



CTI Route Point Configuration

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

For first-party call control, you can optionally add a CTI port for each active voice line (the CTI application determines this). Applications that use CTI route points and CTI ports include Cisco SoftPhone, Cisco IP Auto Attendant, and Cisco IP Interactive Voice Response System. After you add a CTI route point to Cisco Unified CallManager Administration, information from the RIS Data Collector service displays in the CTI Route Point Configuration window. When available, the IP address of the device and the name of the Cisco Unified CallManager with which the device registered display.

For detailed instructions on how to configure CTI route points and CTI ports that are associated with these applications, refer to the documentation and online help that is included with these applications.

This section describes the following basic procedure:

- [Finding CTI Route Points, page 67-1](#)
- [Configuring a CTI Route Point, page 67-2](#)
- [CTI Route Point Configuration Settings, page 67-3](#)
- [Deleting a CTI Route Point, page 67-4](#)
- [Resetting a CTI Route Point, page 67-5](#)

Finding CTI Route Points

To find and list CTI route points, perform the following procedure.

Procedure

- Step 1** Choose **Device > CTI Route Point**.
- The Find and List Route Points window displays.
- Step 2** Choose the search criteria to use. To list all items, do not enter any search text or use “Device Name is not empty” as the search criterion.
- Step 3** Click **Find**.
- The window refreshes to display a list of the CTI route points that match the specified search criteria.

Step 4 To view the next set of CTI route points, click **Next**.



Note

You can delete or reset multiple CTI route points from the Find and List Route Points window by checking the check boxes next to the appropriate CTI route points and clicking **Delete Selected** to delete the CTI route points or clicking **Reset Selected** to reset the CTI route points. You can choose all CTI route points in the window by clicking **Select All**.

Additional Information

See the [“Related Topics”](#) section on page 67-5.

Configuring a CTI Route Point

To add or update a CTI route point, perform the following procedure.

Procedure

Step 1 Choose **Device > CTI Route Point**.

The Find and List Route Points window displays.

Step 2 Perform one of the followings tasks:

- To copy an CTI route point, locate the appropriate route point as described in [“Finding CTI Route Points”](#) section on page 67-1. From the Search Results list, click the **Copy** icon that corresponds to the CTI route point that you want to copy, and continue with [Step 3](#).
- To add a new CTI route point, click the **Add New** button. The CTI Route Point Configuration window displays. Continue with [Step 3](#).
- To update a CTI route point, locate the appropriate CTI route point as described in [“Finding CTI Route Points”](#) section on page 67-1, and continue with [Step 3](#).

Step 3 Enter the appropriate settings, as defined in [Table 67-1](#).

Step 4 Click **Save**.

For instructions on how to add and configure directory numbers, see the [“Configuring a Directory Number”](#) section on page 49-2.

After you add a CTI route point to Cisco Unified CallManager Administration, information from the RIS Data Collector service displays in the CTI Route Point Configuration window. When available, the IP address of the device and the name of the Cisco Unified CallManager with which the device registered display.

Additional Information

See the [“Related Topics”](#) section on page 67-5.

CTI Route Point Configuration Settings

Table 67-1 describes the CTI route point configuration settings. For more information about related procedures, see the “[Related Topics](#)” section on page 67-5.

Table 67-1 CTI Route Point Configuration Settings

Field	Description
Device Name	Enter unique identifier for this device, from 1 to 15 characters, including alphanumeric, dot, dash, or underscores.
Description	Enter a descriptive name for the CTI route point.
Device Pool	Choose the name of a Device Pool. The device pool specifies the collection of properties for this device including CallManager Group, Date/Time Group, Region, and Calling Search Space for auto-registration.
Calling Search Space	From the drop-down list box, choose a calling search space. The calling search space specifies the collection of partitions that are searched to determine how a collected (originating) number should be routed. You can configure the number of calling search spaces that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more calling search spaces exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Calling Search Space window. Enter a partial calling search space name in the List items where Name contains field. Click the desired calling search space name in the list of calling search spaces that displays in the Select item to use box and click OK. Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.
Location	Choose the appropriate location for this route point. The location specifies the total bandwidth that is available for calls to and from this location. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth that this route point consumes.
Media Resource Group List	Choose the appropriate Media Resource Group List. A Media Resource Group List comprises a prioritized grouping of media resource groups. An application chooses the required media resource, such as a Music On Hold server, from the available media resources according to the priority order that is defined in a Media Resource Group List. If you choose <none>, Cisco Unified CallManager uses the Media Resource Group that is defined in the device pool. For more information, see the “Media Resource Management” section in the <i>Cisco Unified CallManager System Guide</i>.

Table 67-1 CTI Route Point Configuration Settings (continued)

Field	Description
Network Hold Audio Source	To specify the audio source that plays when the network initiates a hold action, click the drop-down arrow and choose an audio source from the list that displays. If you do not choose an audio source, Cisco Unified CallManager uses the audio source that is defined in the device pool or the system default if the device pool does not specify an audio source ID. You define audio sources in the Music On Hold Audio Source Configuration window. For access, choose Media Resources > Music On Hold Audio Source.
User Hold Audio Source	To specify the audio source that plays when an application initiates a hold action, click the drop-down arrow and choose an audio source from the list that displays. If you do not choose an audio source, Cisco Unified CallManager uses the audio source that is defined in the device pool or the system default if the device pool does not specify an audio source ID. You define audio sources in the Music On Hold Audio Source Configuration window. For access, choose Media Resources > Music On Hold Audio Source.

Deleting a CTI Route Point

To delete a CTI route point, perform the following procedure.

Before You Begin

Because you can delete a CTI route point that is assigned to one or more directory numbers, you should determine which directory numbers are using the CTI route point. To determine which directory numbers are using the CTI route point choose **Dependency Records** link from the Related Links drop-down list box in the CTI Route Point Configuration windowing and click **Go**. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-2](#). If you try to delete a CTI route point that is in use, Cisco Unified CallManager displays a message.

If you delete a CTI Route Point that has a directory number assigned to it, you can find the directory number by using the Route Plan Report. You can also delete the directory number by using the Route Plan Report.

Procedure

Step 1 Choose **Device > CTI Route Point**.

The Find/List CTI Route Points window displays.

Step 2 Specify the search criteria that are needed to locate the CTI route point that you want to delete.

Step 3 Click **Find**.

The window refreshes to display a list of the CTI route points that match the specified search criteria.

- Step 4** Perform one of the following actions:
- Check the check boxes next to the CTI route points that you want to delete and click **Delete Selected**.
 - Delete all the CTI route points in the window by clicking **Select All** and click **Delete Selected**.
 - Choose the name of the CTI route point that you want to delete from the list to display its current settings and click **Delete**.
- Step 5** To permanently delete the CTI route point, click **OK**.
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Additional Information

See the [“Related Topics” section on page 67-5](#).

Resetting a CTI Route Point

To reset a CTI route point, perform the following procedure.

Procedure

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- Step 1** Choose **Device > CTI Route Point**.
- The Find and List CTI Route Points window displays.
- Step 2** Choose the search criteria to use.
- Step 3** Click **Find**.
- The window displays a list of CTI route points that match the search criteria.
- Step 4** Check the check boxes next to the CTI route points that you want to reset. To choose all CTI route points in the window, check the check box in the matching records title bar.
- Step 5** Click **Reset Selected**.
- The Reset Device dialog displays.
- Step 6** Click one of the following buttons:
- **Restart**—Restarts a device without shutting it down.
 - **Reset**—Shuts down a device and brings it back up.
 - **Close**—Closes the Reset Device dialog without performing any action.
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Additional Information

See the [“Related Topics” section on page 67-5](#).

Related Topics

- [Configuring a CTI Route Point, page 67-2](#)
- [Finding CTI Route Points, page 67-1](#)

Related Topics

- [CTI Route Point Configuration Settings](#), page 67-3
- [Deleting a CTI Route Point](#), page 67-4
- [Resetting a CTI Route Point](#), page 67-5
- [Computer Telephony Integration](#), *Cisco Unified CallManager System Guide*