



# Unified CCX CUBE Outbound Configuration

First Published: July 6, 2015

Last Updated: Feb 11, 2016

## Introduction

This page provides configuration information for CUBE Outbound with Call Progress Analysis (CPA) in a Unified CCX environment.

The intended audience should be able to perform system-level configuration of Cisco Unified Communications components and deployments and be familiar with the Cisco Unified Communications products.

The configuration information is based primarily on system testing performed in 10.6 Unified CCX during Cisco Collaboration Systems releases.

This topic does not contain detailed step-by-step procedures. For detailed information about installing, configuring, and administering Unified CM, Unified CCX, or CUBE refer to Unified CM, Unified CCX, or CUBE documentation - see Related Documentation.

## Design

For information about design considerations and guidelines to deploy Cisco Unified Contact Center Express, see:

[Cisco Unified Contact Center Express Design Guide, Release 10.6\(1\)](#)

For information on design considerations and guidelines for deploying Outbound:

[Cisco Unified Contact Center Express Design Guide, Release 10.6\(1\): Unified CCX Outbound Preview Dialer](#)

[Cisco Unified Contact Center Express Design Guide, Release 10.6\(1\): Unified CCX Outbound Progressive and Predictive Dialer](#)

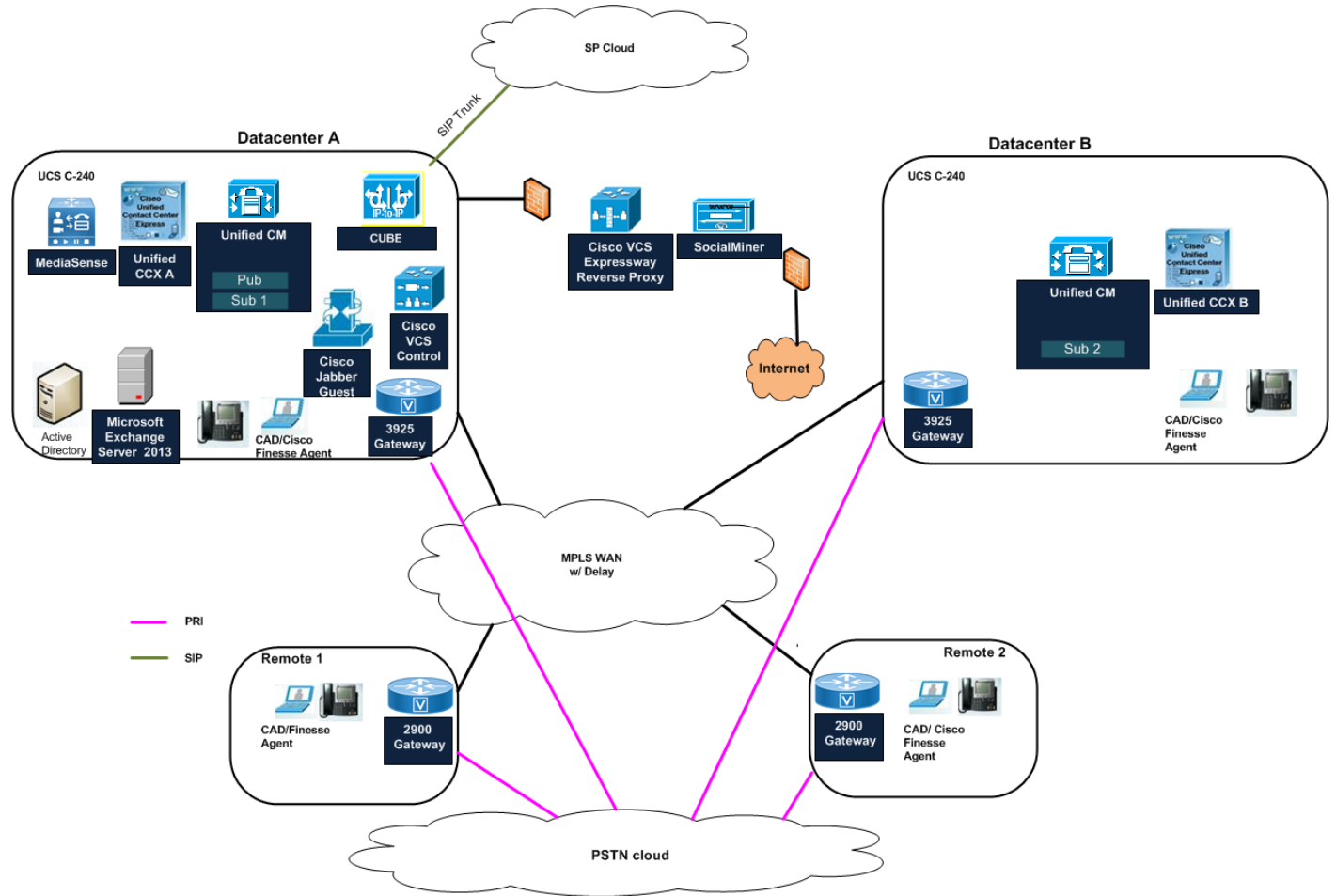
For information on specific deployments and sites where CUBE Outbound system testing was performed, see [Tested Deployments and Site Models](#).

## Topologies

This section provides information about the CUBE Outbound with CPA. During Cisco Collaboration Systems 10.6 testing, various system components including Unified CM, Unified CCX, and CUBE were installed and tested in several sites.

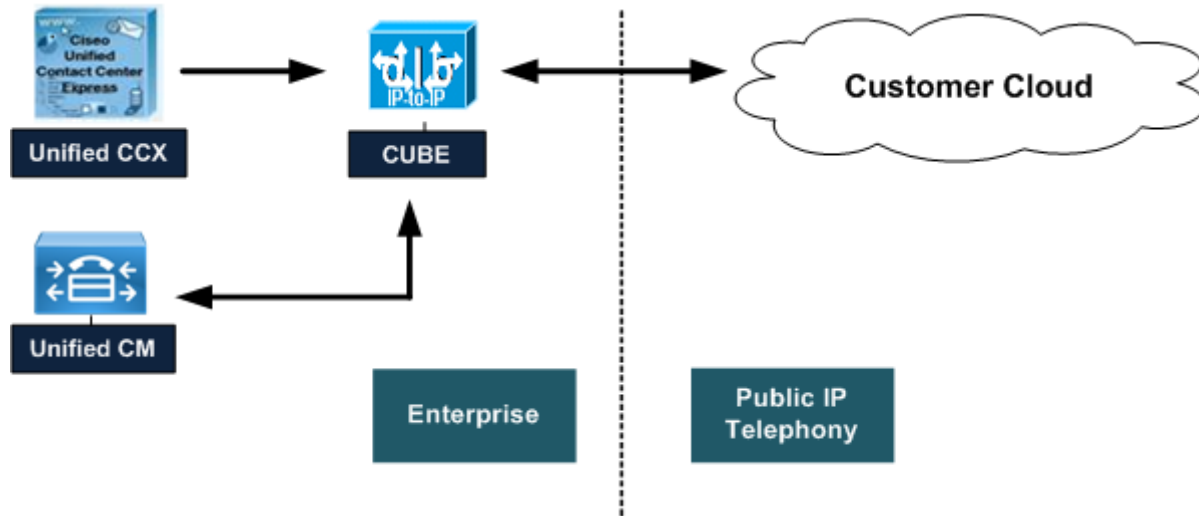
- **Unified Communications Manager:** 10.5.2.10000-5
- **Unified CCX:** 10.6.0.10000-39

- IM and Presence Service: 10.5.2.10000-9
- Cisco IOS: 15.4(3) M1



## Call Flow Diagram

Figure 1: Unified CCX CUBE Outbound Call Flow



1. Contacts are imported into Unified CCX from the Unified CCX administration interface.
2. The Unified CCX dials out the numbers depending on the availability of the agent or IVR configuration and port availability.
3. The call reaches the CUBE which dials out to the actual customer outside the enterprise. If it is an agent campaign, an agent is reserved first.
4. Call Progress Analysis (CPA) works only with Predictive and Progressive IVR and Agent Campaigns.
5. When the customer answers the call, CPA determines whether it is a voice call or it has been connected to fax or answering machine. If the CPA detected is voice, the call is transferred to the agent or IVR otherwise the call is disconnected by the CUBE itself.

## Configuration

This section provides the high-level tasks and related information for configuring CUBE Outbound:

The following table provides this information:

- Configuration Tasks: List of high-level configuration tasks
- System Test Specifics: System test variations from procedures and settings documented in the product documentation.
- More Information: Links to product documentation for detailed configuration information related to the high-level tasks.

NOTE: Default and recommended values specified in the product documentation were used during system testing, unless otherwise noted in the System Test Specifics column.

Table 1. CUBE Outbound Configuration

Configuration Tasks	System Test Specifics	More Information
1. Configure the Unified CM server.		<a href="#">Unified Communications Manager Install and Upgrade Guides</a>
2. Configure the Unified CM for the Unified CCX.		<a href="#">Cisco Unified Communications Manager Configuration Guides</a>
3. Configure Unified CCX.		<a href="#">Cisco Unified Contact Center Express Install and Upgrade Guides</a>
4. Configure Outbound.		<a href="#">Unified CCX Outbound Dialer Configuration</a>
5. Configure the CUBE for CPA.		<a href="#">Call Progress Analysis Over IP-to-IP Media Session</a>
6. Point the SIP Gateway in Unified CCX Outbound <b>Configuration to CUBE's</b> Enterprise IP.	The default values of CPA parameters provided by Unified CCX are usable and <b>don't need</b> extra configuration.	<a href="#">Configure SIP Gateway for Unified CCX Outbound Call</a>
7. Add an incoming dial peer to Unified CM and Unified <b>CCX for the agent's</b> instrument number.	This dial peer to Unified CM is necessary for the call to be transferred to agent after voice detection in CPA.	<a href="#">Configuring Dial Peers on CUBE</a>

## Related Documentation

- [Cisco Unified Contact Center Express Design Guide, Release 10.6\(1\)](#)
- [Cisco Unified Communications Operating System Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR, Release 10.5\(1\)](#)
- For information on configuring the security components, see [Security System Configurations](#).
- For information on the IOS commands used to configure infrastructure components, see [Configuration Command Files for Contact Center](#).

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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