

# Configuring Cisco WebAttendant Pilot and Hunt Groups for Cisco CallManager 3.0

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## Introduction

This document is part three of a ten document set. Consult the index for this set, *Installing and Configuring Cisco WebAttendant for CallManager 3.0*, for information on each of these documents.

This document explains how to configure Cisco WebAttendant for Cisco CallManager from a server perspective. Refer to *Installation of Cisco Web Attendant on Client Side* for more information.

This document uses the Default Device Pool. In addition, all Locations are set to <None>, all Calling Search Spaces are set to <None>, and all Partitions are set to <None>. Make sure to adapt these field values to your topology when appropriate.

Cisco WebAttendant on the Cisco CallManager server uses a pilot point and an associated hunt group in order to control call routing. Multiple Cisco WebAttendant users can be cascaded with the hunt groups in order to allow for a possible over subscription of any individual user. If the first member of a hunt group has a four line phone which makes up the first four members of the hunt group, a fifth hunt group member can be added that points to another Cisco WebAttendant pilot point.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

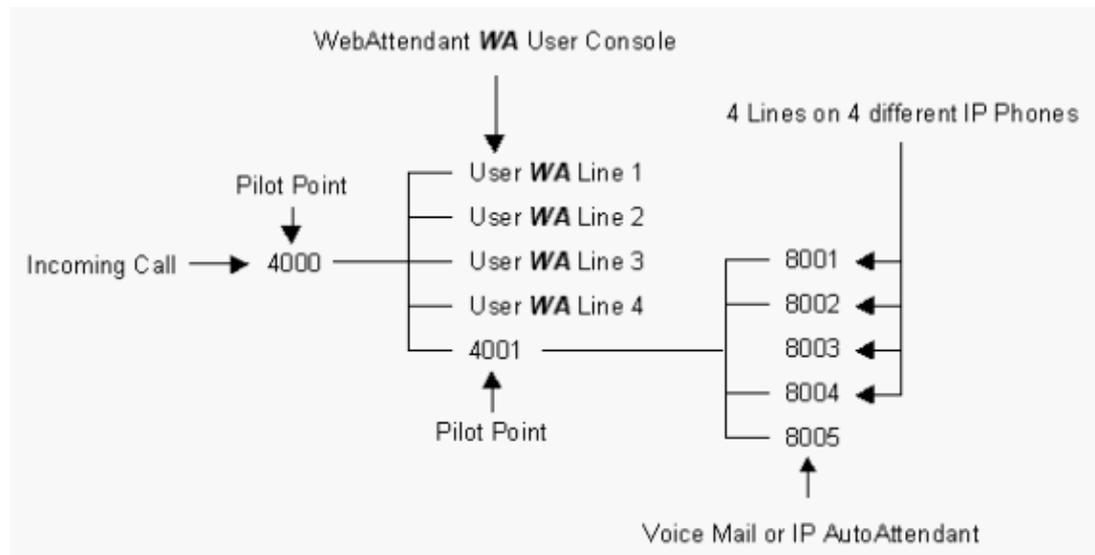
This document is not restricted to specific software and hardware versions.

### Conventions

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

# Cisco WebAttendant Hunt Groups Explained

This figure shows a scenario where the first hunt group points to four lines on a single Cisco WebAttendant client (User ID = wa) and its associated phone. The second hunt group points to four different IP Phones and either IP AutoAttendant or a voice mail DN. If the WA user is not logged into their console, calls are immediately routed to pilot point 4001.



When you configure DNs in a hunt group illustrated in this figure, an incoming call only routes to the next member if the previous member, DN – Line, is busy.

For example:

1. If pilot point 4000 does not handle an incoming call because the user WA is not logged into the Cisco WebAttendant application, it is handed off to pilot point 4001.
2. Pilot point 4001 routes the call to the first available DN. In this case, assume that 8001 is busy and 8002 is available.
3. The call is handed off to 8002 and the phone to which 8002 is assigned rings.
4. At this point the call is no longer under the control of the hunt group. If the call to 8002 is not answered, it becomes lost unless this line is configured to **Forward on No Answer**.
5. As a Cisco WebAttendant client does not control this phone, the **Forward on No Answer** option is allowed. It is not allowed on phones that a Cisco WebAttendant client controls.

The point of this example is to demonstrate that you only use DNs in a hunt group if you know for certain that there is a user available for every line whenever a call is possibly routed to it.

## Task 1: Create the Pilot Point

Pilot points and hunt groups must be configured before the Cisco Telephony Call Dispatcher (TCD) can route calls to Cisco WebAttendant. A Cisco WebAttendant pilot point is a virtual directory number that receives and redirects calls to the members of its associated hunt group. The order in which the members of the hunt group are listed determines the call redirection order. The first available member who is not busy in a hunt group receives the call.

- A pilot point is a virtual directory number for which the TCD receives and directs calls based on a list of hunt group members. The pilot point number must be unique throughout the system so it cannot be a shared line appearance.

- A hunt group is a list of destinations that determines the call redirection order. The Hunt Group is configured in Task 2.

1. Choose **Service > Cisco WebAttendant** from the main Cisco CallManager menu.



2. Fill in the fields as required for your configuration.

Enter the appropriate configuration settings as described in this table.

| Field                     | Description   | Usage Notes   |
|---------------------------|---|---|
| Pilot Name                | This is the descriptive name for the pilot point.   | Up to 50 characters can be entered.   |
| Primary Cisco CallManager | Name or IP address of the Cisco CallManager whose TCD service is used to service this pilot point.  | Call processing and device load balancing is taken into account when you select the Primary Cisco CallManager.  |
| Partition                 | Choose <b>None</b> from the drop-down list box.   | Cisco WebAttendant pilot points do not use partitions.  |
| Calling Search Space      | The Calling Search Space determines which partitions the pilot point searches when attempting to route a call. Choose a Calling Search Space from the drop-down list. | Directory-based hunt group members associated with a Cisco WebAttendant pilot point must be in a partition that is visible to the Calling Search Space. |
| Pilot Number (DirN)       | This is the directory number for this pilot point.  | This is the pilotique through which the system so it cannot be a shared line appearance.  |

When you create pilot point and hunt groups, be sure to consider overflow conditions. For example, if you have a single pilot point called Support, with three directory numbers in its hunt group, it is

possible that all three directory numbers are busy when a fourth call comes in. In that case, there are no additional directory numbers to which the call can be routed.

The final directory number in the hunt group can be either to voice mail or some other application such as IP AutoAttendant that can accept multiple inbound calls simultaneously in order to handle overflow conditions.

**Note:** Make sure that **Always Route Member** is enabled for this voice mail number if TCD can see its line state. Otherwise, this voice mail number does not receive more than one call at a time.

**Note:** Disable call waiting and call forwarding for lines and directory numbers on Cisco IP Phones used with Cisco WebAttendant consoles.

**Note:** Do not use shared line appearances for any phone used with Cisco WebAttendant.

In this example:

- ◆ **Pilot name** *cisco*
- ◆ **Primary Cisco CallManager** *TAPAS*
- ◆ **Pilot number** *3000*

**Note:** The pilot number needs to be unique and not associated with any phone.

**Pilot Point Configuration**

Hunt Group Configuration  
Cisco WebAttendant User Configuration  
Cisco WebAttendant Server Configuration

There are no pilots

**Pilot Point: New**

Status: Delete completed  
Insert Cancel

Pilot Name\* cisco  
Primary Cisco CallManager\* TAPAS  
Partition <None >  
Calling Search Space <None >  
Pilot Number (DirN)\* 3000

\* indicates required item

3. Click **Insert**.

Once the pilot point has been created, you must configure a hunt group in order to specify how the calls that come in to the pilot point are redirected.

## Task 2: Create and Configure the Hunt Group

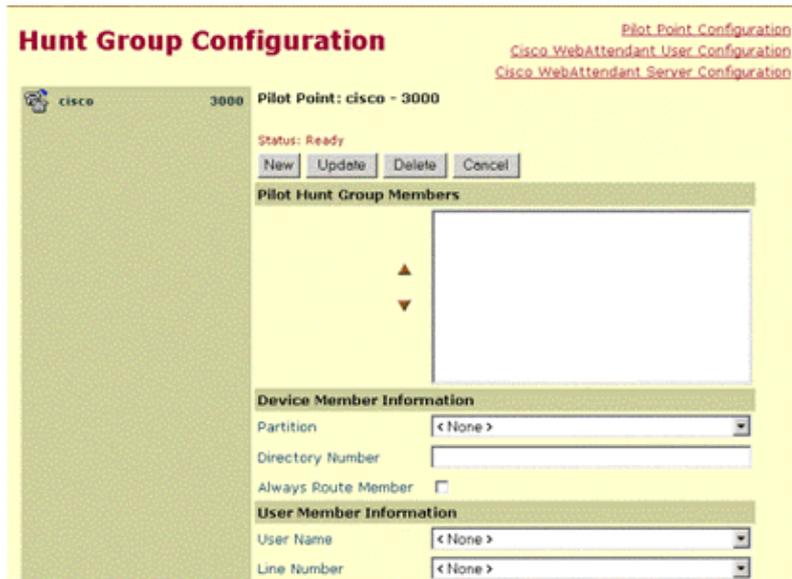
When a call comes in to a pilot point, the TCD uses the hunt group list for that pilot point in order to determine the call destination. TCD goes through the members in the hunt group in order, until it finds the first available destination for routing the call. A hunt group member can be specified as a directory number (DN) or as a Cisco WebAttendant user plus a line number, user member.

- If a DN is specified, TCD checks to see whether the line is available, not busy, and if it is, routes the call. This is a DN associated with one IP phone. DNs for WebAttendant must be unique.
- If a user and line number are specified, TCD checks to see whether the user is logged in to a Cisco WebAttendant and online before it checks to see whether the line is available. If the user is logged in and online, and the line is available, TCD routes the call.

The advantage of the specification of a user and line number instead of a DN is that the Cisco WebAttendant user can be logged in and online at any Cisco IP Phone controlled by Cisco WebAttendant software in the

cluster and receive calls. If a DN is specified, the Cisco WebAttendant user must be logged into the PC that is associated with the phone that owns the DN that was configured.

1. Click **Hunt Group Configuration**. Refer to the previous image for the location of this command.
2. Choose the Pilot number configured in Task 1 from the left pane, **3000** in this example.



Click **New**.

3. Fill in the user and line number in the **User Member Information** section.

Enter the appropriate configuration settings described in the table.

| Field   | Description  | Usage Notes   |
|---|--|---|
| <b>Device Member Information (these fields only apply to directory number–based hunt group members)</b> |  |   |
| Partition   | This is the route partition to which this directory number belongs. If the directory number for this hunt group member is in a partition, you must choose a partition. If the directory number is not in a partition, choose None. | You can only choose a partition for a directory–number based hunt group member. You can not choose a partition for a user and line number–based hunt group member.<br><br><b>Note:</b> Directory number–based hunt group members must be in a partition that can be seen from the Calling Search Space of the associated pilot point. |
| Directory Number  | This is the directory number of the hunt group member device.  | If a partition is specified, and the directory number is not in that partition, an error dialog box is displayed. You can not   |

|   |  |  |
|---|--|--|
|   |  | enter a user name or line number if a directory number is specified in this field.   |
| Always Route Member   | If a partition is specified, and the directory number is not in that partition, an error dialog box is displayed. You can not enter a user name or line number if a directory number is specified in this field. | This option can be enabled for devices that can handle multiple, simultaneous calls, such as voice mail devices. Always Route Member can only be specified for <del>directory-number based</del>   |
| <b>User Member Information (these fields apply only to user and line number hunt group members)</b> |  |  |
| User Name   | This is the name of the Cisco WebAttendant user to select as a hunt group member.  | Choose a user name from the drop-down list. Only user names that have been added using Cisco WebAttendant User Configuration should appear in this list.   |
| Line Number   | This is the drop-down list of line numbers to choose.  | When you define a user and line number pair as a hunt group member, the TCD first checks to see whether that user is logged in to Cisco WebAttendant and online. If the user is not online, TCD automatically goes to the next member of the hunt group. |

**Note:** If you use Directory Numbers (DNs) instead of User Names and Line Numbers, calls can only be routed to the phones for which the DN's have been assigned. Any user that wants to use the Cisco WebAttendant client in order to accept calls to their assigned extension (DN) must log into a Cisco WebAttendant enabled PC that has been configured in order to control the IP Phone that handles their DN's.

In this example:

- ◆ **User Name** *webattendant*
- ◆ **Line Number** *1*

**Hunt Group Configuration** 
[Pilot Point Configuration](#)  
[Cisco WebAttendant User Configuration](#)  
[Cisco WebAttendant Server Configuration](#)

Pilot Point: cisco - 3000

Status: Ready

New Update Delete Cancel

**Pilot Hunt Group Members**

<< Not Configured >>

**Device Member Information**

Partition: < None >

Directory Number:

Always Route Member:

**User Member Information**

User Name: < None >

Line Number: < None >

Click **Update**.

A window similar to this example appears.

**Hunt Group Configuration** 
[Pilot Point Configuration](#)  
[Cisco WebAttendant User Configuration](#)  
[Cisco WebAttendant Server Configuration](#)

Pilot Point: cisco - 3000

Status: Ready

New Update Delete Cancel

**Pilot Hunt Group Members**

#1: Direct call to webattendant line 1

**Device Member Information**

Partition: < None >

Directory Number:

Always Route Member:

**User Member Information**

User Name: webattendant

Line Number: 1

4. Repeat steps 2 and 3 in order to add additional users or DNs.

After you enter the new users, this task is complete.

### Task 3: Restart the TCD Service

Most changes to the Cisco WebAttendant server configuration require that the service be stopped and restarted for the changes to take effect.



**Caution:** If you reset the TCD service, it stops all TCD call routing until the service is back on-line.

1. Choose **Service > Control Center** from the main Cisco CallManager menu. Then choose the server.



2. Click **Stop**.
3. Wait five seconds then click **Start**.

This completes this task.

Return to the index page.

## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
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