



Working With Call Pickup Groups

Call pickup groups allow you to pick up incoming calls within your own groups or in other groups when you dial the appropriate pickup group number.

This chapter contains information on the following topics:

- [Important BAT Considerations, page 49-1](#)
- [Creating a CSV File by Using BAT.xlt, page 49-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 49-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 49-3](#)
- [Call Pickup Group CSV File Settings, page 49-4](#)
- [Using BAT to Update the Cisco Unified CallManager Database, page 49-4](#)
- [BAT Settings for Updating the Cisco Unified CallManager Database, page 49-5](#)

Important BAT Considerations

Before you use BAT to configure call pickup groups, review the following information:

- When you add call pickup group settings for the first time, you can create a CSV file through BAT.xlt or create a custom, text-based CSV file.
- To update call pickup group settings, you can edit an existing CSV file or create a custom, text-based CSV file.
- Designate a single line for each pickup group name (and corresponding setting). For example, use the following format when you enter information for pickup groups:
 - (Pickup Group Name, Pickup Group Number, Partition, Other Pickup Group Name-Member1... Other Pickup Group Name-Member10)
 - Marketing,7815,Part1,Marketing,Managers,Training
- When you add new pickup groups, you must complete all required fields like the pickup group name and pickup group number. If the procedure specifies an entry as mandatory, you must provide the information in the file.
- Deleting information from a file and leaving the information blank does not remove the information from the Cisco Unified CallManager database; in other words, a blank value does not overwrite an existing value in the database. Updating the values overwrites the existing value in the database.
- Upload the appropriate CSV files to the first node of the Cisco Unified CallManager cluster. For more information see the [“Uploading a File” section on page 2-3](#)

- Any time that you create or change a CSV file, you must insert the CSV file in BAT, as described in [“Using BAT to Update the Cisco Unified CallManager Database”](#) section on page 49-4.

Additional Information

See the [“Related Topics”](#) section on page 49-6.

Creating a CSV File by Using BAT.xlt

To create a CSV file for call pickup groups by using BAT.xlt, perform the following procedure:

Procedure

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| Step 1 | The BAT.xlt file exists on Cisco Unified CallManager server; however, you normally do not have Microsoft Excel installed on the Cisco Unified CallManager server. In that case, you must copy the file from the Cisco Unified CallManager server and move it to the local machine, which must have Microsoft Excel installed. |
| Step 2 | Choose Bulk Administration > Upload/Download Files . The Find and List Files window opens. |
| Step 3 | Click Find and download the BAT.xlt file. For more details on uploading or downloading files, see Chapter 2, “Uploading and Downloading Files.” |
| Step 4 | Copy BAT.xlt to a local machine where Microsoft Excel is installed. |
| Step 5 | In Microsoft Excel, open BAT.xlt . |
| Step 6 | Click the Call Pickup Group tab. |
| Step 7 | Use Table 49-1 to enter call pickup group settings in the columns. |
| Step 8 | Repeat Step 7 until you enter all pickup groups. |
| Step 9 | To transfer the Excel spreadsheet format to a CSV file, click Export to BAT Format .
The system automatically saves CSV files to C:\XlsDatafiles on the local machine. To choose a different location to save the CSV file, click Browse and select the desired location. |
| Step 10 | Upload the CSV file to the first node of the Cisco Unified CallManager cluster. For more information see the “Uploading a File” section on page 2-3 |
| Step 11 | You must add the CSV file to BAT. To insert the CSV file in BAT, see the “Using BAT to Update the Cisco Unified CallManager Database” section on page 49-4. |
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Additional Information

See the [“Related Topics”](#) section on page 49-6.

Using a Text Editor to Create the CSV Data File for Call Pickup Groups

You can create the CSV data file by using lines of ASCII text with values separated by commas. The comma separated values (CSV) file provides textual information in tabular form. For more information about text-based CSV files for call pickup groups, see the [“Creating a Text-Based CSV File for Call Pickup Groups”](#) section on page A-19.

Additional Information

See the [“Related Topics”](#) section on page 49-6.

Editing an Existing Call Pickup Group CSV File

You update existing codes by manually updating an existing CSV file in Notepad or by creating a new file in Notepad.

Perform the following procedure:

Procedure

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- Step 1** To edit an existing CSV file where you previously inserted call pickup groups information, download the appropriate CSV file from the first node of the Cisco Unified CallManager cluster. For more information see the [“Downloading a File”](#) section on page 2-2:
- Step 2** In Notepad, open and edit the existing CSV file; delete existing settings, add new call pickup groups, or update existing settings by using the text-based representation in [Table 49-1](#).

For example, to update a call pickup group CSV file, you may enter Marketing,,,Marketing,Managers,Training, where Marketing is the mandatory pickup group name. Marketing, Managers, and Training are the other pickup group names associated to the pickup group Marketing.



Caution

You can change any part of an existing record, but you must include the pickup group name. When you update the Pickup Groups, existing Other Pickup Groups will be disassociated. Do not leave Other Pickup Group as blank fields. Enter all Other Pickup Groups, that you want to associate with Pickup Group, continuously.

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- Step 3** Upload the CSV files to the first node of the Cisco Unified CallManager cluster. For more information see the [“Uploading a File”](#) section on page 2-3
- Step 4** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco Unified CallManager Database”](#) section on page 49-4.
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Additional Information

See the [“Related Topics”](#) section on page 49-6.

Call Pickup Group CSV File Settings

Use [Table 49-1](#) in conjunction with the following sections:

- [Creating a CSV File by Using BAT.xlt, page 49-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 49-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 49-3](#)
- [Deleting Call Pickup Groups, page 50-1](#)

For more information about related procedures, see the “[Related Topics](#)” section on [page 49-6](#).

Table 49-1 Configuration Settings for Call Pickup Group

Setting/Column	Description
For CPG CSV file	
Pickup Group Name	For this mandatory field, enter a unique call pickup group name of no more than 50 alphanumeric characters.
Pickup Group Number	For this mandatory field, enter a pickup group number of no more than 24 digits that the user will enter to pick up incoming calls.
Partition	<p>Choose a route partition to which the directory number (pickup group number) belongs.</p> <p>Note The directory number (pickup group) can appear in more than one partition.</p> <p>Note The combination of Pickup Group Number and Partition should be unique.</p> <p>This field is optional.</p>
Other Pickup Group Name-Member(x)	Enter the name of the other pickup group to be associated with the new pickup group. This optional field allows each pickup group to be associated with maximum of ten other pickup groups.

Using BAT to Update the Cisco Unified CallManager Database

To update the Cisco Unified CallManager database, you must insert the call pickup group CSV file in BAT. To update the database, perform the following procedure:

Before You Begin

Before you can update Cisco Unified CallManager, you must create or edit a call pickup group CSV file and upload it on the first node on the Cisco Unified CallManager server. See the “[Uploading a File](#)” section on [page 2-3](#)

For more information see the following sections:

- [Creating a CSV File by Using BAT.xlt, page 49-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 49-3](#)

- [Editing an Existing Call Pickup Group CSV File, page 49-3](#)
- [Call Pickup Group CSV File Settings, page 49-4](#)

Procedure

Step 1 In BAT, choose **Bulk Administration > Call Pickup Group > Insert Call Pickup Groups**.

The Insert Pickup Groups window displays.

Step 2 In the File Name drop-down list box, choose the CSV file that contains the updated pickup groups.



Tip To view the contents of the file that you want to insert, click **View File**.

Step 3 If you updated an existing list of pickup groups, check the **Override the existing configuration** check box, as described in [Table 49-2](#).

Step 4 In the Job Information area, enter the Job description.

Step 5 Click the Run Immediately radio button to insert pickup groups immediately or, click Run Later to insert at a later time.

Step 6 Click **Submit** to create a job for deleting assistants.

For more information on jobs, see the [Chapter 51, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 54-3](#).

Additional Information

See the [“Related Topics” section on page 49-6](#).

BAT Settings for Updating the Cisco Unified CallManager Database

Use [Table 49-2](#) in conjunction with the [“Using BAT to Update the Cisco Unified CallManager Database” section on page 49-4](#). For more information about related procedures, see the [“Related Topics” section on page 49-6](#).

Table 49-2 **Settings in BAT for Inserting CSV Files**

Setting in BAT	Description
File Name	From the drop-down list box, choose the call pickup file that you want to insert.
Override the existing configuration	<p>This check box applies if you are updating pickup groups for existing settings.</p> <p>Checking this check box overwrites the other pickup group name- members with the information that is contained in the file that you want to insert. If you do not check the check box, an error, which writes to the log file, indicates that the other pickup group name already exists; therefore, no updates occur.</p> <p>Note For each pickup group, ensure the combination of Pickup Group Number and Partition is unique.</p> <p>Note While updating pickup groups, Pickup Group Number and Partition values will be ignored and existing Other Pickup Groups will be disassociated.</p>

Additional Information

See the [“Related Topics”](#) section on page 49-6.

Related Topics

- [Important BAT Considerations, page 49-1](#)
- [Creating a CSV File by Using BAT.xlt, page 49-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 49-3](#)
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- [Deleting Call Pickup Groups, page 50-1](#)
- [Call Pickup Group CSV File Settings, page 49-4](#)
- [Using BAT to Update the Cisco Unified CallManager Database, page 49-4](#)
- [BAT Settings for Updating the Cisco Unified CallManager Database, page 49-5](#)
- [Creating a Text-Based CSV File for Call Pickup Groups, page A-19](#)