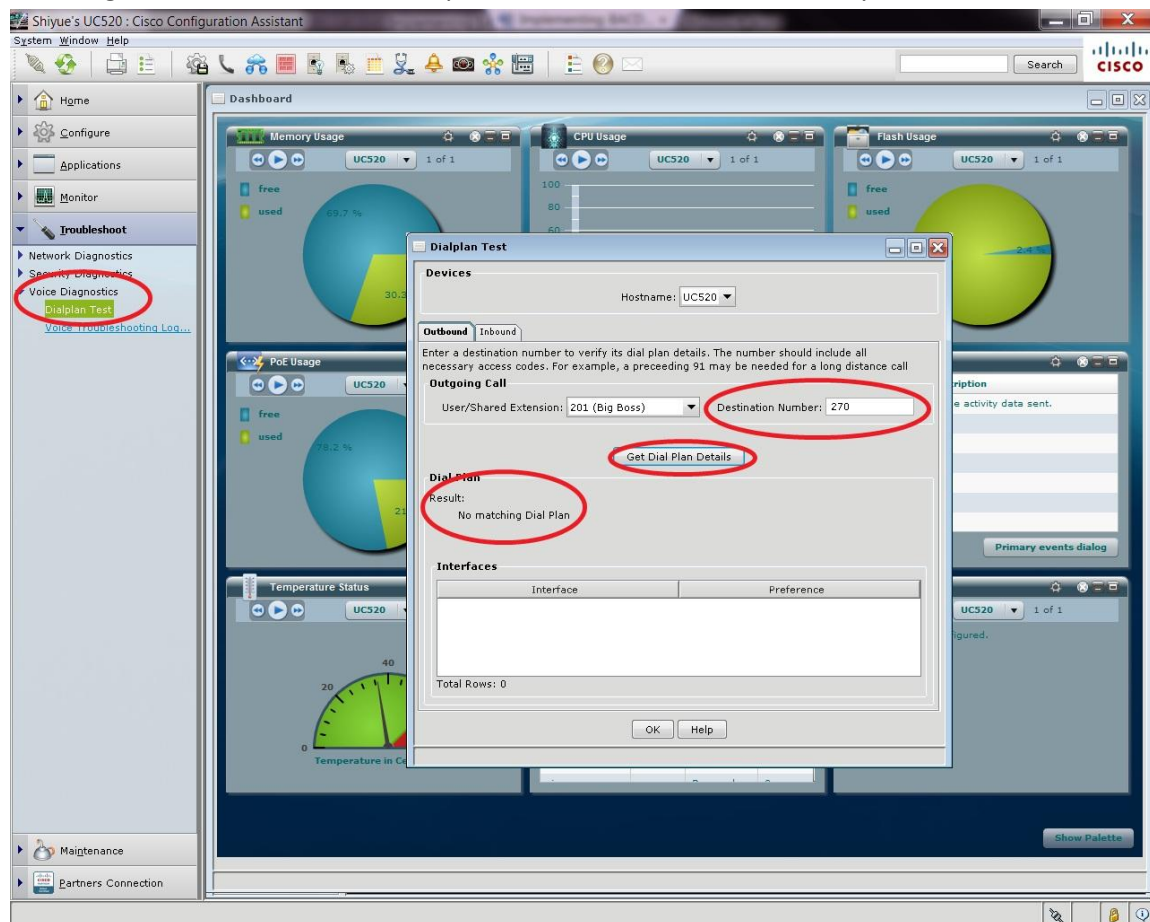


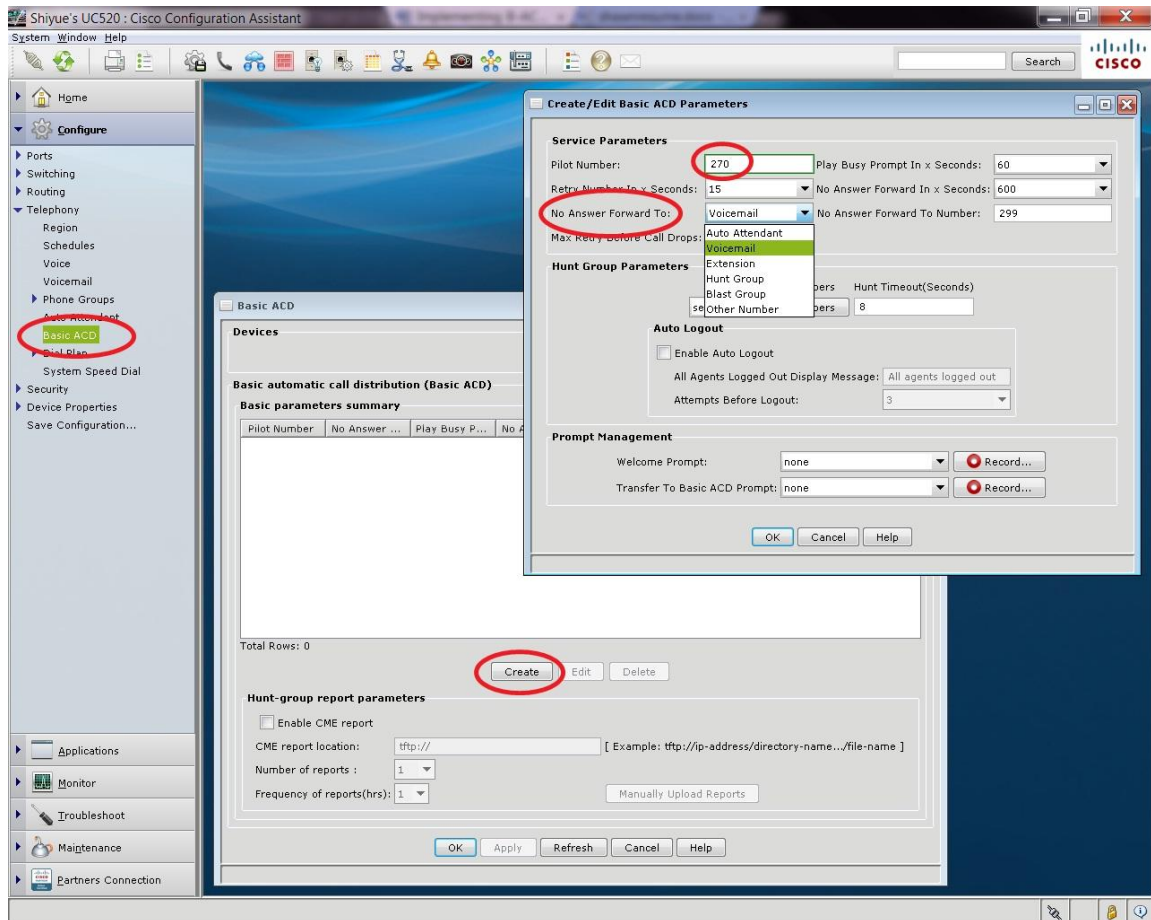
## Implementing B-ACD in CCA 2.0.1

This document details the process of implementing Basic Automatic Call Distributor (B-ACD) on the UC520 using Cisco Configuration Assistant (CCA) 2.0.1. Users on CCA 2.0 will need to [upgrade](#) to 2.0.1 before starting this process.

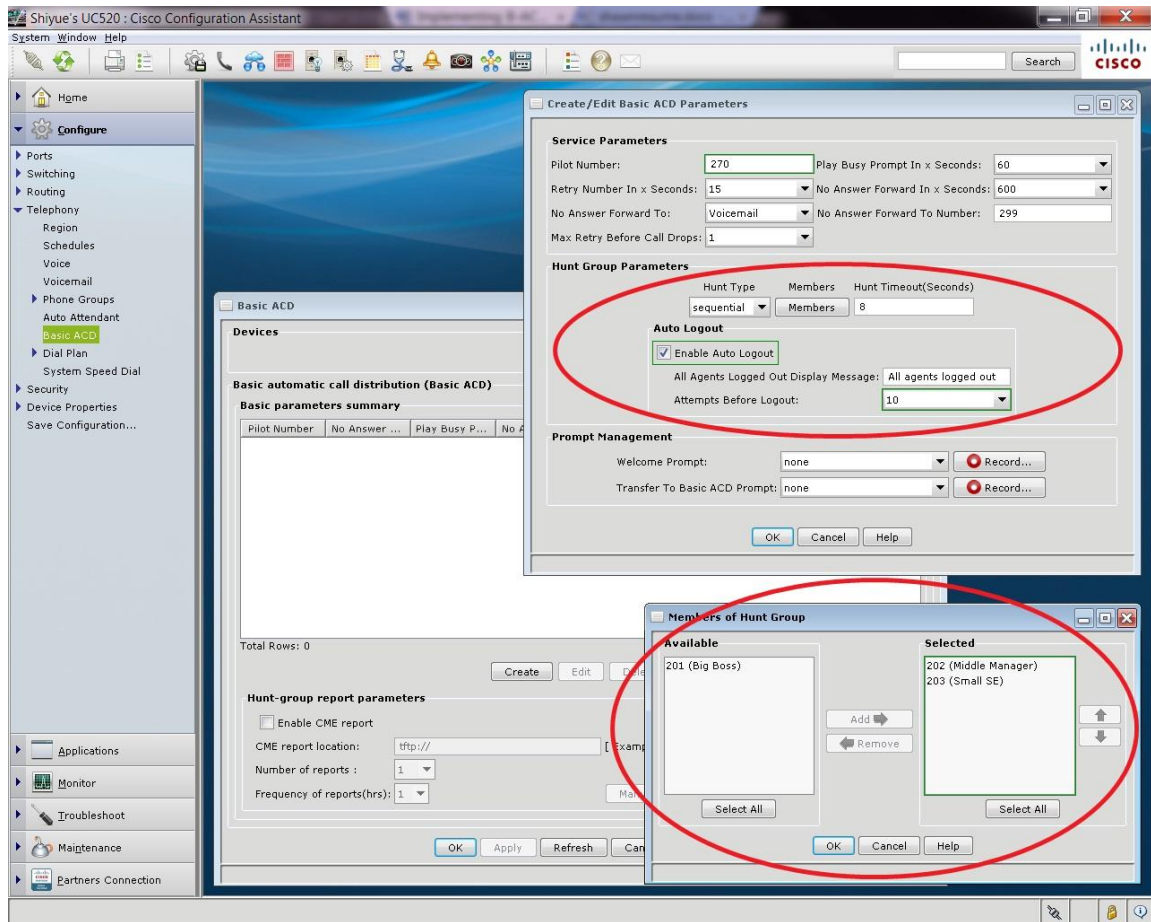
1. Before starting CCA on a computer connected to the UC520, it is best practice to disable any other network interface controller (NIC) cards not using this connection to prevent conflict.
2. First we'll pick an available destination number to use with B-ACD. After CCA loads, open in the left menu Troubleshoot -> Voice Diagnostics -> Dialplan Test. Enter a Destination Number to use with B-ACD (270 in this example), and click the Get Dial Plan Details button. If the Result shows "No matching Dial Plan," this number is open and can be used; otherwise, try a different number.



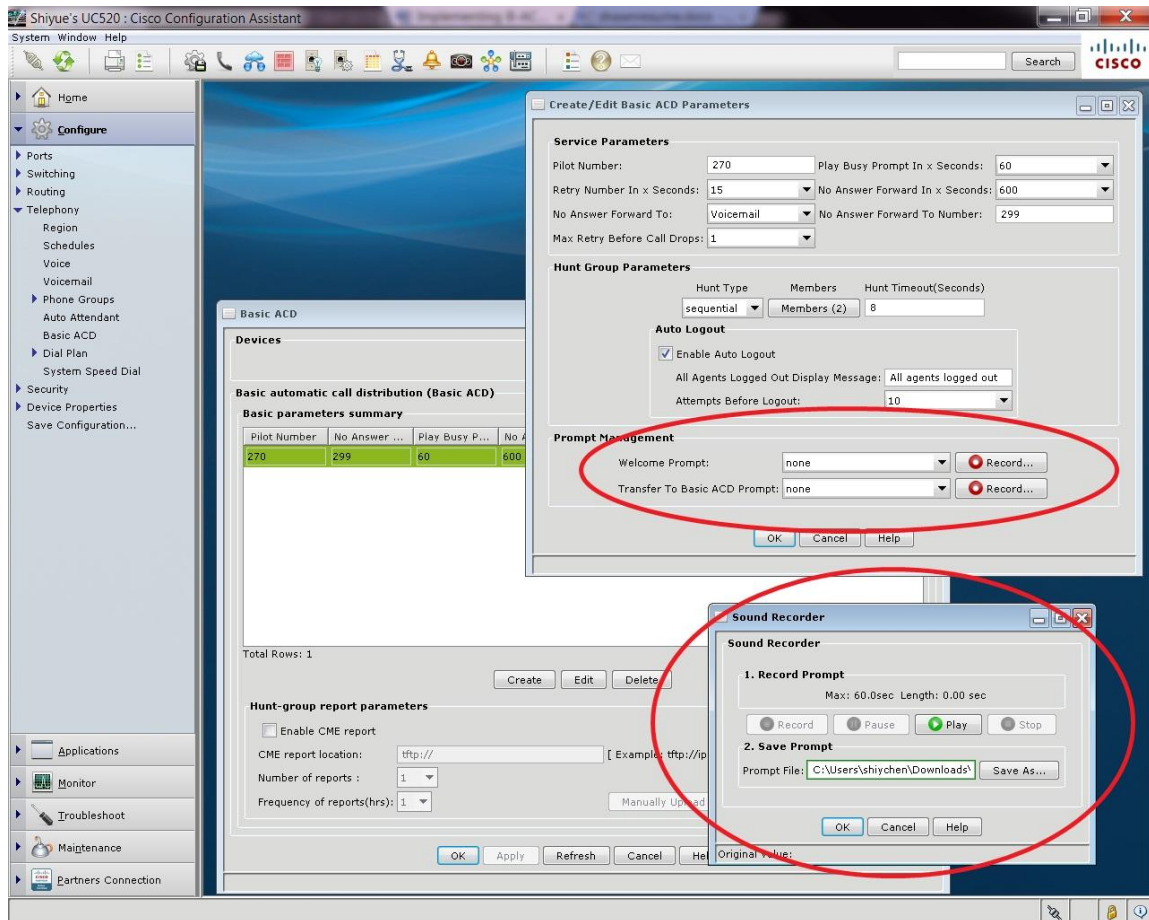
3. At the B-ACD configuration screen (Configure -> Telephony -> Basic ACD), click the Create button and enter the Pilot Number from step 2. If an Auto Attendant has been configured previously, it shows up under the "No Answer Forward To" drop-down menu. Note that if Voicemail is selected, a General Delivery Mailbox (GDM) is created with the Pilot Number.



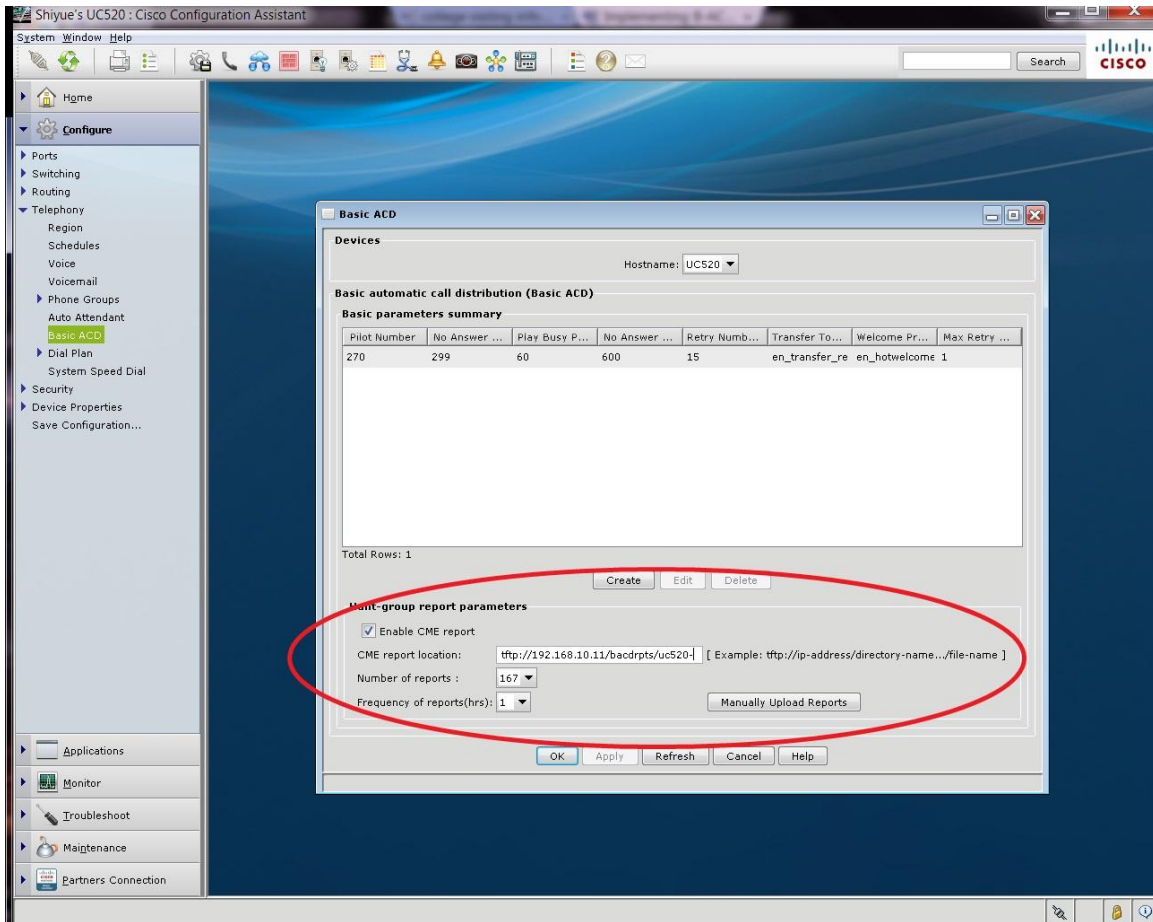
4. Under "Hunt Group Parameters," choose the Hunt Type, and then click the Members button to choose the members for the B-ACD hunt group. The Auto Logout feature automatically logs an agent out of the hunt group when the specified number of attempts has been reached. Setting this parameter to a value too low may result in agents constantly having to re-login.



5. A personalized “Welcome Prompt” and/or “Transfer to basic ACD Prompt” can be recorded. After recording is complete, click OK three times to save and send the B-ACD configuration. The recording is automatically transferred to flash:/bacdprompts/.



6. To configure reporting for B-ACD, a running TFTP server is required. For the CME report location, enter the TFTP server IP address, directory name, and desired file name. The directory must exist for reports to be saved, while the file should not.
- In the following example, the TFTP server IP address is 192.168.10.11, and we are saving to the directory "bacdrpts". Since the first report is given the number "000" and we set the number of reports to 167, we will actually end up with 168 files ("000" to "167"). At the frequency of one report per hour, this equates to saving exactly one week's worth of B-ACD reports. The file names will automatically be appended with "xxx.csv" where xxx is the number of the report. In this case, we will find in the "bacdrpts" directory files from uc520-000.csv to uc520-167.csv.



7. A free spreadsheet tool to view the B-ACD reports is provided free to download by Sentinel Technologies: <http://www.cisco.com/cgi-bin/Software/Tablebuild/doftp.pl?ftpfile=/cisco/voice/ip-phone/ip-iostsp/CME-BACD-Reports-1-1.zip>. This tool takes in the CSV file created by the UC520 and generates basic reports on daily summary, hourly summary, agent summary, and agent activity. The screenshots below show data for hunt-group 50 (our B-ACD hunt group) where 3 calls were made. For instructional use, please refer to the Readme.pdf document included in the above link.

CMEReports.xls [Compatibility Mode] - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Add-Ins

Clipboard Font Alignment Number Styles Cells Editing

Collection Time

### Cisco CallManager Express Basic Reports

powered by **sentinel**

Reset **Load Base Data** Daily Summary Hourly Summary Agent Summary Agent Activity

for Hunt Group: **50** for Agent: 201

Collection Time	Date	Initial Time	End Time	Hunt Group	Day Time	Record Type											
08:37:01 PST	Fri Jun 26 2009	26.06.2009	09:00	10:00	50	Fri 09:00 - 10:00	HuntGp	0	0	0	0	0	0	0	0	0	0
08:37:01 PST	Fri Jun 26 2009	26.06.2009	08:00	09:00	50	Fri 08:00 - 09:00	HuntGp	3	0	0	0	0	0	0	0	0	0
08:37:01 PST	Fri Jun 26 2009	26.06.2009	08:00	09:00	50	Fri 08:00 - 09:00	Agent	201	0	0	0	0	0	2	1	1	0

Base Data DaySum HourSum AgtSum AgtAct

CMEReports.xls [Compatibility Mode] - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Add-Ins

Normal Page Break Custom Full Ruler Gridlines Message Bar Workbook Views Show/Hide Zoom 100% Zoom to Selection New Arrange Freeze Hide View Side by Side Synchronous Scrolling Save Switch Macros

Agent Summary Report

### Hunt Group 50 All Agents

From Direct Calls					From Queue							
Agent	Total Calls	Total Time min	Average Time in Call sec	Longest Time in Call sec	Total Calls on Hold	Average Hold Time sec	Longest Hold Time sec	Total Calls	Total Time min	Average Time in Call sec	Longest Time in Call sec	Calls on
201	0	0.00	0	0	0	0	0	2	0.03	1	1	
Day	0	0.00	0	0	0	0	0	2	0.03	1	1	

Base Data DaySum HourSum **AgtSum** AgtAct