, 02, 02, 00006, 00003, 0003, 0009, 000001, 000003, 0012,
```

Statistics collection has to take place for at least three hours for the statistics to be written to a file. The following is a chronology of events:

- At 19:00, the statistics collection was active for 40 minutes, so no statistics were written to file.
- At 20:00, the statistics collection was active for 1 hour and 40 minutes, so no statistics were written to file.
- At 21:00, the statistics collection was active for 2 hours and 40 minutes, so no statistics were written to file.
- At 22:00, the statistics collection was active for 3 hours and 40 minutes, so statistics were written to a file using TFTP.

If the previous example were configured for a delay of one hour using the **hunt-group report delay 1 hours** command, the statistics would be written one hour later at 23:00.

Writing Out Statistics When Normal Collection is Interrupted

The **ephone-hunt statistics write-all** command writes out in hourly increments all the ephone hunt group statistics for the past seven days. This command is intended be used when normal hunt group statistics collection is interrupted, perhaps due to TFTP server failure. Use this command when the connection to your TFTP server is restored after a long down-time to capture statistics from that period.

The **ephone-hunt statistics write-all** command writes out the whole statistics buffer at one time (24 hours a day for 7 days). You do not have to enable statistics collection to use this feature. Statistics are written out starting from the current time. For example, if the command is used at 9:30 a.m. on Monday, statistics are written out from Mon 9:00 - 10:00, Mon 10:00 - 11:00, and so forth, finally to Mon 8:00 - 9:00. The data and formatting for the reports generated by this command are identical to the reports that are written to file using TFTP, which is described in the [“Obtaining Call Statistics Using TFTP” section on page 48](#).

As mentioned, the **ephone-hunt statistics write-all** command is intended for use during interruptions to normal statistics collection. The commands that provide normal statistics collection allow you to specify shorter, more precise reporting periods and file-naming conventions. These commands are described in the [“Starting Statistics Collection” section on page 44](#), the [“Obtaining Call Statistics” section on page 45](#), and the [“Obtaining Call Statistics Using TFTP” section on page 48](#).

SUMMARY STEPS

1. `enable`
2. `ephone-hunt statistics write-all location`

DETAILED STEPS

	Command or Action	Purpose
Step 1	<code>enable</code> Example: Router> <code>enable</code>	Enables privileged EXEC mode. <ul style="list-style-type: none"> • Enter your password if prompted.
Step 2	<code>ephone-hunt statistics write-all location</code> Example: Router# <code>ephone-hunt statistics write-all flash:huntstats</code>	Writes ephone-hunt statistics information to a file. <ul style="list-style-type: none"> • <i>location</i>—The URL or filename to which the statistics should be written.

Examples

The following example writes the ephone hunt group statistics buffer to a file in flash called “intestates.” See the **hunt-group report url** command for explanations of the output fields.

```
Router# ephone-hunt statistics write-all flash:huntstats
```

```
Writing out all ephone hunt statistics to tftp now.
```

```
11:13:58 UTC Fri Apr 29 2005,
```

```
,
```

```
01, Fri 11:00 - 12:00, HuntGp, 01, 01, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
```

```
0000, 00000, 000000, 000000,
```

```
01, Fri 12:00 - 13:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
```

```
0000, 00000, 000000, 000000,
```

```
01, Fri 13:00 - 14:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
```

```
0000, 00000, 000000, 000000,
```

```
01, Fri 14:00 - 15:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
```

```
0000, 00000, 000000, 000000,
```

```
01, Fri 15:00 - 16:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
```

```
0000, 00000, 000000, 000000,
```

```
.
```

```
.
```

```
.
```

Troubleshooting Tips for Cisco Unified CME B-ACD

- Use the **debug voip application script** command to display debugging messages for the AA script. Note that you must first enable the collection of call-queue data from the Cisco Unified CME B-ACD call-queue script using the **param queue-manager-debug** command. See [Step 8](#) in the “[Setting Up Call-Queue and AA Services](#)” section on [page 32](#).
- To remove an AA service from a dial peer, issue the **no service** command under the dial peer associated with the AA. See the “[Setting Up Incoming Dial Peers for AA Pilot Numbers](#)” section on [page 26](#).
- To stop the AA script, use the **call application session stop** command. See the “[Updating Script Parameters and Audio Prompts](#)” section on [page 42](#).

Configuration Examples

This section contains the following examples:

- [Cisco Unified CME B-ACD with One AA: Example, page 55](#)
- [Cisco Unified CME B-ACD with Drop-Through Option: Example, page 57](#)
- [Cisco Unified CME B-ACD with Two AAs Set Up for Drop-Through Option: Example, page 58](#)
- [Cisco Unified CME B-ACD with Multiple AAs and Drop-Through Option: Example, page 59](#)

Cisco Unified CME B-ACD with One AA: Example

The following configuration is for a Cisco Unified CME B-ACD service with two ephone hunt group menu options. When callers press 3, they will be transferred to the pilot number for ephone hunt group 1; pressing 4 transfers callers to the pilot number for ephone hunt group 2.

The AA pilot number to the Cisco Unified CME B-ACD AA script is 800 555-0100. Ephone hunt group 1 supports four ephone-dns (**list 1001...1004** command); ephone hunt group 2 supports ten ephone-dns (**list 2001...2010** command). Each of set of ephone hunt group’s ephone-dns is overlaid on button 1 and button 2 on ephones 1 to 14.

If callers press 5, they will be permitted to enter their extension directly. If 3 is pressed, the call will go to ephone hunt group pilot number 1111 (and then go to one of ephone hunt group 1’s ephone-dns). If 4 is pressed, the call will go to ephone hunt group pilot number 2222 (and then go to one of ephone hunt group 2’s ephone-dns). Ephone-dns are selected by their availability and by the search methods used by each ephone hunt group. For this example, calls to ephone hunt group 1 will go to the available ephone-dn that has been idle the longest (**ephone-hunt 1 longest-idle** command).

If callers press 3 or 4, their calls will be transferred to the corresponding ephone hunt group’s call queue. In this example, each ephone hunt group is configured to have up to ten calls in its individual queues. If all of the ephone-dns are unavailable, the calls will wait in queues and try to transfer to the ephone hunt group pilot numbers every 15 seconds. As they are waiting, they will hear a second greeting every 60 seconds. After 600 seconds have elapsed, they will be sent to voice mail (5000). If voice mail is busy, the call will attempt twice more to reach voice mail after 15-second intervals. If voice mail is still unavailable, the caller will hear a busy signal.

Because the ephone-dns in this example are overlaid (for example, **button 1o1,2,3,4**), calls that go through will ring on all available ephones configured with the available ephone-dn.

**Note**

The hunt group automatic logout feature is not available for this example because the ephone-dns in this example are shared.

```

dial-peer voice 1000 pots
  service aa
  incoming called-number 8005550100
  port 1/0:23

ephone-dn 1
  number 1001
.
.
.
ephone-dn 4
  number 1004

ephone-dn 5
  number 2001
.
.
.
ephone-dn 14
  number 2010

ephone 1
  mac-address 1111.1111.1111
  button 1o1,2,3,4

ephone 4
  mac-address 2222.2222.2222
  button 1o1,2,3,4

ephone 5
  mac-address 4444.4444.4444
  button 1o5,6,7,8,9
  button 2o10,11,12,13,14
.
.
.
ephone 14
  mac-address 1414.1414.1414
  button 1o5,6,7,8,9
  button 2o10,11,12,13,14

ephone-hunt 1 longest-idle
  pilot 1111
  list 1001,1002,1003,1004
  timeout 10

ephone-hunt 2 longest-idle
  pilot 2222
  list 2001,2002,2003,2004,2005,2006,2007,2008,2009,2010
  timeout 10

application
  service queue flash:app_b_acd_x.x.x.x.tcl          ;Defines the service-name of the
                                                    ;the call-queue script as "queue."
  param queue-len 10                                ;Declares the queue length per ephone
                                                    ;hunt group.
  param aa-hunt3 1111                                ;Declares menu option 3 and associates

```

```

;it with the ephone hunt group pilot
;number 1111.

param aa-hunt4 2222
param number-of-hunt-grps 2
param queue-manager-debugs 1

service aa flash:app_b_acd_aa_x.x.x.x.tcl

paramspace english location flash:

paramspace english index 1
paramspace english language en
param aa-pilot 8005550100

param call-retry-timer 15

param second-greeting-time 60
param max-time-call-retry 600
param max-time-vm-retry 2

param service-name queue
param dial-by-extension-option 5

param voice-mail 5000
param number-of-hunt-grps 2

param handoff-string aa

```

```

;Number of hunt-group menu options.
;Enables collection of call statistics
;for debugging.

;Defines the service name of
;the AA script as "aa."
;Declares use of English package
;and location of audio files.
;Defines category 1 for English.
;Specifies language code to be en.
;Access number to Cisco Unified CME
;B-ACD.
;Time interval in which call in queue
;can attempt to access available
;ephone-dns and voice mail.
;Delay before second greeting is played.
;Maximum time calls can wait in queue.
;Maximum time calls can attempt to be
;transferred to voice mail.
;Associates AA script with queue script.
;Declares menu option number for
;extension dial.
;Declares B-ACD alternate destination.
;Declares the number of ephone hunt
;group menu options.

;Passes AA name to queue script.

```

Cisco Unified CME B-ACD with Drop-Through Option: Example

The following example sets parameters for an AA service called aa and a call-queue service called callq. The direct-dial number to reach the AA service is 800 555-0100. Callers to this number drop through to the ephone hunt group that has a pilot number of 5071 after hearing the initial prompt from the file en_dt_prompt.au.

```

dial-peer voice 1000 pots
  service aa
  port 1/1/0
  incoming called-number 8005550100

ephone-hunt 10 sequential
  pilot 5071
  list 5011, 5012, 5013, 5014, 5015
  timeout 10

application
  service callq tftp://192.168.254.254/user1/CallQ/B-ACD/app-b-acd.tcl
  param queue-manager-debugs 1
  param aa-hunt1 5071
  param number-of-hunt-grps 1
  param queue-len 10
  service aa tftp://192.168.254.254/user1/CallQ/B-ACD/app-b-acd-aa.tcl
  paramspace english location tftp://192.168.254.254/user1/prompts/
  paramspace english index 0
  paramspace english language en
  param aa-pilot 8005550100
  param number-of-hunt-grps 1

```

```

param service-name callq
param handoff-string aa
param second-greeting-time 60
param drop-through-option 1
param drop-through-prompt _dt_prompt.au
param call-retry-timer 15
param max-time-call-retry 700
param voice-mail 5000
param max-time-vm-retry 2

```

Cisco Unified CME B-ACD with Two AAs Set Up for Drop-Through Option: Example

The following example shows two AA services, both of which are configured in drop-through mode. Callers who dial 800 555-0121 reach the first AA service, named `acdaa`, and hear a welcome prompt before they drop through to the call queue for ephone hunt group 11. Callers to 800 555-0123 reach the second AA service, named `aa-bcd`, and directly drop through to the call queue for ephone hunt group 10. Both AA services are handled by the same call-queue service, which is named `callq`.

```

dial-peer voice 1010 pots
  service acdaa
  port 1/1/0
  incoming called-number 8005550121

dial-peer voice 1020 pots
  service aa-bcd
  port 1/1/1
  incoming called-number 8005550123

ephone-hunt 10 sequential
  pilot 5071
  list 5011, 5012, 5013, 5014, 5015
  timeout 10

ephone-hunt 11 sequential
  pilot 5072
  list 5021, 5022, 5023, 5024, 5025
  timeout 10

application
  service callq tftp://192.168.254.254/user1/CallQ/B-ACD/app-b-acd.tcl
  param queue-manager-debugs 1
  param aa-hunt1 5071
  param aa-hunt2 5072
  param number-of-hunt-grps 2
  param queue-len 10
!
  service acdaa tftp://192.168.254.254/user1/CallQ/B-ACD/app-b-acd-aa.tcl
  paramspace english location tftp://192.168.254.254/user1/prompts/
  paramspace english index 0
  paramspace english language en
  param aa-pilot 8005550121
  param service-name callq
  param max-time-vm-retry 2
  param voice-mail 5007
  param call-retry-timer 10
  param number-of-hunt-grps 1
  param drop-through-prompt _bacd_welcome.au
  param drop-through-option 2

```



```

param acdaa second-greeting-time 60
param handoff-string acdaa
param max-time-call-retry 60
!
service aa-bcd tftp://192.168.254.254/user1/CallQ/B-ACD/app-b-acd-aa.tcl
paramspace english location tftp://192.168.254.254/user1/prompts/
paramspace english index 0
paramspace english language en
param aa-pilot 8005550123
param service-name callq
param second-greeting-time 60
param max-time-call-retry 180
param max-time-vm-retry 2
param voice-mail 5007
param call-retry-timer 5
param handoff-string aa-bcd
param drop-through-option 1
param number-of-hunt-grps 1

```

Cisco Unified CME B-ACD with Multiple AAs and Drop-Through Option: Example

The following extended example demonstrates a Cisco Unified CME site with three AA services, two of which use drop-through mode.

- XYZ Inc. has three AA services (AA1, AA2, and AA3). Each AA is reached by a telephone number that callers dial: AA1 is 800 555-0111, AA2 is 800 555-0122, and AA3 is 800 555-0133. The services are assigned to dial peers as follows:

```

dial-peer voice 1000 pots
  service AA1
  port 1/1/0
  incoming called-number 8005550111

dial-peer voice 1002 pots
  service AA2
  port 1/1/1
  incoming called-number 8005550122

dial-peer voice 1003 pots
  service AA3
  port 1/1/2
  incoming called-number 8005550133

```

- Five ephone hunt groups are set up to receive calls from the call-queue service as follows:

```

ephone-hunt 10 sequential
  pilot 1001
  list 1011, 1012, 1013, 1014, 1015
  timeout 10

ephone-hunt 11 sequential
  pilot 2001
  list 2011, 2012, 2013, 2014, 2015
  timeout 10

ephone-hunt 12 sequential
  pilot 3001
  list 3011, 3012, 3013, 3014, 3015
  timeout 10

```

```
ephone-hunt 13 sequential
  pilot 4001
  list 4011, 4012, 4013, 4014, 4015
  timeout 10
```

```
ephone-hunt 14 sequential
  pilot 5001
  list 5011, 5012, 5013, 5014, 5015
  timeout 10
```

- A call-queue service called CQ is set up to work with the three AA services and five hunt groups.

```
application
  service CQ tftp://192.168.254.254/user1/CallQ/B-ACD/app-b-acd.tcl
  param queue-manager-debugs 1
  param aa-hunt1 1001
  param aa-hunt2 2001
  param aa-hunt3 3001
  param aa-hunt4 4001
  param aa-hunt5 5001
  param number-of-hunt-grps 5
  param queue-len 10
```

- The first AA service, AA1, is associated with the incoming called number 800 555-0111. AA1 is not configured with drop-through mode. When customers dial 800 555-0111 they hear the welcome prompt that was recorded in the audio file en_bacd_welcome.au: “Thank you for calling XYZ Inc.” The prompt containing the menu options was recorded in the audio file called en_bacd_options_menu.au: “Press 1 for sales, press 2 for service, press 0 for the operator.” Note that there is no explicit command to specify the name of the menu options audio file because this file is always played in all B-ACD services that are not drop-through services. After pressing a digit, a caller hears MOH until connected to an agent.

```
service AA1 tftp://192.168.254.254/user1/CallQ/B-ACD/app-b-acd-aa.tcl
  paramspace english location tftp://192.168.254.254/user1/prompts/
  paramspace english index 0
  paramspace english language en
  param aa-pilot 8005550111
  param number-of-hunt-grps 3
  param service-name CQ
  param welcome-prompt _bacd_welcome.au
  param handoff-string AA1
```

- The second AA service, AA2, is associated with the incoming called number 800 555-0122. AA2 is configured with drop-through mode and no initial prompt. When customers dial 800 555-0122, they hear ringback if an agent is available and MOH if no agent is available.

```
service AA2 tftp://192.168.254.254/user1/CallQ/B-ACD/app-b-acd-aa.tcl
  paramspace english location tftp://192.168.254.254/user1/prompts/
  paramspace english index 0
  paramspace english language en
  param aa-pilot 8005550122
  param number-of-hunt-grps 1
  param service-name CQ
  param drop-through-option 4
  param handoff-string AA2
```

- The third AA service, AA3, is associated with the incoming called number 800 555-0133. AA3 is configured with drop-through mode and an initial prompt. When callers dial 800 555-0133, they hear the initial prompt, which tells them “Thank you for calling XYZ Inc. An agent will be with you shortly.” If an agent is available, callers hear ringback. If no agent is available, they hear MOH.

```
service AA3 tftp://192.168.254.254/user1/CallQ/B-ACD/app-b-acd-aa.tcl
 paramspace english location tftp://192.168.254.254/user1/prompts/
 paramspace english index 0
 paramspace english language en
 param aa-pilot 8005550133
 param number-of-hunt-grps 1
 param service-name CQ
 param drop-through-option 5
 param drop-through-prompt _dt_prompt.au
 param handoff-string AA3
```




Direct Inward Dial Digit Translation Service

Revised: Month day, year, OL-11944-01

In Cisco CME 3.2.3 and later versions, a Tcl script is available to provide digit translation for Direct Inward Dial (DID) calls when the DID digits provided by the PSTN Central Office (CO) do not match the digits in the range of Cisco Unified CME extension numbers in the internal dial plan. For example, this script is useful when the CO provides DID digits such as 75 that should map to extension 460.

The Direct Inward Dial Digit Translation Service is described in the following sections:

- [Information About DID Digit Translation Service, page 63](#)
- [How to Configure DID Digit Translation Service, page 64](#)
- [Configuration Examples, page 69](#)



Note

For more information about Cisco IOS voice features, see the entire Cisco IOS Voice Configuration Library—including library preface and glossary, feature documents, and troubleshooting information—at

http://www.cisco.com/en/US/products/ps6441/prod_configuration_guide09186a0080565f8a.html.

Information About DID Digit Translation Service

The Direct Inward Dial Digit Translation Service accepts PSTN DID numbers of any length and maps them to the internal extension numbers that have been assigned by a system administrator. The service also appends a user-specified prefix to the DID digits to complete a valid extension number. The service uses the parameters that you input to determine the valid range of digits to be accepted from the CO, the valid range of digits in the local dial plan, and the prefix to append. The service also handles any DID calls that map to invalid extension numbers by playing a prompt and disconnecting the calls.

When a new DID call is received by the Cisco Unified CME system, the following events occur:

- The DID Digit Translation Service collects the digits and retains only the last *n* digits, where *n* is equal to the number of digits allowed in the range of DID digits coming from the CO. The collected digits are compared with the specified CO DID range. For example, if the DID number is 555-0133 and the specified CO DID range is 00 to 49, the received digits (33) are within the range (00 to 49), so they are accepted.
- If the digits are not within the range, the call is disconnected after a prompt has been played to tell the caller that the number is invalid.

- If the digits from the CO are within the specified range, they are transformed to the range that is specified for the Cisco Unified CME extension number digits. The DID Digit Translation Service appends the DID prefix to the received digits to form a valid extension and routes the call to that extension. Consider an example in which the specified DID range is 55 to 79, the range of specified extension number digits is 00 to 24, and the specified prefix is 5. The DID digits actually received on a call from the CO are 62. The service transforms those digits using the following steps:
 - The service measures the offset of the actual digits received, 62, from the lower limit of the specified CO range, which is 55. The result is the offset from the lower limit, 07.
 - This result is then added to the lower limit of the site extension number range, which is 00. The result is the digit string to be used in the extension number, 07.
 - The service finally appends the specified prefix, which is 5. The resulting extension number for this call is 507.
- If the extension does not exist, the call is disconnected after a prompt has been played to tell the caller that the number is invalid. The audio file named en_disconnect.au supplies the prompt. You can rerecord a custom prompt in this file by following the guidelines in the “[Welcome Prompt and Other Audio Files](#)” section in the “[Cisco Unified CME Basic Automatic Call Distribution and Auto-Attendant Service](#)” chapter.



Note Do not change the filename of the en_disconnect.au file because the script will be looking for a file with that name.

- If the extension is busy, a busy tone is played and the call is disconnected. If call forward on busy is enabled, the call will be forwarded to a target, such as voice mail.

How to Configure DID Digit Translation Service

The purpose of this procedure is to enable the DID Digit Translation Service to automatically transform digits sent from a PSTN CO into the correct digits to form valid extension numbers in your Cisco Unified CME system.

Prerequisites

- The DID Digit Translation Service Tcl script and default audio prompt files must be downloaded from the Cisco Unified CME Software Download Center and installed on the Cisco Unified CME router. For more information, see the “[Downloading Tcl Scripts and Audio Prompts](#)” section in the “[Cisco Unified CME Basic Automatic Call Distribution and Auto-Attendant Service](#)” chapter.
- The valid range of DID numbers sent by the PSTN CO must be known.
- The valid range of extension numbers serviced by the Cisco Unified CME router must be known.
- The quantity of numbers within the range of numbers provided by the CO must equal the quantity of extension numbers specified. The number of digits in each string of digits must match each other, although a prefix can be added to the Cisco Unified CME extension number range to make those numbers the same as the actual extension numbers. A maximum of two digits can be added for the prefix. For example, you could use the following pairs of limits:
 - CO range is 00 to 39, and Cisco Unified CME extension number range is 40 to 79 (both ranges contain 40 numbers and are 2 digits in length)

- CO range is 150 to 199, and Cisco Unified CME extension number range is 245 to 294 (both ranges contain 50 numbers and are 3 digits in length)

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **application**
4. **service** [**alternate** | **default**] *did-application-name location*
5. **paramspace** *language-package* **location** *url*
6. **paramspace** *language-package* **index** *number*
7. **paramspace** *language-package* **language** *language-code*
8. **param did-prefix** *digits*
9. **param secondary-prefix** *digits*
10. **param co-did-min** *min-co-value*
11. **param co-did-max** *max-co-value*
12. **param store-did-min** *min-site-value*
13. **param store-did-max** *max-site-value*
14. **exit**
15. **exit**
16. **dial-peer voice** *tag pots*
or
dial-peer voice *tag voip*
17. **application** *aa-app-name*
18. Repeat [Step 16](#) through [Step 17](#) for each additional dial peer that will receive incoming calls from the CO.

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> • Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	application Example: Router(config)# application	Enters application configuration mode to configure packages and services.

	Command or Action	Purpose
Step 4	<p>service [alternate default] <i>did-application-name location</i></p> <p>Example: Router(config-app)# service didapp tftp://192.168.254.254/scripts/did/app-cme-did-2.0.0.0.tcl</p>	<p>Enters service parameter configuration mode to configure parameters for the digit-translation service.</p> <ul style="list-style-type: none"> • alternate—(Optional) Alternate service to use if the service that is configured on the dial peer fails. • default—(Optional) Specifies that the default service (“DEFAULT”) on the dial peer is used if the alternate service fails. • <i>did-application-name</i>—Name of the DID application. This is an arbitrary name that will be used with the commands that set parameters for this application. • <i>location</i>—Location of the Tcl script or VoiceXML document in URL format. Valid storage locations are TFTP, HTTP, and flash.
Step 5	<p>paramspace <i>language-package location url</i></p> <p>Example: Router(config-app-param)# paramspace english location flash:</p>	<p>Defines the location of audio files that are used for dynamic prompts by an IVR application.</p> <ul style="list-style-type: none"> • <i>language-package</i>—Name of the language package to be used. There are three built-in language packages: Chinese, English, and Spanish. Other languages may be supported by use a of Tcl language script. • <i>url</i>—URL of the audio files. Valid URLs can refer to TFTP or HTTP servers or to flash memory.
Step 6	<p>paramspace <i>language-package index number</i></p> <p>Example: Router(config-app-param)# paramspace english index 1</p>	<p>Defines the category of audio files that are used for dynamic prompts by an IVR application.</p> <ul style="list-style-type: none"> • <i>language-package</i>—Name of the language package to be used. There are three built-in language packages: Chinese, English, and Spanish. Other languages may be supported by use a of Tcl language script. • <i>number</i>—Category group of the audio files (from 0 to 4). For example, audio files representing the days and months could be category 1, audio files representing units of currency could be category 2, and audio files representing units of time—seconds, minutes, and hours—could be category 3. Range is from 0 to 4; 0 means all categories.

Command or Action	Purpose
<p>Step 7</p> <p>paramspace <i>language-package</i> language <i>language-code</i></p> <p>Example: Router(config-app-param)# paramspace english language en</p>	<p>Specifies the language for dynamic prompts used by the DID application.</p> <ul style="list-style-type: none"> • <i>language-package</i>—Name of the language package to be used. There are three built-in language packages: Chinese, English, and Spanish. Other languages may be supported by use a of Tcl language script. • <i>language-code</i>—Two-character code that identifies the language of the associated audio files. Valid entries are as follows: <ul style="list-style-type: none"> – en—English – sp—Spanish – ch—Mandarin – aa—all <p>Note This language code must match the two-character language prefix used in the names of your audio prompt files, regardless of the language that is actually used in the files. For more information, see the “Welcome Prompt and Other Audio Files” section in the “Cisco Unified CME Basic Automatic Call Distribution and Auto-Attendant Service” chapter.</p>
<p>Step 8</p> <p>param did-prefix <i>prefix</i></p> <p>Example: Router(config-app-param)# param did-prefix 4</p>	<p>Sets a prefix to add to the DID digits that are forwarded by the PSTN to create an extension number on the primary Cisco Unified CME router.</p> <ul style="list-style-type: none"> • <i>prefix</i>—Prefix to add. Range is from 0 to 99.

Command or Action	Purpose
<p>Step 9 <code>param secondary-prefix secondary-prefix</code></p> <p>Example: Router(config-app-param)# param secondary-prefix 7</p>	<p>(Optional) Sets a prefix to add to the DID digits that are forwarded by the PSTN for use with a secondary Cisco Unified CME router. This prefix is used to route calls to the primary Cisco Unified CME router.</p> <p>When there are insufficient DID ports on a Cisco Unified CME router, a secondary Cisco Unified CME router or Cisco IOS gateway can be established to receive DID calls. Incoming DID calls to the secondary router are routed across H.323 to the primary router. The DID Digit Translation Service appends the DID prefix that was set in Step 6 to the incoming DID digits, and then appends a secondary prefix to route the call to the primary Cisco Unified CME router. For example, an incoming DID call is for extension 325. The incoming DID digits from the CO are 25, the DID prefix is 3, and the secondary prefix is 7. The number as transformed by the service is 7325. The transformed number matches a VoIP dial peer that routes the call to the primary router. A translation rule is used to send only the relevant digits, 325, to the primary Cisco Unified CME router for further routing to the extension.</p> <ul style="list-style-type: none"> <i>secondary-prefix</i>—Prefix to add to digits in order to route calls to the primary Cisco Unified CME router. Range is from 0 to 99.
<p>Step 10 <code>param co-did-min min-co-value</code></p> <p>Example: Router(config-app-param)# param co-did-min 00</p>	<p>Sets the lower boundary of the valid range of digits coming from the PSTN CO.</p> <ul style="list-style-type: none"> <i>min-co-value</i>—Minimum value of digits coming from the CO. The digit string can be any length, but the string length must be the same in the param co-did-min, param co-did-max, param store-did-min, and param store-did-max commands.
<p>Step 11 <code>param co-did-max max-co-value</code></p> <p>Example: Router(config-app-param)# param co-did-max 39</p>	<p>Sets the upper boundary of the valid range of digits coming from the PSTN CO.</p> <ul style="list-style-type: none"> <i>max-co-value</i>—Maximum value of digits coming from the CO. The digit string can be any length, but the string length must be the same in the param co-did-min, param co-did-max, param store-did-min, and param store-did-max commands.
<p>Step 12 <code>param store-did-min min-store-value</code></p> <p>Example: Router(config-app-param)# param store-did-min 00</p>	<p>Sets the lower boundary of the range of digits that are valid in the Cisco Unified CME numbering plan.</p> <ul style="list-style-type: none"> <i>min-store-value</i>—Minimum value of digits in the Cisco Unified CME dial plan. The digit string can be any length, but the string length must be the same in the param co-did-min, param co-did-max, param store-did-min, and param store-did-max commands.

	Command or Action	Purpose
Step 13	<p><code>param store-did-max max-store-value</code></p> <p>Example: Router(config-app-param)# param store-did-max 39</p>	<p>Sets the upper boundary of the range of digits that are valid in the Cisco Unified CME numbering plan.</p> <ul style="list-style-type: none"> <i>did-name</i>—Application name that was assigned to the DID script with the service command in Step 4. <i>max-store-value</i>—Maximum value of digits in the Cisco Unified CME dial plan. The digit string can be any length, but the string length must be the same in the param co-did-min, param co-did-max, param store-did-min, and param store-did-max commands.
Step 14	<p><code>exit</code></p> <p>Example: Router(config-app-param)# exit</p>	<p>Exits service parameter configuration mode.</p>
Step 15	<p><code>exit</code></p> <p>Example: Router(config-app)# exit</p>	<p>Exits application configuration mode.</p>
Step 16	<p><code>dial-peer voice tag pots</code> or <code>dial-peer voice tag voip</code></p> <p>Example: Router(config)# dial-peer voice 234 pots or Example: Router(config)# dial-peer voice 25 voip</p>	<p>Enters dial-peer configuration mode.</p> <ul style="list-style-type: none"> <i>tag</i>—Number used during configuration tasks to identify this dial peer.
Step 17	<p><code>application did-name</code></p> <p>Example: Router(config-dial-peer)# application aa1</p>	<p>Associates this dial peer with the DID Digit Translation application.</p> <ul style="list-style-type: none"> <i>did-name</i>—Application name that was assigned to the DID script with the service command in Step 4.
Step 18	<p>Repeat Step 16 through Step 17 for each additional dial peer that will receive incoming calls from the CO.</p>	

Configuration Examples

The following examples are included in this section:

- [Example: DID Numbers in the Same Range as Extension Numbers, page 70](#)
- [Example: DID Numbers Not in the Same Range as Extension Numbers, page 70](#)
- [Example: Secondary Router, page 71](#)

Example: DID Numbers in the Same Range as Extension Numbers

In the following example, the application is named *did*. A range of DID numbers from 00 to 39 is assigned by the PSTN CO. The range of extensions is from 300 to 339. A prefix of 3 is added to the CO digits, which are forwarded without being changed.

```
application
service did tftp://192.168.254.254/scripts/did/app-cme-did-2.0.0.0.tcl
 paramspace english index 1
 paramspace english language en
 paramspace english location tftp://192.168.254.254/apps/dir25/
 param did-prefix 3
 param co-did-min 00
 param co-did-max 39
 param store-did-min 00
 param store-did-max 39

voice-port 2/0/0
 signal did immediate

dial-peer voice 4000 pots
 application did
 port 2/0/0
```

Example: DID Numbers Not in the Same Range as Extension Numbers

In the following example, the application is named *didapp*. The range of DID numbers that is sent from the CO is not identical to the range of extension numbers used at the Cisco Unified CME site, so they must be converted by the application. The quantity of numbers in the CO range that you input to the application using the *co* parameters must equal the quantity of extension numbers in the local site plan, which you also input to the application using the *store* parameters. The following formula is used to ensure this equality:

$$\text{co-did-max} - \text{co-did-min} = \text{store-did-max} - \text{store-did-min}$$

In this example, the digits that are provided by the CO fall in the range from 55 to 74. The local site uses extensions in the range from 400 to 419. The formula verifies that these are valid ranges for the script: $(74-55) = 19 = (419-400)$. Note that this formula is used only to verify equality. The actual number of extensions is 20.

To implement the plan in this example, the DID application is given a prefix digit of 4 and the range parameters shown in the following example. Note that the number of digits in the minimum-maximum digit strings is the same (2) for the CO and for the site commands.

```
application
service didapp tftp://192.168.254.254/scripts/did/app-cme-did-2.0.0.0.tcl
 paramspace english index 1
 paramspace english language en
 paramspace english location tftp://192.168.254.254/apps/dir25/
 param did-prefix 4
 param co-did-min 55
 param co-did-max 74
 param store-did-min 00
 param store-did-max 19
```

Example: Secondary Router

In the following example, the application is called *didapp*. Calls are received by a secondary Cisco Unified CME router and are sent to the primary Cisco Unified CME router, which is identified in the **session target** command under dial peer 1000. The prefix 5 is appended to two incoming digits from the CO to create an extension number. The secondary prefix 4 is then appended to the resulting extension number to route the call to the H.323 VoIP dial peer. The dial peer uses a translation rule to forward only the three relevant digits, (the extension number) to the primary router. For more information about translation rules, see the “[Voice Translation Rules](http://www.cisco.com/en/US/tech/tk652/tk90/technologies_tech_note09186a0080325e8e.shtml)” technical note at http://www.cisco.com/en/US/tech/tk652/tk90/technologies_tech_note09186a0080325e8e.shtml.

```

application
service didapp tftp://192.168.254.254/scripts/did/app-cme-did-2.0.0.0.tcl
  param space english index 1
  param space english language en
  param space english location tftp://192.168.254.254/apps/dir25/
  param secondary-prefix 4
  param did-prefix 5
  param co-did-min 00
  param co-did-max 39
  param store-did-min 00
  param store-did-max 39
!
voice-port 2/0/0
  signal did immediate
!
dial-peer voice 4000 pots
  application didapp
  port 2/0/0
!
voice translation-rule 1
  rule 1 /^45/ /5/
!
voice translation-profile drop-secondary-prefix
  translate called 1
!
dial-peer voice 1000 voip
  translation-profile outgoing drop-secondary-prefix
  destination-pattern 45..
  session target ipv4:10.1.1.1
  dtmf-relay h245-alphanumeric
  codec g711ulaw
  no vad

```




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