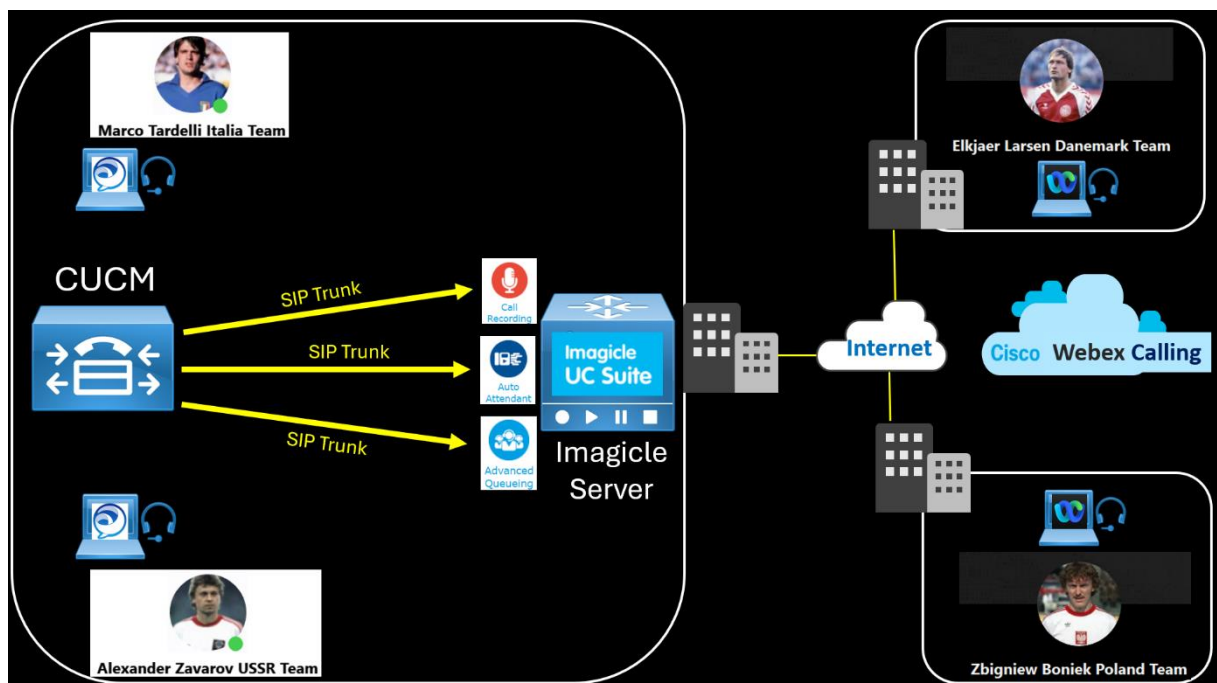


Cisco CUCM Integration with Imagicle UC Suite Dial Plan



Redouane MEDDANE

Create two SIP Trunk Security Profiles to listen on different SIP port for Call Recording 5070 and Auto Attendant 5062.

SIP Trunk Security Profile Configuration Related Links: [Back To Find/List](#)

Save

Status: Ready

SIP Trunk Security Profile Information

Name*

Description

Device Security Mode

Incoming Transport Type*

Outgoing Transport Type

Enable Digest Authentication

Nonce Validity Time (mins)*

Secure Certificate Subject or Subject Alternate Name

Incoming Port*

Enable Application level authorization

Accept presence subscription

Accept out-of-dialog refer**

Accept unsolicited notification

Accept replaces header

SIP Trunk Security Profile Configuration Related Links: [Back To Find/List](#)

Save

Status: Ready

SIP Trunk Security Profile Information

Name*

Description

Device Security Mode

Incoming Transport Type*

Outgoing Transport Type

Enable Digest Authentication

Nonce Validity Time (mins)*

Secure Certificate Subject or Subject Alternate Name

Incoming Port*

Enable Application level authorization

Accept presence subscription

Accept out-of-dialog refer**

Accept unsolicited notification

Accept replaces header

Create two SIP Profiles.

SIP Profile Configuration Related Links: [Back To Find/List](#)

Save

Status: Ready

All SIP devices using this profile must be restarted before any changes will take affect.

SIP Profile Information

Name*

Description

Default MTP Telephony Event Payload Type*

Early Offer for G.Clear Calls*

User-Agent and Server header information*

Version in User Agent and Server Header*

Dial String Interpretation*

Confidential Access Level Headers*

Redirect by Application

Disable Early Media on 180

Outgoing T.38 INVITE include audio mline

Offer valid IP and Send/Receive mode only for T.38 Fax Relay

Use Fully Qualified Domain Name in SIP Requests

Assured Services SIP conformance

Enable External QoS**

SIP Profile Configuration Related Links: [Back To Find/List](#)

Save Delete Copy Reset Apply Config Add New

Status

Status: Ready
 All SIP devices using this profile must be restarted before any changes will take affect.

SIP Profile Information

Name* Imagicile_Attendant_SIP_profile
 Description Imagicile_Attendant_SIP_profile
 Default MTP Telephony Event Payload Type* 101
 Early Offer for G-Clear Calls* Disabled
 User-Agent and Server header information* Send Unified CM Version Information as User-Agent
 Version in User Agent and Server Header* Major And Minor
 Dial String Interpretation* Phone number consists of characters 0-9, *, #, and
 Confidential Access Level Headers* Disabled

Redirect by Application
 Disable Early Media on 180
 Outgoing T.38 INVITE include audio mline
 Offer valid IP and Send/Receive mode only for T.38 Fax Relay
 Use Fully Qualified Domain Name in SIP Requests
 Assured Services SIP conformance
 Enable External QoS**

Create two SIP Trunk.

The first SIP Trunk will be used for Call Recording, use 5070 as the destination port. Assign the previous SIP Trunk Security Profile and SIP Profile.

Trunk Configuration Related Links: [Back To Find/List](#)

Save Delete Copy Reset Add New

Status

Status: Ready

SIP Trunk Status

Service Status: Unknown
 Duration: Unknown

Device Information

Product: SIP Trunk
 Device Protocol: SIP
 Trunk Service Type: None(Default)
 Device Name* Imagicile_Recording_SIP_Trunk
 Description Imagicile_Recording_SIP_Trunk
 Device Pool* HQ-DP
 Common Device Configuration < None >
 Call Classification* OnNet
 Media Resource Group List < None >
 Location* Hub_None
 AAR Group < None >
 Tunneled Protocol* None
 QSIG Variant* No Changes
 ASN.1 ROSE OID Encoding* No Changes
 Packet Capture Mode* None
 Packet Capture Duration 0
 Media Termination Point Required
 Retry Video Call as Audio
 Path Relevance Smart

SIP Information

Destination

Destination Address is an SRV

Destination Address	Destination Address IPv6	Destination Port	Status	Status Reason	Duration
10.1.5.13		5070	N/A	N/A	N/A

MTP Preferred Originating Codec* 711ulaw
 BLF Presence Group* Standard Presence group
 SIP Trunk Security Profile* Imagicile_Recording_SIP_Trunk_Security_profile
 Rerouting Calling Search Space < None >
 Out-Of-Dialog Refer Calling Search Space < None >
 SUBSCRIBE Calling Search Space < None >
 SIP Profile* Imagicile_Recording_SIP_profile [View Details](#)
 DTMF Signaling Method* RFC 2833

Normalization Script

Normalization Script < None >
 Enable Trace

Parameter Name	Parameter Value
1	

The second SIP Trunk is for routing calls to Auto Attendant, use 5062 as the destination port. Assign the previous SIP Trunk Security Profile and SIP Profile.

Trunk Configuration Related Links: [Back To Find/List](#)

Save Delete Reset Add New

Status

Service Status: Full Service
Duration: Time In Full Service: 0 day 3 hours 51 minutes

Device Information

Product:	SIP Trunk
Device Protocol:	SIP
Trunk Service Type:	None(Default)
Device Name*:	Imagicle_Attendant_SIP_Trunk
Description:	Imagicle_Attendant_SIP_Trunk
Device Pool*:	HQ-DP
Common Device Configuration:	< None >
Call Classification*:	OnNet
Media Resource Group List:	< None >
Location*:	Hub_None
AAR Group:	< None >
Tunneled Protocol*:	None
QSIG Variant*:	No Changes
ASN.1 ROSE OID Encoding*:	No Changes
Packet Capture Mode*:	None
Packet Capture Duration:	0

Media Termination Point Required
 Retry Video Call as Audio

SIP Information

Destination Address is an SRV

Destination Address	Destination Address IPv6	Destination Port	Status	Status Reason	Duration
1* 10.1.5.13		5062	up		Time Up: 0 day 3 hours 51 minutes

MTP Preferred Originating Codec*: 711ulaw

BLF Presence Group*: Standard Presence group

SIP Trunk Security Profile*: Imagicle_Attendant_SIP_Trunk_Security_profile

Rerouting Calling Search Space: Imagicle_CSS

Out-Of-Dialog Refer Calling Search Space: Imagicle_CSS

SUBSCRIBE Calling Search Space: < None >

SIP Profile*: Imagicle_Attendant_SIP_profile [View Details](#)

DTMF Signaling Method*: No Preference

Normalization Script

Normalization Script: < None >

Enable Trace

Parameter Name	Parameter Value
1	

Create a Route Pattern 19XX to route calls to Imagicle Auto Attendant Service and assign the SIP Trunk.

Route Pattern Configuration Related Links: [Back To Find/List](#)

Save Delete Copy Add New

Status

Pattern Definition

Route Pattern*: 19XX

Route Partition: Imagicle-PT

Description: To Imagicle Attendant and Queuing

Numbering Plan: -- Not Selected --

Route Filter: < None >

MLPP Precedence*: Default

Apply Call Blocking Percentage

Resource Priority Namespace Network Domain: < None >

Route Class*: Default

Gateway/Route List*: Imagicle_Attendant_SIP_Trunk (Edit)

Route Option:
 Route this pattern
 Block this pattern | No Error

Call Classification*: OffNet

External Call Control Profile: < None >

Allow Device Override Provide Outside Dial Tone Allow Overlap Sending Urgent Priority

Require Forced Authorization Code

Authorization Level*: 0

Require Client Matter Code

Is an Emergency Services Number (used by Emergency Call Handler)

Create a Route Pattern 8282 to route the recorded calls to Imagicle Call Recording and assign the SIP Trunk.

Route Pattern Configuration Related Links: [Back To Find/List](#) [Go](#)

Save

Status: Ready

Pattern Definition

Route Pattern* 8282

Route Partition Imagicle-PT

Description To Imagicle Call Recording

Numbering Plan -- Not Selected --

Route Filter < None >

MLPP Precedence* Default

Apply Call Blocking Percentage

Resource Priority Namespace Network Domain < None >

Route Class* Default

Gateway/Route List* Imagicle_Recording_SIP_Trunk (Edit)

Route Option
 Route this pattern
 Block this pattern
 No Error

Call Classification* OffNet

External Call Control Profile < None >

Allow Device Override Provide Outside Dial Tone Allow Overlap Sending Urgent Priority

Require Forced Authorization Code

Authorization Level* 0

Require Client Matter Code

Is an Emergency Services Number (used by Emergency Call Handler)

Create a Recording Profile with a pattern 8282 and assign it to a Phone at the line level.

Recording Profile Configuration Related Links: [Back To Find/List](#) [Go](#)

Save

Status: Ready

Recording Profile Information

Name* Imagicle_Recording_Profile

Recording Calling Search Space Imagicle_CSS

Recording Destination Address* 8282

Save

Line 1 on Device CSFZAVAROV

	Value	Update Shared Device Settings
Display (Caller ID)	Alexander Zavarov - 6519 <small>Display text for a line appearance is intended for displaying text such as a name instead of a directory number for calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.</small>	<input type="checkbox"/>
ASCII Display (Caller ID)	Alexander Zavarov - 6519	<input type="checkbox"/>
Line Text Label	Alexander Zavarov - 6519	<input type="checkbox"/>
External Phone Number Mask	+1972555XXXX	<input type="checkbox"/>
Recording Option*	Selective Call Recording Enabled	
Recording Profile	Imagicle_Recording_Profile	
Recording Media Source*	Gateway Preferred	
Monitoring Calling Search Space	< None >	

[Propagate Selected](#)

Enable the Built-in-Bridge at the Phone level.

Device Information

- Device is Active
- Device is trusted
- Device Name*
- Description
- Device Pool* [View Details](#)
- Common Device Configuration [View Details](#)
- Phone Button Template*
- Common Phone Profile* [View Details](#)
- Calling Search Space
- AAR Calling Search Space
- Media Resource Group List
- User Hold MOH Audio Source
- Network Hold MOH Audio Source
- Location*
- AAR Group
- User Locale
- Network Locale
- Built In Bridge***
- Privacy*
- Device Mobility Mode* [View Current Device Mobility Settings](#)
- Owner User Anonymous (Public/Shared Space)
- Owner User ID*
- Mobility User ID

Magical Auto Attendant Configuration

Create an Auto Attendant with a telephone number 1982.



Auto Attendant | [Services](#) | [Reports](#) | [Scheduled Reports](#) | [Settings](#) | [Manage Service](#)

IVR service "World CUP 1982 Espana" (1982)

IVR settings	Behaviours	Time table	Permissions
Basic settings			
Service name	<input type="text" value="World CUP 1982 Espana"/>		
Telephone address	<input type="text" value="1982"/>		
On overflow play	<input type="text" value="Overflow.wav"/>	▶ We are sorry, but lines are busy at the moment. Pl...	
and then	<input type="text" value="Hangup"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			
Common settings			

+ Add new IVR service Refresh

NAME	TELEPHONE ADDRESS	
Auto-attendant	5402	
World CUP 1982 Espana	1982	

Edit the Auto Attendant and define three behaviours for example and sets the action Transfer to with the Queue number that should processes the call in the Call Queuing. Define the Caller input digit for Menu navigation.

Edit behaviour 'The Story of the World CUP 1982'

Name:

Description:

Intro message:

Menu message: [\(Click here to insert transcript\)](#)

1 Transfer to

Name:

Intro message: ▶ We are connecting your call, please hold the line.

Transfer to: 1983

Retry transfer:

for further: times

play before each attempt: ▶ <music>

On failure, play and then: ▶ It was not possible to connect to the destination.

and then:



Edit behaviour 'The Story of the World CUP 1982'

Name: The Story of the World CUP 1982
Description: The best world cup in the history
Intro message: (No message, click to upload)
Menu message: welcome.wav (Click here to insert transcript)

1 First Round Group Stage (1983)

2 Transfer to

Name: Second Round Group Stage
Intro message: PreTransfer.wav We are connecting your call, please hold the line.
Transfer to: 1984
Retry transfer: 3 times
for further: 3 times
play before each attempt: RetryTransfer.wav <music>
On failure, play: TransferError.wav It was not possible to connect to the destination.
and then: Repeat Menu



Edit behaviour 'The Story of the World CUP 1982'

Name: The Story of the World CUP 1982
Description: The best world cup in the history
Intro message: (No message, click to upload)
Menu message: welcome.wav (Click here to insert transcript)

1 First Round Group Stage (1983)

2 Second Round Group Stage (1984)

3 Transfer to

Name: Semi-Finals
Intro message: PreTransfer.wav We are connecting your call, please hold the line.
Transfer to: 1985
Retry transfer: 3 times
for further: 3 times
play before each attempt: RetryTransfer.wav <music>
On failure, play: TransferError.wav It was not possible to connect to the destination.
and then: Repeat Menu

Edit behaviour 'The Story of the World CUP 1982'

Name: The Story of the World CUP 1982

Description: The best world cup in the history

Intro message: (No message, click to upload)

Menu message: welcome.wav (Click here to insert transcript)

- 1 First Round Group Stage (1983)
- 2 Second Round Group Stage (1984)
- 3 Semi-Finals (1985)
- 4 **Transfer to**

Name: Final Italy-West Germany

Intro message: PreTransfer.wav We are connecting your call, please hold the line.

Transfer to: 1986

Retry transfer:

for further: 3 times

play before each attempt: RetryTransfer.wav <music>

On failure, play: TransferError.wav It was not possible to connect to the destination.

and then: Repeat Menu

IVR service "World CUP 1982 Espana" (1982)

Edit behaviour 'The Story of the World CUP 1982'

Name: The Story of the World CUP 1982

Description: The best world cup in the history

Intro message: (No message, click to upload)

Menu message: welcome.wav (Click here to insert transcript)

- 1 First Round Group Stage (1983)
- 2 Second Round Group Stage (1984)
- 3 Semi-Finals (1985)
- 4 Final Italy-West Germany (1986)

Create four queues with the same number defined in the Behaviours. In the Call distribution of each Queue define the agents or users that should take the call.

Imagicle UC Suite

Advanced Queueing Queues Default Settings Agents status Reports Scheduled Reports Manage Service

+ Add new Queue Refresh

NAME	TYPE	ENABLED	TELEPHONE ADDRESS	PRIORITY
Camp-On	Camp-On queue	True	**	5
Switchboard Operator	Waiting queue	True	5400	5
Tech Support	Waiting queue	True	5404	5
Sales	Waiting queue	True	5403	5
First Group Stage	Waiting queue	True	1983	5
Second Group Stage	Waiting queue	True	1984	5
Semi-Finals	Waiting queue	True	1985	5
Final Italy-West Germany	Waiting queue	True	1986	5

Imagicle UC Suite

Advanced Queueing Queues Default Settings Agents status Reports Scheduled Reports Manage Service

First Group Stage (1983) - (waiting queue)

changes will be active within a minute

Queue Settings	Time Table	Voice Messages	Call Distribution	Permissions
Call Distribution				
Use this section to set how incoming calls are dispatched to the agents or targets. You can define here the answer groups and the criteria used to distribute calls to the various agents/destinations.				
Algorithm Type <input type="text" value="RoundRobin"/>				
Escalation Levels				
Escalation Level: 0				
<ul style="list-style-type: none"> 6538 (Agent "Karlsson Avery") 6531 (Agent "McCullen Cormag") 6515 (Agent "Burke Brandon") 6547 (Agent "Starr Bronco") 				
Right click to add/remove groups or agents, drag and drop agents to reorder or assign to a different group. Press Save when done to apply changes.				
			<input type="button" value="Save"/>	<input type="button" value="Cancel"/>