

How to delete an Entry Point or Queue

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Introduction

This document describes how to delete an Entry Point or Queue in WebEx Contact Center.

Prerequisites

Requirements

Cisco recommends that you have knowledge of the following topics:

- Cisco Webex Contact Center
- Routing Strategy

Components Used

- Provisioning
- Routing Strategy

Note: This document is targeted towards customers and partners who have deployed Webex Contact Center to their network infrastructure.

Steps to create Entry Point and Queue

Step 1. Log in to Portal via <https://portal.ccone.net> and click on Provisioning.

Step 2. Configure an Entry Point (EP) and Queue under Provisioning. Click on New Entry Point and New Queue tabs respectively.

CC0ne_TAC | Dashboard | Entry Point | Queue

Entry Points

[+ New Entry Point](#)

Name	Channel Type	Description	Status	ID
avinastest1	Telephony	avinastest	Active	AXCuuySWF12-Tpg9eR09
Avinu Test	Telephony	Avinu Test	Active	AXIRexMfxAxm2uGRRz-f
Chand_test	Telephony		Active	AW4-mr8d-713T4bz80zk

Note: Entry Point - Cisco_Test_EP and Queue - Cisco_Test_Q has been created

CC0ne_TAC | Dashboard | Entry Point | Queue

Entry Point

[Help](#) | [Entry Point](#) > [View](#)

General Settings

Name: Cisco_Test_EP

Description:

Type: Entry Point

Channel Type: Telephony

Status: Active

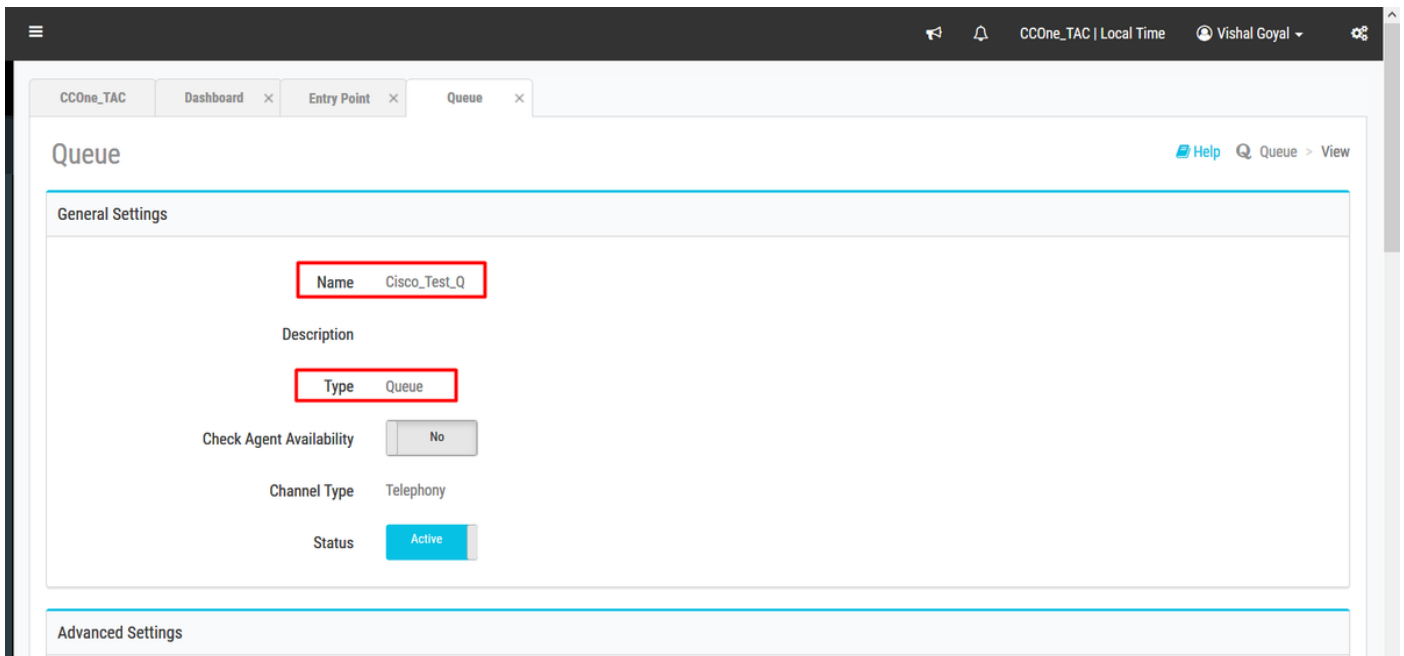
Advanced Settings

Service Level Threshold: 120 seconds

Maximum Active Calls: 10

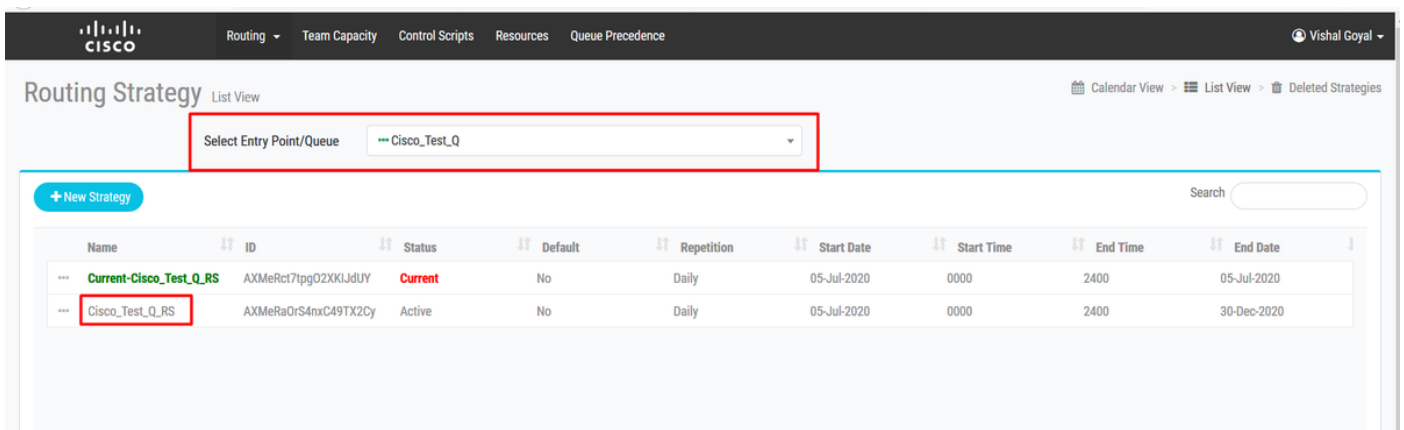
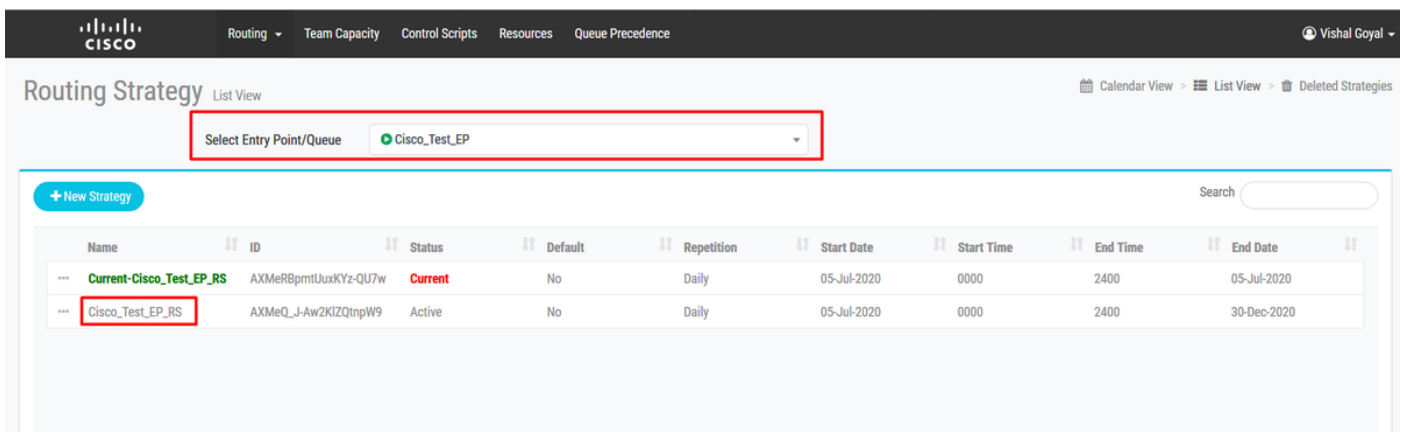
Control Script URL: http://localhost:8000/CC0ne_TAC/

IVR Requeue URL: http://localhost:8000/CC0ne_TAC/



Steps to Assign Routing Strategies to Entry Point and Queue

Assign Routing Strategies to both the EP and Queue respectively



Procedure to Delete Routing Strategy

Delete the Routing Strategy for Cisco_Test_Q, and try to delete the Queue - Cisco_Test_Q

CISCO Routing Team Capacity Control Scripts Resources Queue Precedence Vishal Goyal

Routing Strategy List View

Calendar View List View Deleted Strategies

Select Entry Point/Queue Cisco_Test_Q

+ New Strategy Search

Name	ID	Status	Default	Repetition	Start Date	Start Time	End Time	End Date
Current-Delete Q_RS	AXMeRct7pg02XKlJdUY	Current	No	Daily	05-Jul-2020	0000	2400	05-Jul-2020
	AXMeRaDrS4nxC49TX2Cy	Active	No	Daily	05-Jul-2020	0000	2400	30-Dec-2020

CISCO Routing Team Capacity Control Scripts Resources Queue Precedence Vishal Goyal

Routing Strategy List View

Calendar View List View Deleted Strategies

Select Entry Point/Queue Cisco_Test_Q

Well Done! Strategy AXMeRct7pg02XKlJdUY successfully deleted

+ New Strategy Search

Name	ID	Status	Default	Repetition	Start Date	Start Time	End Time	End Date
No records available								

Cannot deactivate - Virtual Team is referenced by other entities

Problem

Routing Strategy for the Cisco_Test_Q has been deleted but when we try to delete the Queue - Cisco_Test_Q, it gives an error "**Cannot deactivate - Virtual Team is referenced by other entities**"

Click on the "i" icon seen in the above error

Associated Entities and Strategies for CiscoTestQ

Routing Strategies

ID	Name
AXMeRaOrS4nxC49TX2Cy	Cisco_Test_Q_RS

Note: System is designed in a way that deleted Routing Strategy is retained under "Deleted Strategies" to avoid human error or needs to re-activate the Routing Strategy, Therefore the queue deletion operation fails with the error "the Routing Strategy existence in the system"

Solution:

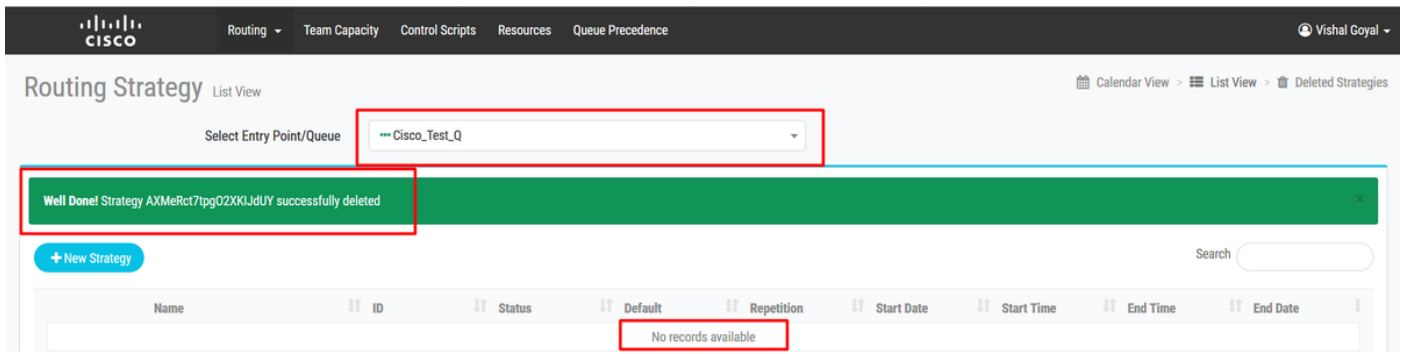
Step 1. Go to Routing Strategy under **Portal** >> **Click on Deleted Strategies** >> **Select the Queue** - Cisco_Test_Q. Referenced Routing Strategy is available

Deleted Routing Strategies

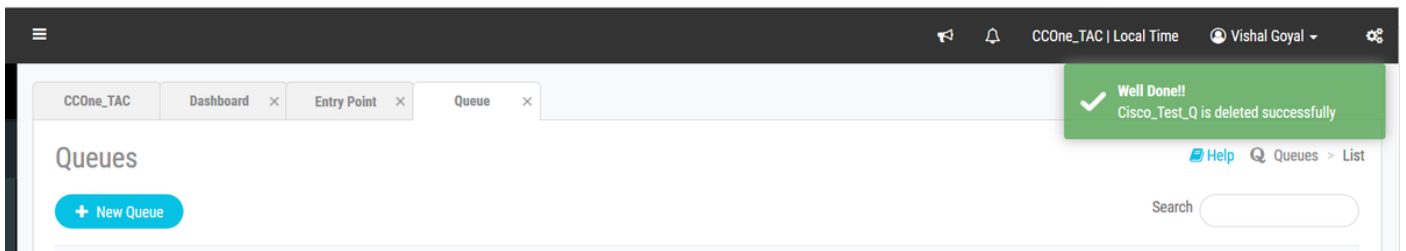
Select Entry Point/Queue: Cisco_Test_Q

Name	ID	Status	Default	Repetition	Start Date	Start Time	End Time	End Date
Cisco_Test_Q_RS	AXMeRaOrS4nxC49TX2Cy	Active	No	Daily	05-Jul-2020	0000	2400	30-Dec-2020

Step 2. Delete the Routing Strategy "Cisco_Test_Q_RS" under "Deleted Strategies"

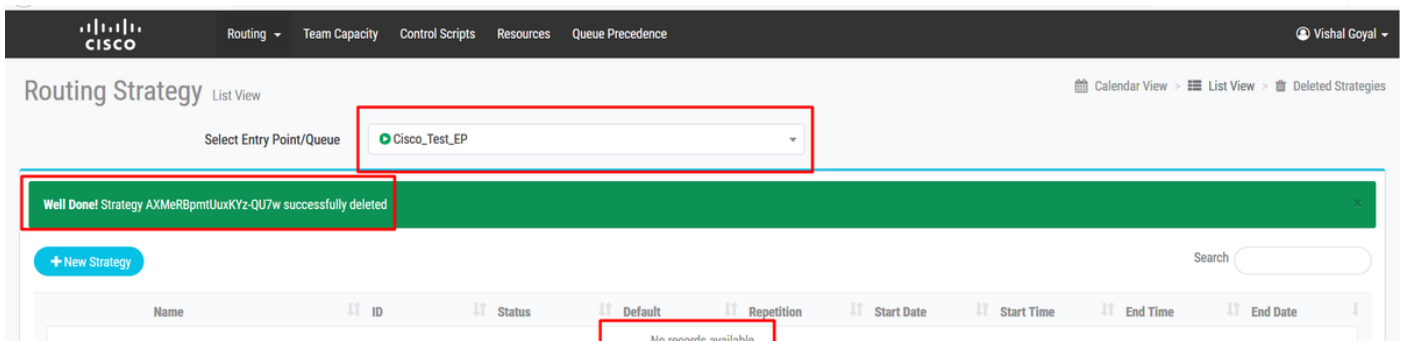


Step 3. Go to **Provisioning >> Queue** >> Select "Cisco_Test_Q", click on Delete and the operation is successful



Delete the Routing Strategy for Cisco_Test_EP, and try to delete the Queue - Cisco_Test_EP.

Routing Strategy for the Cisco_Test_EP has been deleted but when we try to delete the Queue - Cisco_Test_EP, it gives an error "**Cannot deactivate - Virtual Team is referenced by other entities**" as the Routing Strategy is referenced. (See below)



Associated Entities and Strategies for CiscoTestEp

Associated Queues Routing Strategies

ID	Name
AXMeQ_J-Aw2KIZQtnpW9	Cisco_Test_EP_RS

Follow Step 1 to Step 3 in order to delete the Entry Point.

Deleted Routing Strategies

Select Entry Point/Queue: Cisco_Test_EP

Name	ID	Status	Default	Repetition	Start Date	Start Time	End Time	End Date
Cisco_Test_EP_RS	AXMeQ_J-Aw2KIZQtnpW9	Active	No	Daily	05-Jul-2020	0000	2400	30-Dec-2020

Well Done!!
Cisco_Test_EP is deleted successfully

Entry Points

+ New Entry Point