

How to Adjust the Time Available for IPCC Express ICD Agents to Answer Calls

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Introduction

This document describes how to adjust Cisco IP Contact Center (IPCC) Express and Cisco CallManager service parameters required to allow Interactive Call Distribution (ICD) agents time to answer a call.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- How to edit scripts with Cisco IPCC Express Customer Response Applications (CRA) Editor
- How to manage and upload scripts in the Cisco Customer Response Solutions (CRS) Applications Administration (AppAdmin)
- Cisco CallManager Administration

Components Used

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

- Cisco IPCC Express 3.0(1), 3.0(2), 3.0(3a), 3.1(1) and 4.x
- Cisco CallManager 3.2(2c), 3.2(3), 3.3(2), 3.3(3) and 4.x

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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

In an IPCC Express ICD environment, Select Resource is used to complete the agent selection process. A contact (or caller) is placed into a Contact Service Queue (CSQ). When an agent becomes available, the contact is conference transferred to the ICD agent extension for response.

There is an adjustable timeout value which controls the wait time for the ICD agent to answer, or there are a number of rings before the contact is returned to the CSQ for further process options, such as select another agent, or redirect to voicemail. This timeout value can be adjusted under either the **Connect** or **Select Resource** steps. This depends on the script design.

Note: There are three rules to remember:

- When the **Connect** property is set to **No**, the timeout value configured under **Connect** takes precedence over the timeout value set under **Select Resource**.
- The configured timeout value must be less than the CallManager Service Parameter **Forward No Answer** timer for the specified versions of CallManager and the compatible versions of IPCC Express only.
- The CallManager **Forward No Answer** value is a cluster-wide service parameter. This means it affects all phones, and not just ICD agents.

Solution

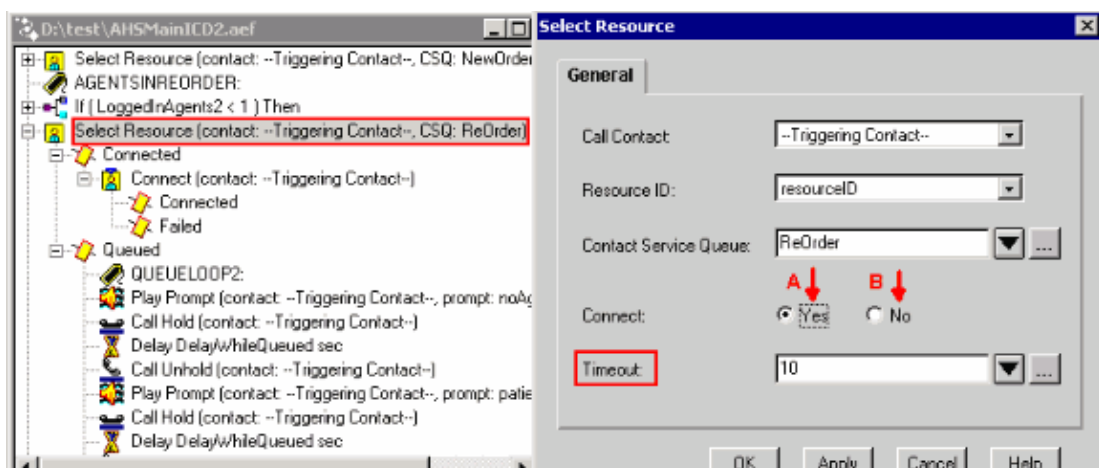
Modify the Agent Call Answer Timer: Change the Select Resource Step Timeout Property

Note: The Timeout property is the length of time, in seconds, before the CSQ retrieves the contact if not answered.

Complete these steps to change the Timeout property under **Select Resource**:

1. Open the ICD script you want to edit in the CRA Editor.
2. Right-click **Select Resource**.
3. Select **Properties**.
4. Click **Yes** next to **Connect**, as indicated by the A arrow in Figure 1.

Figure 1: Select Resource



5. Enter the Timeout value, in seconds.

Note: By default, this Timeout value is set to 10 seconds.

Modify the Agent Call Answer Timer: Change the Connect Step Timeout Property

Note: The Timeout property is the length of time, in seconds, before the CSQ retrieves the contact if not answered. It assumes the Select Resource Connect property is set to No.

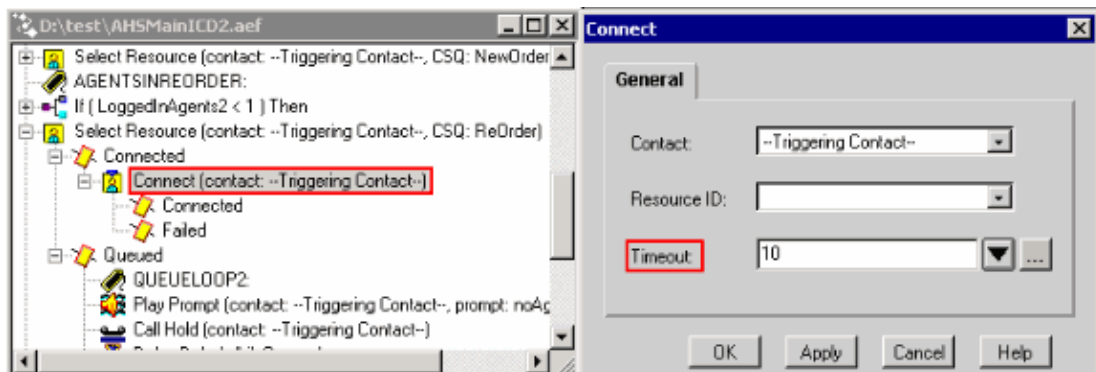
Complete these steps to change the Timeout property under **Connect**:

1. Open the ICD script you want to edit in the CRA Editor.
2. Right-click **Select Resource**.
3. Select **Properties**.
4. Click **No** next to **Connect**, as indicated by the B arrow in Figure 1.
5. Click **Apply**.
6. Click **OK** to save.

Connect now appears below the **Select Resource** step.

7. Right-click **Connect**.
8. Select **Properties**.
9. Enter a value for the **Timeout** field, as indicated in Figure 2.

Figure 2: Connect



10. Click **Apply**.
11. Click **OK** to save.
12. Save and upload the script.

Modify the CallManager Service Parameter to Compliment the New ICD Connect Timeout

Note: The value of the Forward No Answer Timer is in seconds and should be slightly longer than the Timeout values set for the preceding conditions.

Complete these steps to set the Forward No Answer Timer value in CallManager:

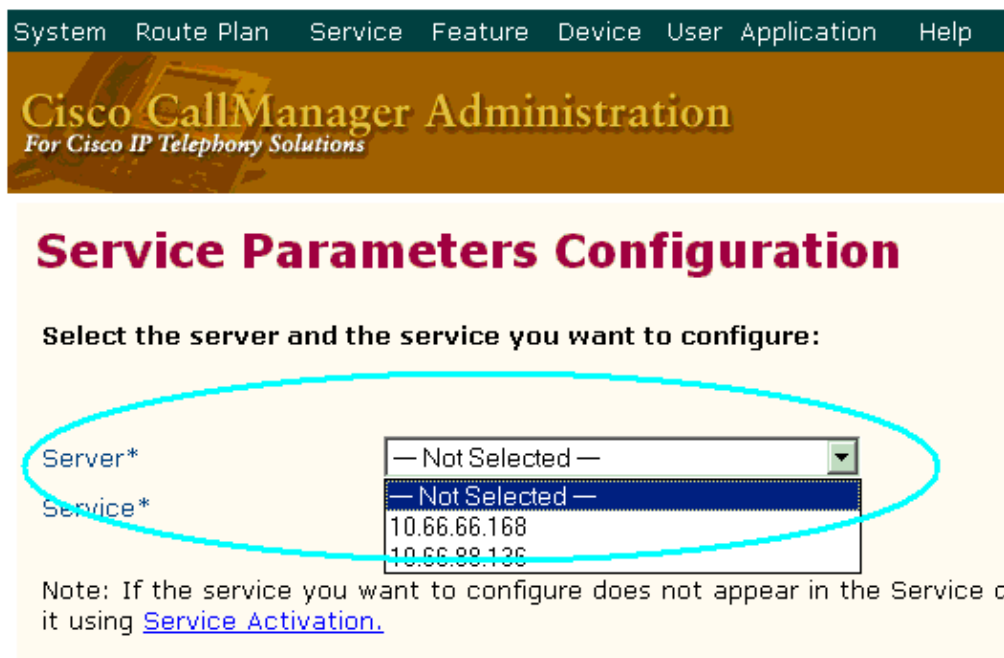
1. Log in to CallManager Administration.
2. Select **Service**.

Figure 3: Cisco CallManager



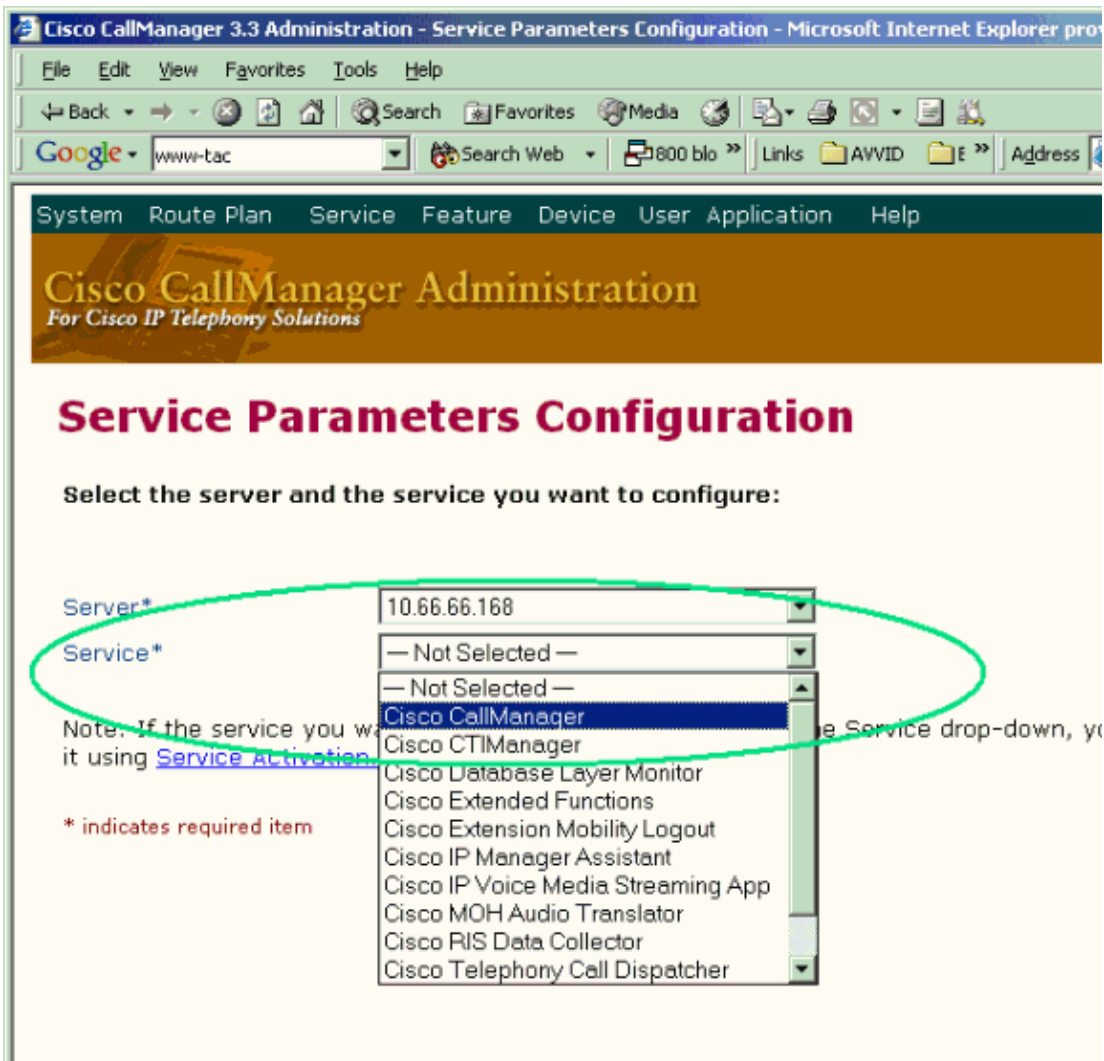
3. Select the CallManager **Server** from the drop-down list from the **Service Parameter Configuration** page.

Figure 4: Cisco CallManager: Service Parameters Configuration -- Server



4. Select the **Service** from the drop-down list.

Figure 5: Cisco CallManager: Service Parameters Configuration -- Service



5. Scroll down to locate the **Clusterwide Parameters (Feature – Forward)** section at the Cisco CallManager service parameters page.
6. Change the value in the **Forward No Answer Timer (sec)*** field.
7. Return to the top of the page, then click **Update**.

Modify the No Answer Ring Duration for the Line – CallManager 4.x

In Cisco CallManager 4.x, a new field named No Answer Ring Duration is added for each individual line. This field is used in conjunction with Call Forward No Answer Timer. This new field sets the timer for how long the phone rings before it gets forwarded. Leave this setting blank to use the value that is set in the Cisco CallManager service parameter, Forward No Answer Timer.

Note: The value of the No Answer Ring Duration should be slightly longer than the Timeout values set for the Connect step and Select Resource step.

Complete these steps to set the **No Answer Ring Duration** value in Cisco CallManager:

1. Log in to CallManager Administration.
2. Select Device (see arrow A in Figure 6).

Figure 6: Directory Number Configuration

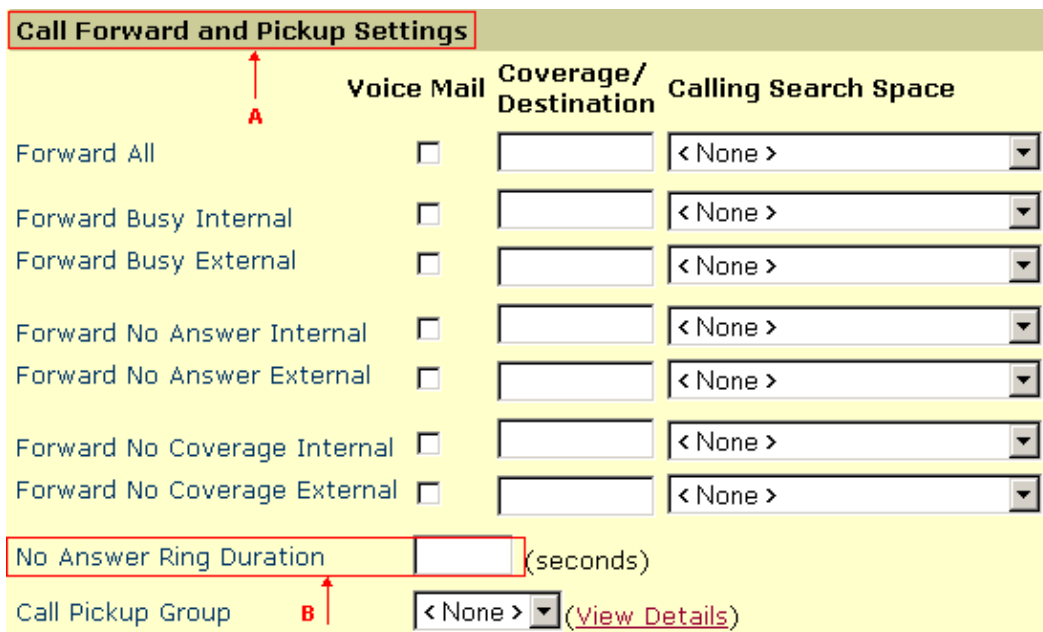


3. Select Phone from the drop-down list (see arrow B in Figure 6).
4. Find the specific phone.
5. Select the specific line.

The Directory Number Configuration page is displayed (see arrow C in Figure 6).

6. Change the value in the **No Answer Ring Duration** field (see arrow B in Figure 7) under the **Call Forward and Pickup Settings** (see arrow A in Figure 7).

Figure 7: Call Forward and Pickup Settings



Note: CFwdAll on agent ICD extensions is not supported in an IPCC Express environment.

Related Information

- [Cisco CallManager Software Version Comparison](#)
- [Technical Support & Documentation – Cisco Systems](#)

