

# Cisco BroadWorks Configurations

Imagicle Advanced Queuing can interact with BroadWorks calling platform leveraging a SIP trunk to accept incoming call and transfer them to the targets/agents.

The required configuration on BroadWorks includes the following steps:

- Identity/Device Profile configuration
- User(s) Profile configuration
- User(s) Addresses configuration
- User(s) Services Assignment

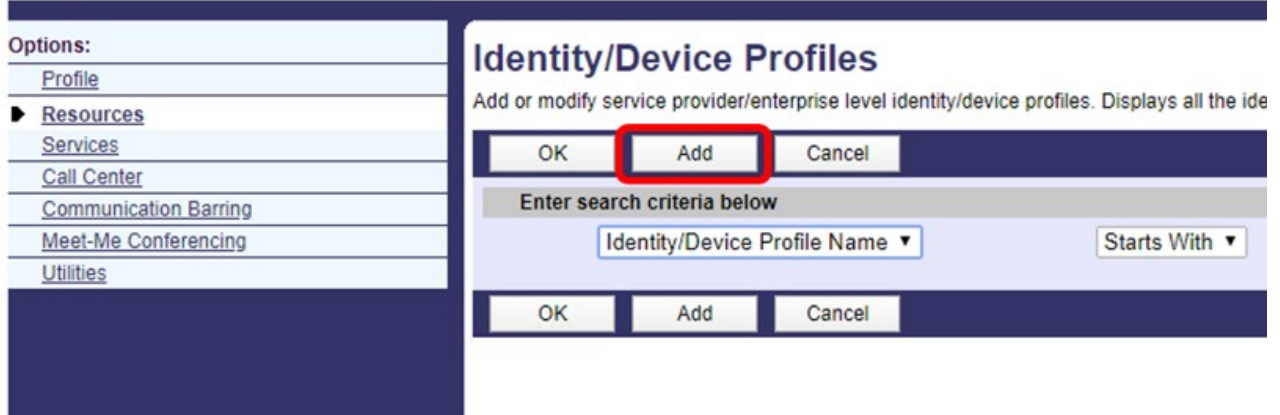
## 1. Identity/Device Profile

Please access to Cisco BroadWorks administration web portal and go to Enterprise & Resources:

The screenshot shows the Cisco BroadWorks administration web portal. At the top left is the BroadSoft logo. Below it is a navigation menu with 'Options:' and 'Profile' listed. The 'Resources' menu item is highlighted in yellow. The main content area is titled 'Resources' and is divided into two columns. The left column lists various configuration options: 'Configuration' (Call Recording Platform, Group Paging Targets Capacity, Identity/Device Endpoints, Identity/Device Profiles, Domains, Network Classes of Service, Numbers, Office Zones, Route Point External Systems). The right column is titled 'Assignment' and includes 'Assign Group Services', 'New User Services Template', 'Existing User Services', and 'IMRNs'.

Click on Identity/Device Profiles and hit "Add" to configure a new Identity Profile. Such profile is required for each Imagicle UC Suite node where queue calls should be routed.

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**Please compile the form with the following data:**

- **Identity/Device Profile Name:** Name of your choice, identifying the Imagicle UC Suite server
- **Identity/Device Profile Type:** Select "Generic SIP IP-PBX" from pull-down menu
- **Protocol:** Select "SIP 2.0" from pull-down menu
- **Host Name/IP Address:** Add Imagicle UC Suite FQDN or IP address
- **Port & Transport:** TCP Port 5062

You can leave other parameters to default values. See below sample:

**Options:**

- [Profile](#)
- ▶ [Resources](#)
- [Services](#)
- [Call Center](#)
- [Communication Barring](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

### Identity/Device Profile Add

Add a new identity/device profile.

OK    Cancel

\* Identity/Device Profile Name:

Identity/Device Profile Type:

Protocol:

Host Name/IP Address:     Port:

Transport:

MAC Address:

Description:

Serial Number:

Outbound Proxy Server:

STUN Server:

Physical Location:

OK    Cancel

## 2. User Profile

Each queue defined in Imagicle Advanced Queuing application should have a corresponding "virtual" User in BroadWorks platform. Please go to Enterprise > Users > Profile

Options:	Profile	
<ul style="list-style-type: none"> <li>▶ Profile</li> <li>Resources</li> <li>Services</li> <li>Acct/Auth Codes</li> <li>Call Center</li> <li>Calling Plan</li> <li>Meet-Me Conferencing</li> <li>Utilities</li> </ul>	<p><b>Basic</b></p> <p><u>Users</u> Add, modify, or remove users.</p> <p><b>Profile</b> View or modify your group profile information.</p> <p><u>Change Password</u> Change your password.</p> <p><u>Administrators</u> Add, modify, or remove group administrators and department administrators.</p> <p><u>Announcement Repository</u> Manage the announcements for a group</p> <p><u>Departments</u> Add, modify, or remove departments in your group.</p> <p><u>Schedules</u> Add, modify, or remove schedules.</p>	<p><b>Advanced</b></p> <p><u>Call Processing Policies</u> Configure group-level Call Pr</p> <p><u>Communication Barriers</u> Configure group-level Commi</p> <p><u>Dial Plan Policy</u> Configure group-level Dial Pl</p> <p><u>Virtual On-Net Enterprise</u> Create and manage Virtual O</p> <p><u>Dialable Caller ID</u> Automatically prepend digits 1 the caller ID is presented in d</p>

Hit "Profile" and compile the form with the following data:

- **Last Name & First Name:** Name of your choice, identifying the Imagicle Queue
- **Calling Line ID Last Name & First Name:** This is the caller ID appearing on agent's phone when a call is received from this queue

You can leave other parameters to default values. See below sample:

Options:

- Profile
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Communication Barring
- Utilities

### Profile

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension, and device that are used for handling your mobile phone, pager, and other information to be visible to other group members in the group phone list. Some of this information can only be modified by your administrator.

OK
Apply
Delete
Cancel

Enterprise ID: Ent-Imagicle  
 Group: imagicle-Grp1  
 User ID: 9725552101@iopas.tekvizion.com

[Move User to Another Group \(Also saves current screen data\)](#)  
[Change User ID \(Also saves current screen data\)](#)

\* Last Name:  \* First Name:

\* Calling Line ID Last Name:  \* Calling Line ID First Name:

Name Dialing Last Name:  Name Dialing First Name:

Department: None Language: English

Time Zone: (GMT-05:00) (US) Central Time Network Class of Service: None

Additional Information

Title:

Pager:  Mobile:

E-mail:  YahooID:

Location:

Address:

City:  State/Province: -- Select --

Zip/Postal Code:  Country:

OK
Apply
Delete
Cancel

### 3. User Addresses

Now you need to provide the destination route to allow callers to reach the Imagicle queue. Please go back to Enterprise Users and select previously defined User's Profile

Options:

- Profile
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Communication Barring
- Utilities

### Profile

**Basic**

**Profile**  
Display and configure profile information such as your name, department and address.

**Addresses**  
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

**Advanced**

**Assign Services**  
Assign or unassign service

**Call Application Policies**  
Select Call Control Application

**Call Policies**  
Configure user Call Policies

**Call Processing Policies**  
Configure user-level Call Policies

**Communication Barring**  
Configure Communication Barring

**Device Policies**  
Configure user Device Policies

Hit "Addresses" and compile the form with the following data:

# imagicle

- **Phone Number:** Previously defined User, from pull-down menu
- **Extension:** Optional Speed-Dial short number
- **Identity/Device Profile Name:** Please select the Identity/Device Profile previously defined in step #1
- **Line/Port:** to be populated with queue number @ company domain
- **Contact: sip:** This section should be compiled **ONLY** when an Imagicle HA cluster is implemented. In this case, please compile first two lines with queue number @ <Imagicle\_IP>:5062, where <Imagicle\_IP> are respectively the primary and backup Imagicle nodes.

You can leave other parameters to default values. See below sample:

The screenshot shows the Broadsoft Enterprise configuration interface. The breadcrumb path is Enterprise > imagicle-Grp1 > Users : queue3@iopas.tekvizion.com. On the left, there is a sidebar with 'Options:' including Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messaging, Communication Barring, and Utilities. The main area is titled 'Addresses' and contains a form with the following fields: 'Phone Number' (9725552015) with an 'Activated' status, 'Extension' (2015), and radio buttons for 'Identity/Device Profile' (selected), 'Trunking', and 'None'. Below these are fields for 'Identity/Device Profile Name' (QME (SP)), '\* Line/Port' (9725552015 @ iopas.tekvizion.com), and a 'Contact' section with four 'sip:' entries. The first two entries are populated with '9725552015@18.210.238.155:5062' and '9725552015@52.45.74.163:5062'. At the top of the form are 'OK', 'Apply', and 'Cancel' buttons.

## 4. Service Assignment

Now you need to assign some services to queue-related user, to allow proper SIP handling of call transfers from/to the Imagicle queue. Please go back to Enterprise → Users and select previously defined User's Profile.

Options:

- ▶ Profile
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Communication Barring
- Utilities

## Profile

### Basic

#### Profile

Display and configure profile information such as your name, department and address.

#### Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

#### Announcement Repository

Manage the announcements for a user

#### Passwords

Set web access and portal passwords.

#### Schedules

Add, modify, or remove schedules.

### Advanced

#### Assign Services

Assign or unassign services and service packs.

#### Call Application Policies

Select Call Control Applications enabled for a user.

#### Call Policies

Configure user Call Policies

#### Call Processing Policies

Configure user-level Call Processing Policies

#### Communication Barring Authorization Codes

Configure Communication Barring Authorization codes for

#### Device Policies

Configure user Device Policies.

Hit "Assign Services" and move below red-circled items from "Available Services" to "User Services", by clicking "Add >" button:

Options:

- ▶ Profile
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Communication Barring
- Utilities

## Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data has been filled out will be lost.

OK Apply Cancel

Available Service Packs	User Service Packs
<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>	<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>
	<p>Add &gt;</p> <p>Remove &lt;</p> <p>Add All &gt;&gt;</p> <p>Remove All</p>
Available Services	User Services
<ul style="list-style-type: none"> <li>Advice Of Charge</li> <li>Alternate Numbers</li> <li>Anonymous Call Rejection</li> <li>Authentication</li> <li>Automatic Callback</li> <li>Automatic Collect Call</li> <li>Automatic Hold/Retrieve</li> <li>Barge-in Exempt</li> <li>Basic Call Logs</li> <li>Bria For BroadWorks</li> </ul>	<div style="border: 2px solid red; padding: 5px;"> <ul style="list-style-type: none"> <li>Calling Name Delivery</li> <li>Calling Name Retrieval</li> <li>Calling Number Delivery</li> <li>Calling Party Category</li> <li>Call Transfer</li> <li>Call Waiting</li> <li>External Calling Line ID Delivery</li> <li>Internal Calling Line ID Delivery</li> </ul> </div>
	<p>Add &gt;</p> <p>Remove &lt;</p> <p>Add All &gt;&gt;</p> <p>Remove All</p>