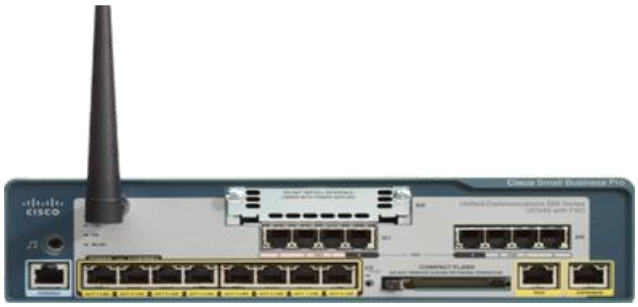
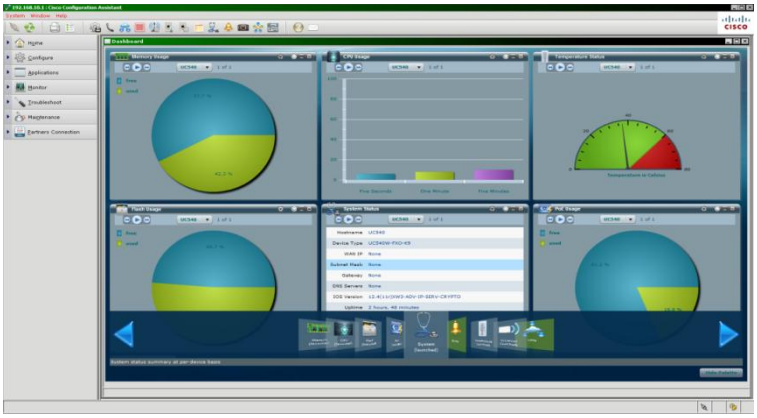
Cisco Small Business

Smart Business Communications System

Technical Enablement Labs





Lab 7

Basic Automatic Call Distributor (B-ACD) Configuration

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Introduction

This lab is also something that can be done in a staging environment. It is the opportunity for you to enter configuration data you collected during your site survey/customer questionnaire.

In this lab you will:

- Implement Basic ACD on the UC 540 using CCA
- Configure reporting associated with B-ACD (optional)

Information Required

For this configuration you will need to have:

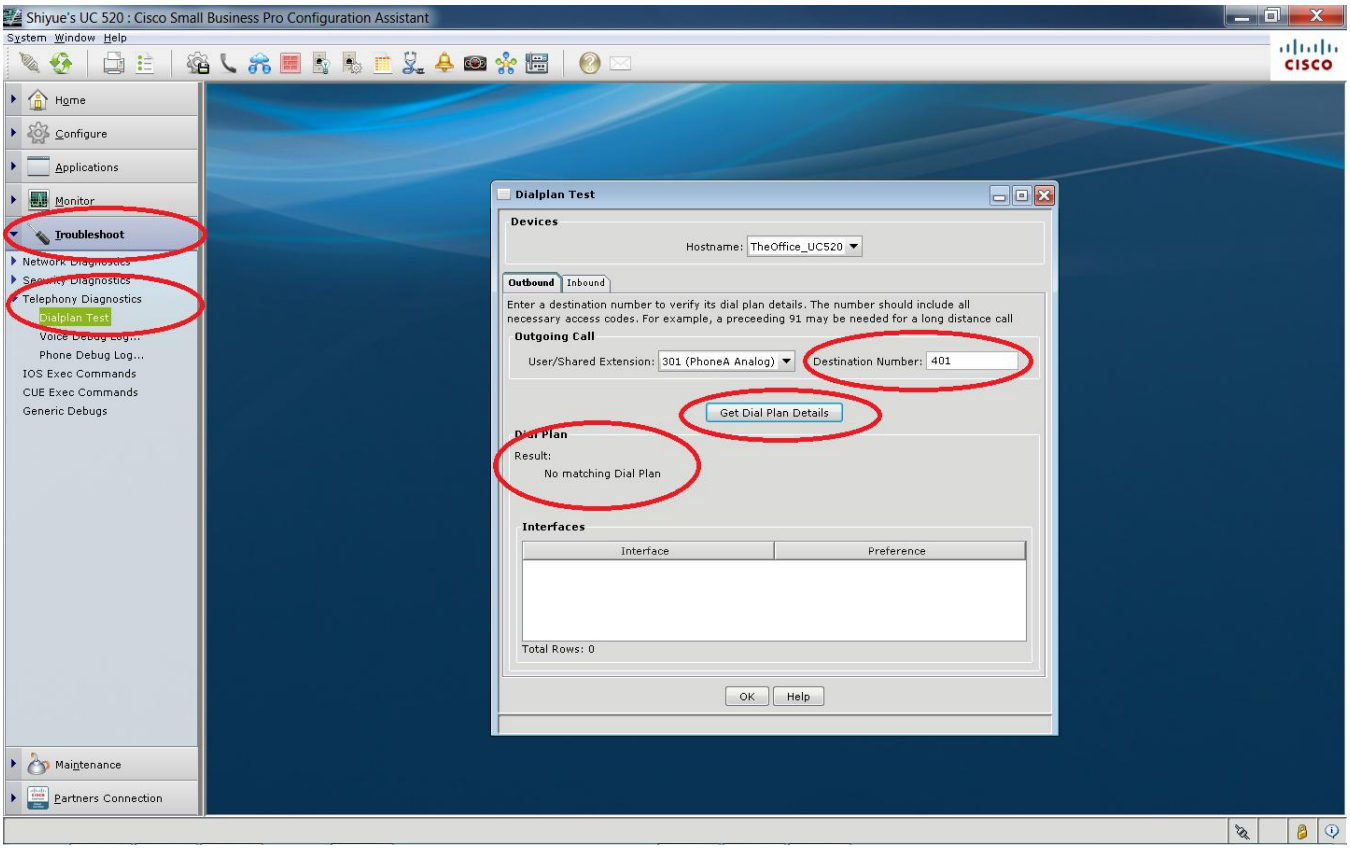
- Know which ACD queues to configure, and which members (phones) belongs to which queues
- A TFTP server, if reporting is required

Configuration

Getting Started

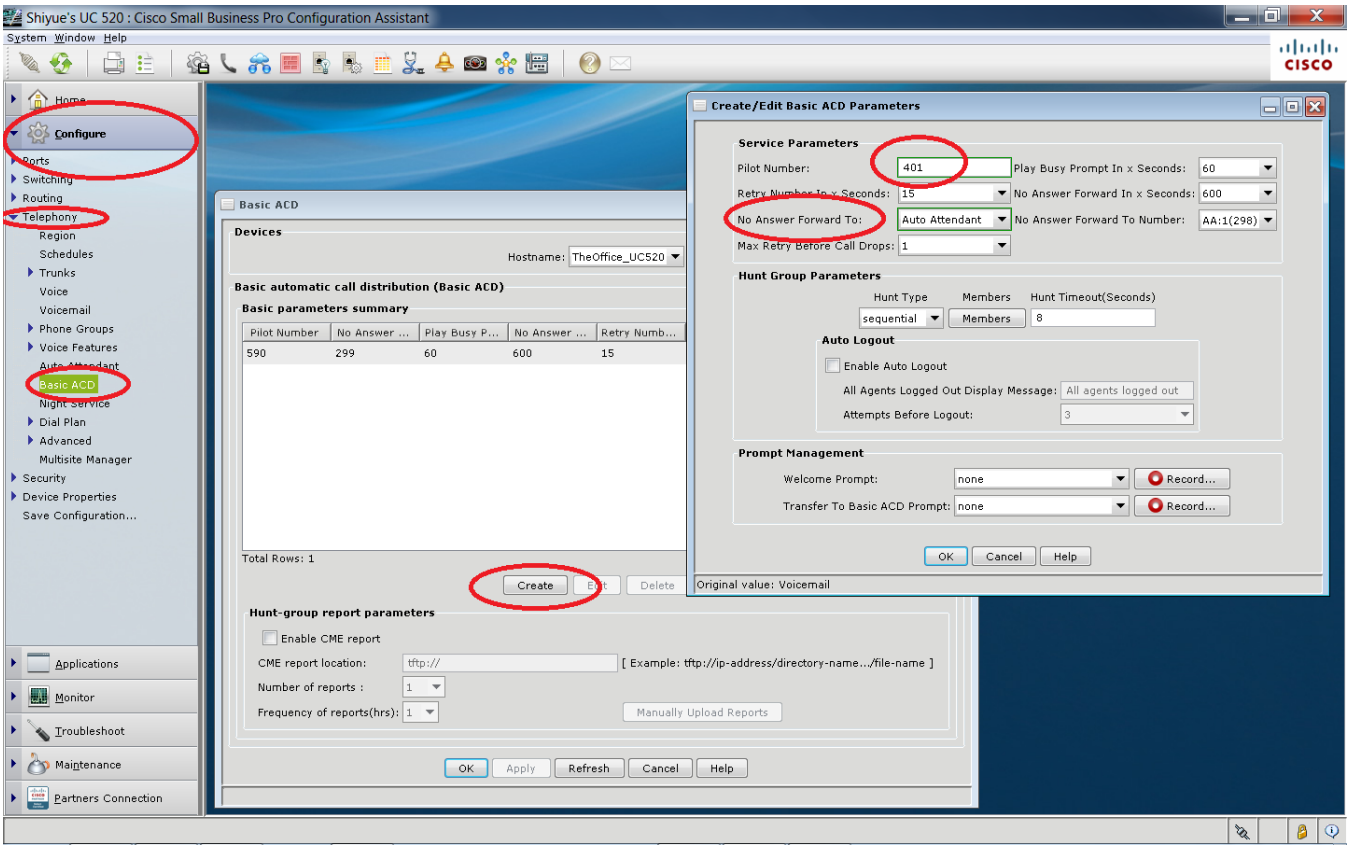
Before starting Cisco Configuration Assistant on a computer connected to the UC 540, it is best practice to disable all other network interface controller (NIC) cards not using this connection to prevent conflict.

We also need to pick an available destination number to use with B-ACD. After CCA loads, open in the left menu Troubleshoot -> Telephony Diagnostics -> Dialplan Test. Enter a Destination Number to use with B-ACD (401 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.



B-ACD Configuration

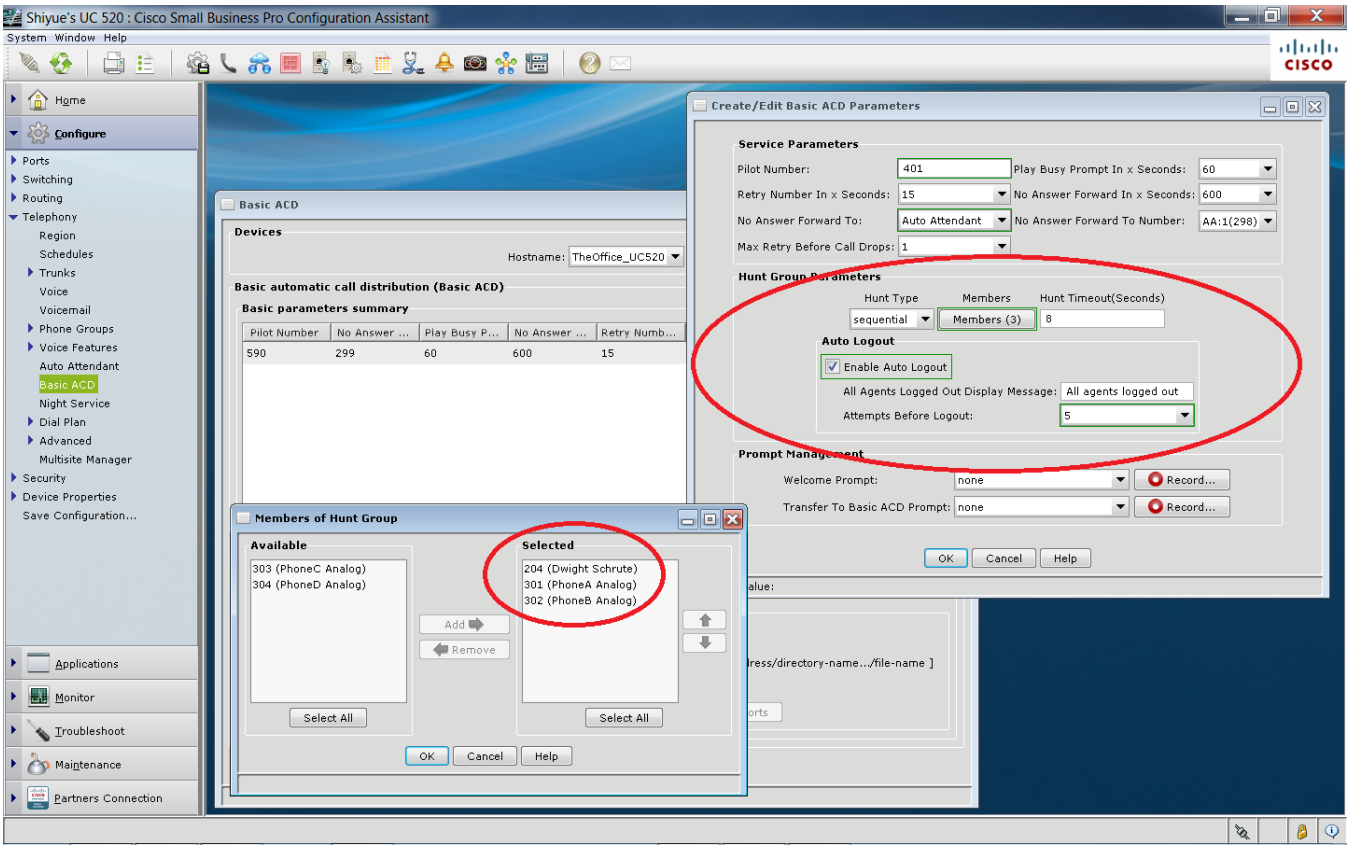
Go to B-ACD configuration in Configure -> Telephony -> Basic ACD. If the message appears “CCA will re-configure the B-ACD files with a newer version.”, click OK and wait for the script version conversion operation to finish.



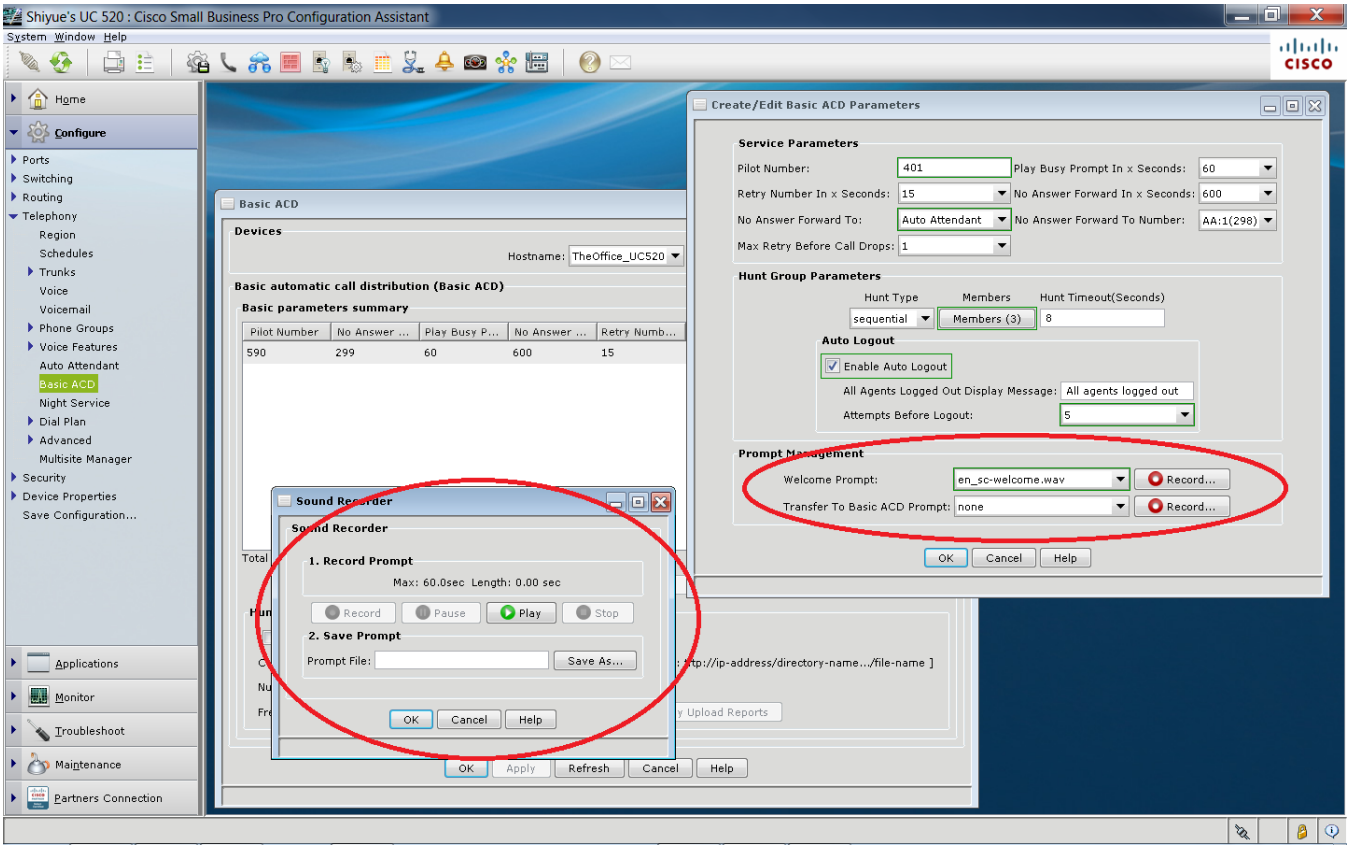
Next, click the Create button and enter the available Pilot Number from before. If an Auto Attendant has been configured previously, it shows up under the "No Answer Forward To" drop-down menu. Note that if Voicemail is selected for this option, a General Delivery Mailbox (GDM) is created for the Pilot Number.

Hunt Groups & Members

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. A logged-out agent can re-login by pressing the DND (Do Not Disturb) softkey on the IP phone.



Personalized Prompts

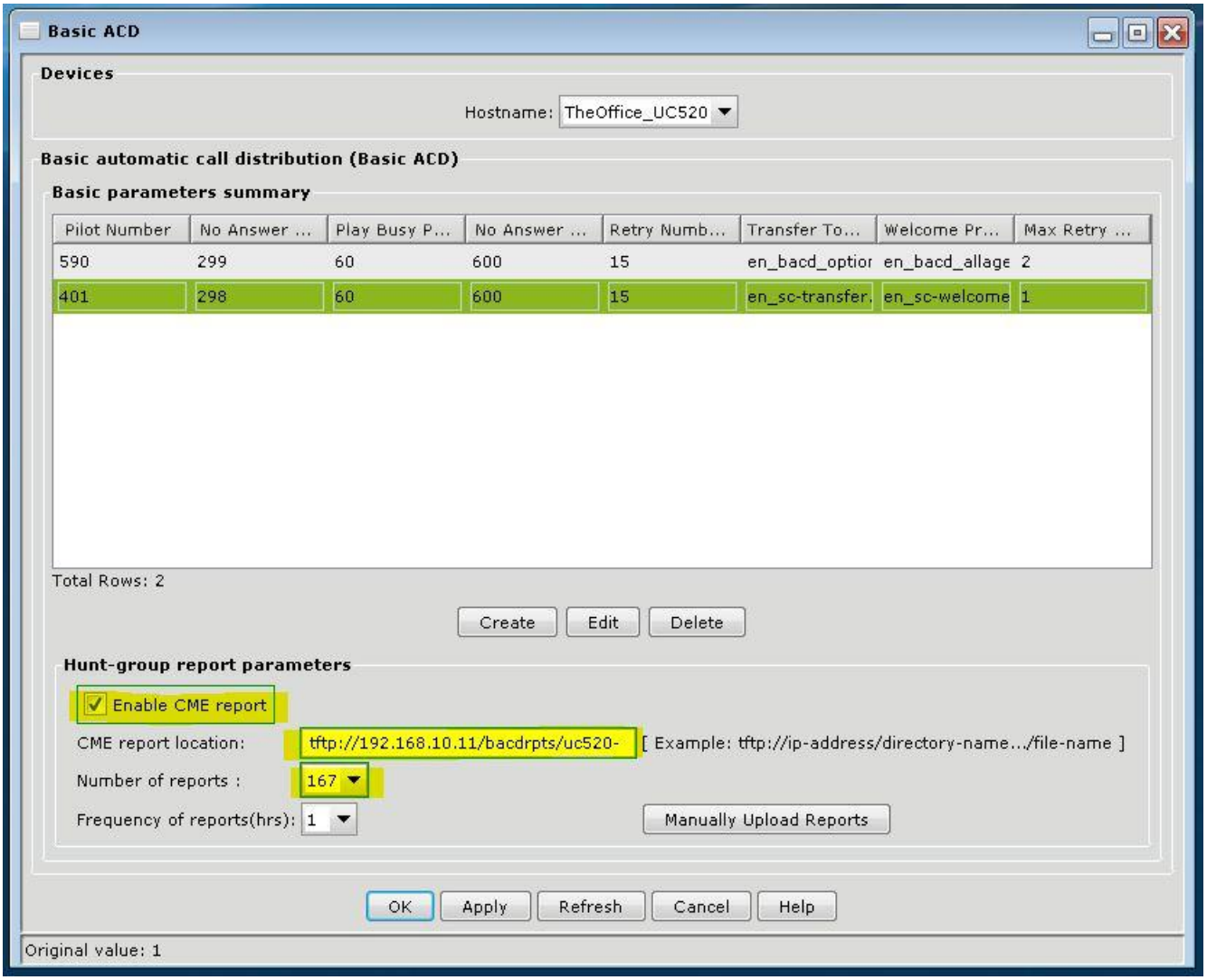


A personalized “Welcome Prompt” and/or “Transfer to Basic ACD Prompt” can be recorded. Save the prompt files locally. After clicking OK on the “Create/Edit Basic ACD Parameters” and the “Basic ACD” windows, the B-ACD configuration is sent to the UC 540, and the recordings are automatically transferred to flash:/bacdprompts/.

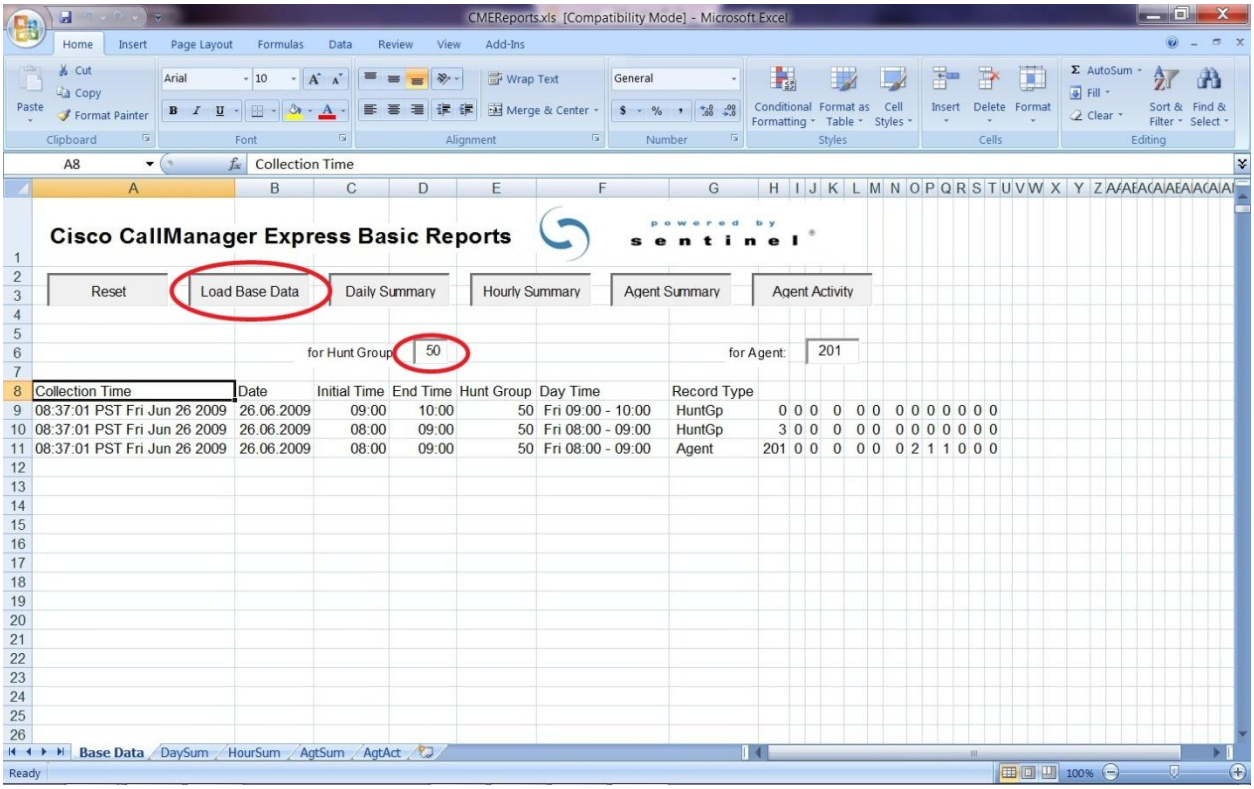
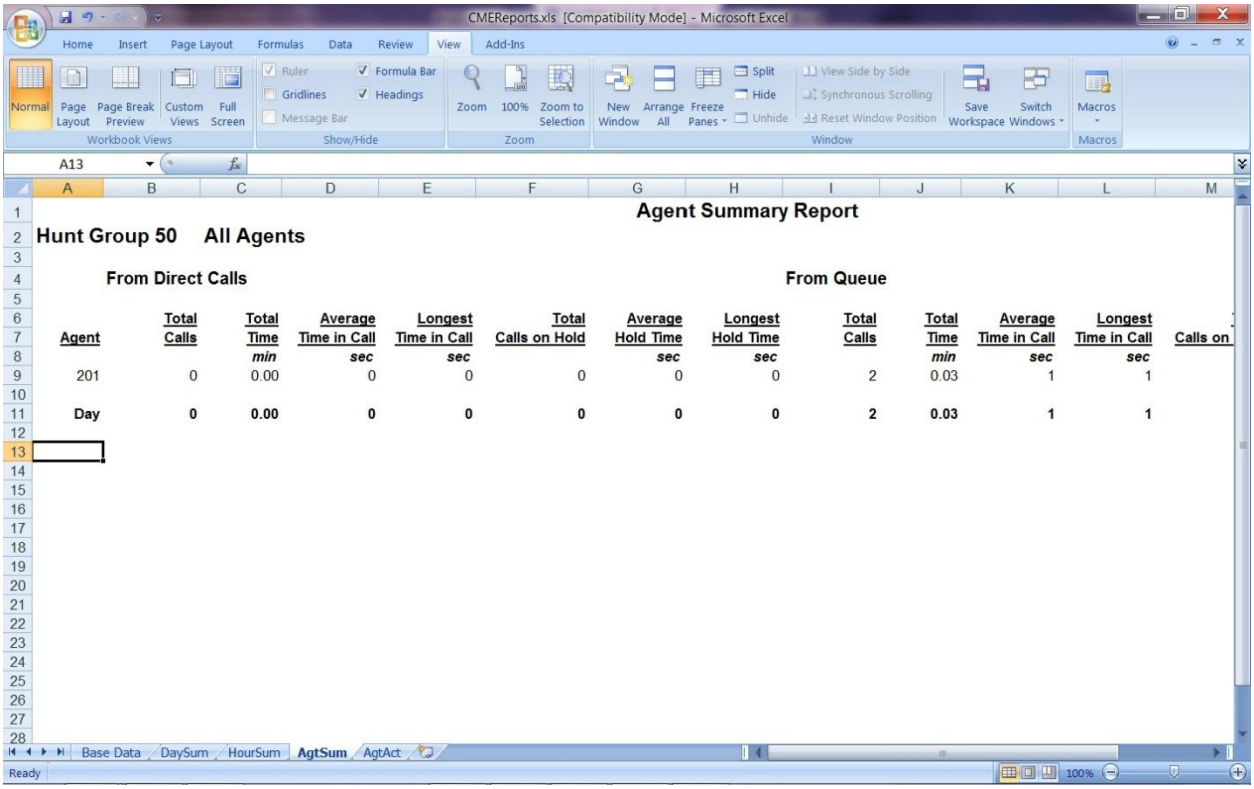
Reporting

To configure reporting for B-ACD, a running TFTP server is required. A simple one such as Tftpd32 can be used. For the CME report location, enter the TFTP server IP address, directory name, and desired file name. The directory must already exist for reports to be saved.

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 file is appended with 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 files saved are in common-separated values (CSV) format. In this case, the “bacdrpts” directory will contain report files from uc520-000.csv to uc520-167.csv.



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 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), in which 3 calls were made.

For instructions on this tool, please refer to the Readme.pdf document included in the download link.