



Global/Multi PG Deployment Configuration

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Introduction

From 11.6(1) release onwards, Cisco Packaged Contact Center Enterprise (Package CCE) deployments support a global or multi PG deployment model with a remote data center and remote sites.

This model has a centralized or distributed main data center. It also has a remote data center that is generally in a different geographical location. The remote data center gives you local access in that geographic region. This remote data center allows you to handle your global workload without creating another contact center instance.

The remote site requires a separate Cisco Unified Communications Manager (Unified CM) cluster and a separate Cisco Finesse cluster along with Cisco Unified Customer Voice Portal (Unified CVP) call server (part of the main data center) and Cisco Unified Contact Center Enterprise (Unified CCE) Peripheral Gateway (Agent PG, VRU PG and MR PG).

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

The configuration information is based primarily on system testing performed in the 11.6(1) Packaged CCE test bed during Cisco Collaboration Systems Release 12.0(1).

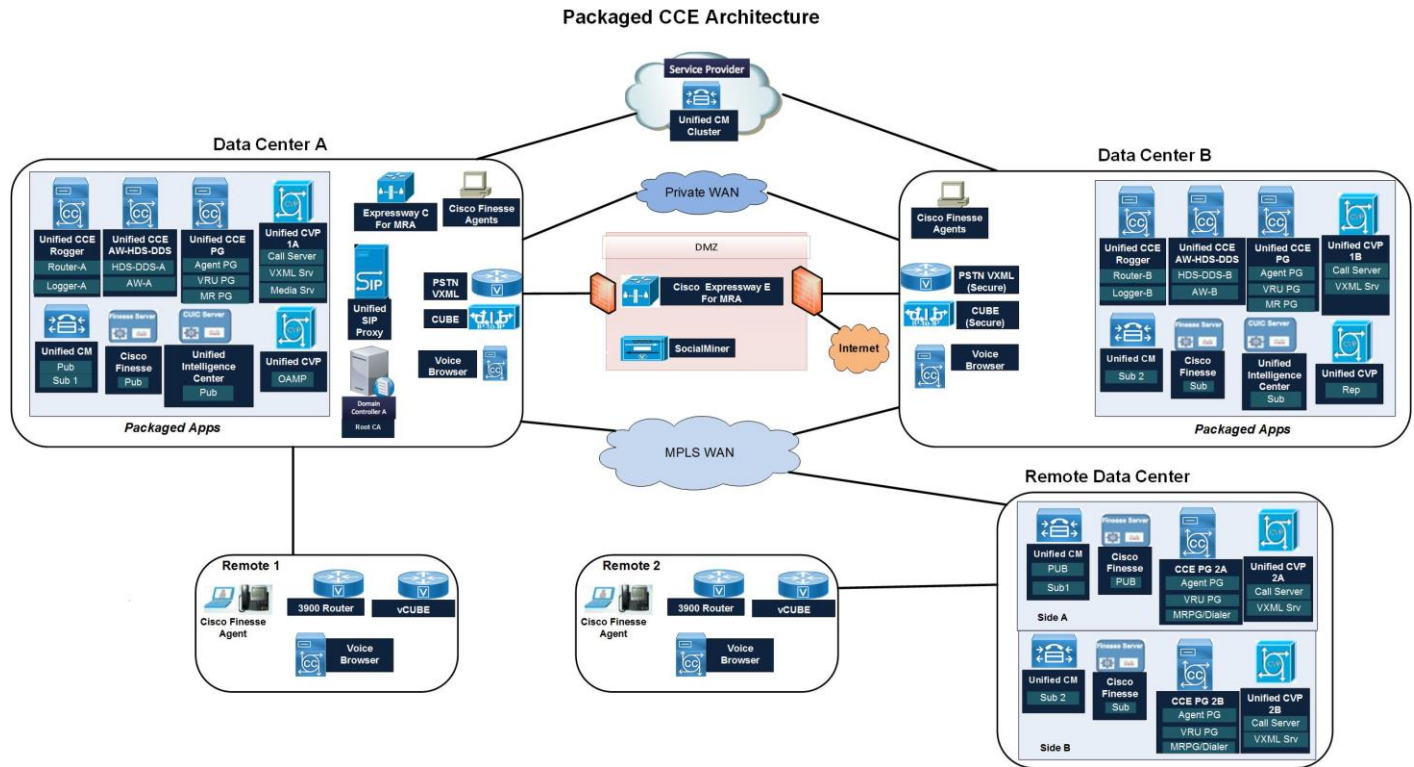
Design

For information on design considerations and guidelines for deploying Packaged CCE, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-us-contact-center-enterprise/products-technical-reference-list.html>.

Topologies

This section provides information about the Cisco Packaged Contact Center Enterprise deployment. Remote 1 is remote site for Data Center A comprising vCUBE, Cisco Virtualized Voice Browser (Virtualized Voice Browser) along with Remote 1 agents. Remote 2 is remote site for Remote Data Center comprising vCUBE, Virtualized Voice Browser along with Remote 2 agents.



Component Deployment

The software versions used for testing:

- Unified CCE/Cisco Unified Intelligent Contact Management (Unified ICM): 11.6 (1)_installer_3973_build_738
- Cisco Finesse: 11.6.0.99000-343
- Cisco Virtualized Voice Browser (Virtualized Voice Browser): 11.6.1.10000-3
- Unified CVP: 11_6_1_Build_324
- Cisco Unified Intelligence Center: 11.6.0.99000-912
- Unified CM: 12.0.99834-5

Call Flow

Main Data Center

- Unified IVR leg: Customer > vCUBE/CUBE (ISR G3) > Unified SIP Proxy (LAX) > Unified CVP (LAX) > Unified SIP Proxy (LAX) > VXML/Voice Browser (LAX)
- Agent 1 leg: Customer-> vCUBE/CUBE (ISR G3) > VXML/Voice Browser > Unified SIP Proxy (LAX) > CVP (LAX) > Unified SIP Proxy (LAX) > Unified CM (LAX) > Agent 1 (1st preference local agent)

Remote 1 Site

- Unified IVR leg: Customer > REM1 vCUBE > Unified SIP Proxy (LAX) > Unified CVP (LAX) > Unified SIP Proxy (LAX) > Voice Browser (Remote 1) (Unified IVR)
- Agent 1 leg: Customer > REM1 vCUBE > VB > Unified SIP Proxy (LAX) > Unified CVP (LAX) > Unified SIP Proxy (LAX) > Unified CM (LAX) > Agent 1(1st preference Remote1 Agent)

Remote 2 Site

- Unified IVR leg: Customer > REM2 vCUBE > Unified SIP Proxy (LAX) > Unified CVP (HON) > Unified SIP Proxy (LAX) > VB (Remote 2) (Unified IVR)
- Agent 1 leg: Customer > REM1 vCUBE > VB > Unified SIP Proxy (LAX) > Unified CVP (HON) > Unified SIP Proxy > Unified CM (HON) > Agent 1(1st preference local agent)

Configuration Task Flow

This section provides the high-level tasks and related information to create a remote data center.

Prerequisites:

- Configure the main site.
- Install but do not configure the remote site applications, such as Unified CM, Cisco Finesse, Unified CVP, and Unified CCE PG.

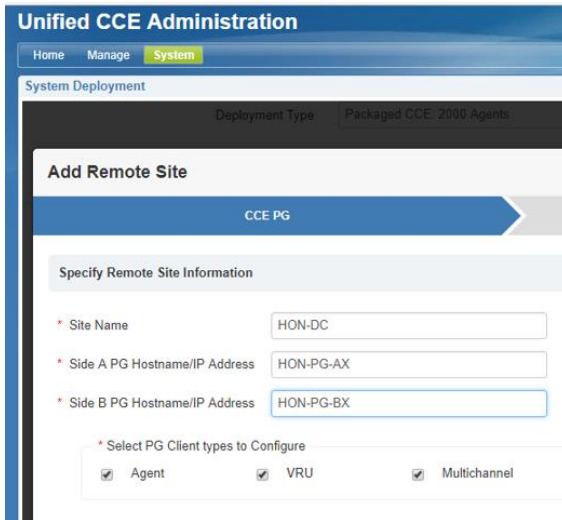
Step 1 Sign-in to Unified CCE Administration, go to System > Deployment.



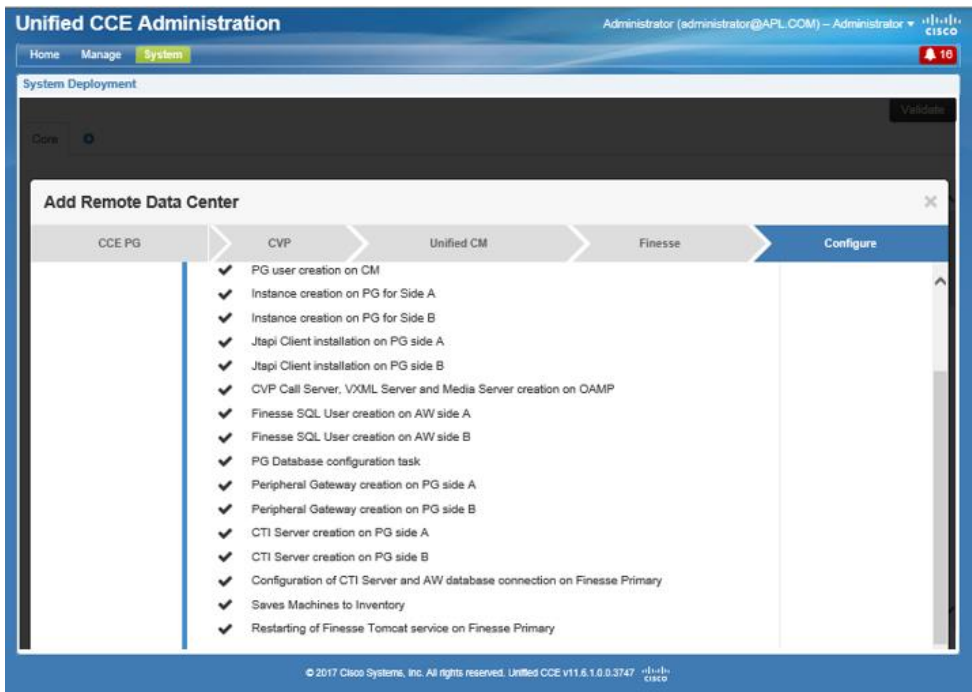
Step 2 Click + to add a remote site.



Step 3 Enter the CCE PG details. Click Next.

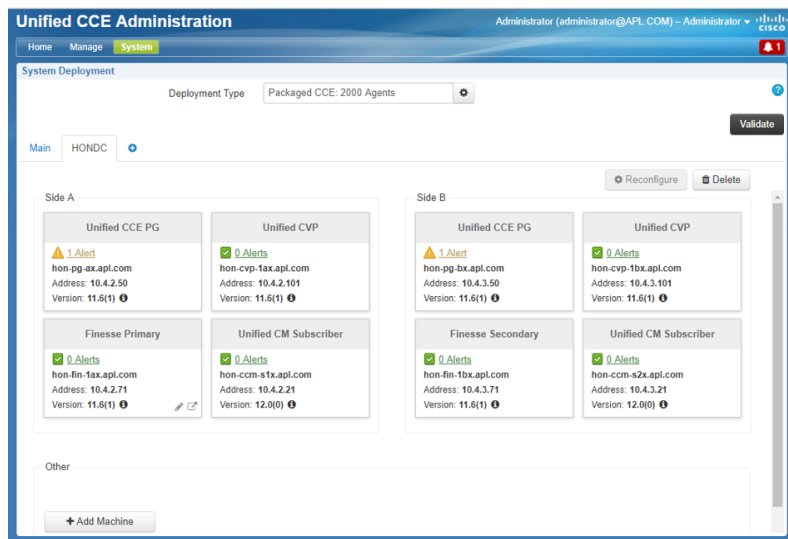


Step 4 Enter the CVP, Unified CM, and Finesse Cluster access and click Submit.



Known Issues

Step 5 To configure and integrate the remote data center with the main data center, use the built-in day1 and day 2 scripts of the deployment wizard.



Known Issues

Identifier	Headline	Severity
CSCve84249	Deletion of PG/CG component via API fails when we have any related folder open in the machine	6
CSCvf24265	Finesse shows incorrect msg about device not accessible when we tried to login 2001 from rem site	3
CSCvf31905	PCCE - PG order is not unique for Main and remote site might mislead customer	6
CSCvf39189	Incorrect alarm seen for CVP VM related to server group	3

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](#).

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