

CTI Route Point Configuration Suggestion

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Contents

Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Background

CTI Route Point Configuration Suggestion

Related Information

Introduction

When a call arrives at a Computer Telephony Integration (CTI) route point, a route request is directed to the Cisco Intelligent Contact Management (ICM), which provides a label to direct the call to the IP Interactive Voice Response system (IVR) in a Cisco IP Contact Center (IPCC) Enterprise or Express environment. This document describes how to route a call when a Peripheral Gateway (PG) fails or has already failed.

Prerequisites

Requirements

Readers of this document should be knowledgeable of:

- Cisco CallManager
- Cisco IPCC Enterprise Edition or Cisco IPCC Express

Components Used

The information in this document is based on the software and hardware versions:

- Cisco CallManager
- Cisco IPCC Enterprise Edition or Cisco IPCC Express

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to Cisco Technical Tips Conventions.

Background

A CTI route point designates a virtual device that can receive multiple, simultaneous calls for application-controlled redirection.

The Peripheral Interface Manager (PIM) communicates with the JTAPI Gateway (JGW) process, and the JGW process communicates with the Cisco CallManager. As the PIM tries to go active, it instructs the JGW process to initialize communications with the Cisco CallManager through JTAPI.

CTI Route Point Configuration Suggestion

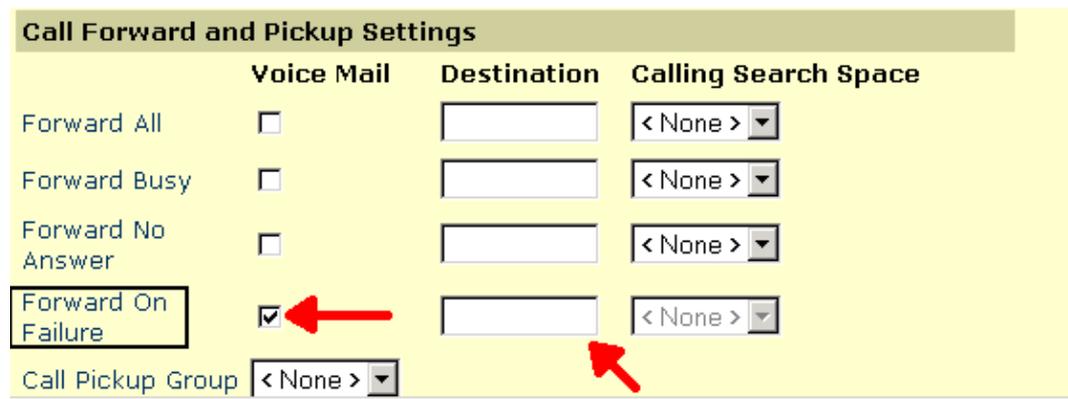
When you configure the CTI route point, it is necessary to consider these three scenarios:

1. The JGW process fails as calls arrive at the CTI Route Point.
2. The PG, on which JGW process runs, is down completely. In this scenario, the CTI route point is not registered.
3. The PG is up but Cisco ICM is unable to respond to a CTI Route Point label request. In this scenario, the CTI route point is registered.

In the first scenario, Cisco ICM cannot provide route directions. When the CTI route point is configured, the **Forward On Failure** checkbox should be checked, as shown in the Call Forward and Pickup Settings window. The voice mail should indicate the system failure or the **Destination** can be configured to route the call to the front desk. This only addresses calls in flight or transient calls that arrive at the CTI route point as the JGW process or PG fails.

Note: When you use CTI route points with the auto attendant or any application that uses voice prompts, make sure that the recording format, for example, **CCITT u-law**, matches the format mentioned in the scripts. Mismatch can cause failure to the CTI route points.

Figure 1 Call Forward and Pickup Settings Forward on Failure



The screenshot shows the 'Call Forward and Pickup Settings' window. It has a table with four columns: 'Voice Mail', 'Destination', and 'Calling Search Space'. The 'Forward On Failure' checkbox is checked, and a red arrow points to it. The 'Destination' field for 'Forward On Failure' is highlighted with a red arrow. The 'Call Pickup Group' dropdown is set to '< None >'. The 'Forward All', 'Forward Busy', and 'Forward No Answer' checkboxes are unchecked. All 'Calling Search Space' dropdowns are set to '< None >'.

	Voice Mail	Destination	Calling Search Space
Forward All	<input type="checkbox"/>	<input type="text"/>	< None >
Forward Busy	<input type="checkbox"/>	<input type="text"/>	< None >
Forward No Answer	<input type="checkbox"/>	<input type="text"/>	< None >
Forward On Failure	<input checked="" type="checkbox"/>	<input type="text"/>	< None >
Call Pickup Group	< None >		

In the second scenario, calls that arrive at the CTI route point cannot be routed by ICM. When the CTI route point is configured, the **Forward No Answer** checkbox must be checked, as shown in Figure 2. The voice mail should indicate the system failure or the **Destination** may be configured to route the call to the front desk.

Figure 2 Call Forward and Pickup Settings Forward No Answer

Call Forward and Pickup Settings			
	Voice Mail	Destination	Calling Search Space
Forward All	<input type="checkbox"/>	<input type="text"/>	< None > ▼
Forward Busy	<input type="checkbox"/>	<input type="text"/>	< None > ▼
Forward No Answer	<input checked="" type="checkbox"/>	<input type="text"/>	< None > ▼
Forward On Failure	<input type="checkbox"/>	<input type="text"/>	< None > ▼
Call Pickup Group	< None > ▼		

In the third scenario, Cisco ICM is unable to respond to a CTI route point s label request possibly due to a script issue or ICM configuration problem. When you configure the CTI route point, the **Forward Busy** checkbox must be checked, as shown in Figure 3. The voice mail should indicate the system failure, or the **Destination** can be configured to route the call to the front desk.

Figure 3 Call Forward and Pickup Settings Forward Busy

Call Forward and Pickup Settings			
	Voice Mail	Destination	Calling Search Space
Forward All	<input type="checkbox"/>	<input type="text"/>	< None > ▼
Forward Busy	<input checked="" type="checkbox"/>	<input type="text"/>	< None > ▼
Forward No Answer	<input type="checkbox"/>	<input type="text"/>	< None > ▼
Forward On Failure	<input type="checkbox"/>	<input type="text"/>	< None > ▼
Call Pickup Group	< None > ▼		

Call Forward On Failure, Call Forward No Answer, and Call Forward Busy may be used to ensure all call traffic is properly handled or routed. All three can direct call traffic to the IPIVR or other systems. This option can be applied to all uses of CTI route point.

Note: When **Call Forward All** has been configured on the CTI route point, and if Unity is down, the **Call Forward on Failure** and **Call Forward no Answer** will not send the call to a backup phone.

Note: If the CTI route point gets a fast busy or does not register with Cisco CallManager, restart the CTI Manager service in the Cisco CallManager in order to resolve the issue.

Related Information

- [Device Configuration](#)
- [CallManager Configuration Requirements for IPCC](#)
- [Technical Support & Documentation – Cisco Systems](#)

