



CVP Failover to Basic ACD (B-ACD)

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The CVP Failover to Basic ACD (B-ACD) feature uses Cisco IOS software to provide B-ACD routing and reporting in the event of WAN interruption. If communication between Cisco Unified Customer Voice Portal and the Cisco IOS VoiceXML Browser is lost, the Cisco voice gateway, when configured for B-ACD, provides B-ACD call treatment for calls in queue and new PSTN calls.

Configuration Information

Configuration information is included in the “Cisco Unified CME Basic Automatic Call Distribution and Auto-Attendant Service (B-ACD)” chapter of the *Cisco Unified CME B-ACD and Tcl Call-Handling Applications* at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_configuration_guide_book09186a00805f22ca.html

Command Reference Information

Command reference information is included in the *Cisco IOS Voice Command Reference*, Release 12.4T, at the following URL:

http://www.cisco.com/en/US/products/ps6441/products_command_reference_book09186a00804973c0.html

Modified Commands

The following command is modified for this feature:

- **service**

List of All Release 12.4T Commands

An alphabetical list of all Cisco IOS Release 12.4T commands is in the *Cisco IOS Master Commands List*, Release 12.4T, at the following URL:

http://www.cisco.com/en/US/products/ps6441/products_product_index09186a00805db418.html



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List of All New, Modified, Removed, and Replaced Release 12.4T Commands

Alphabetized lists of all new, modified, removed, and replaced commands for each Cisco IOS Release 12.4T release are in the *Cisco IOS New, Modified, Removed, and Replaced Commands*, Release 12.4T, document at the following URL:

http://www.cisco.com/en/US/products/ps6441/products_product_index09186a00805db026.html

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