Cisco BroadWorks Configurations

Imagicle Advanced Queuing can interacts 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
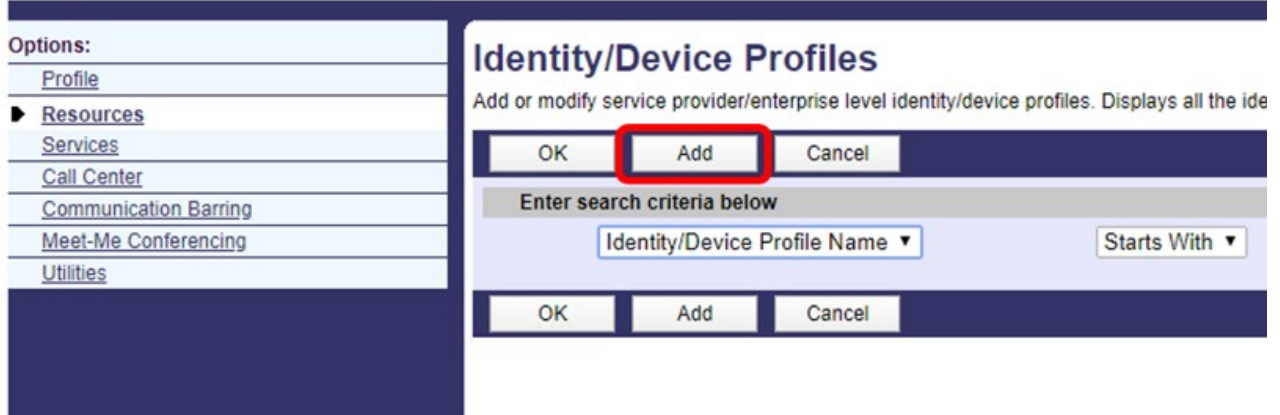- User(s) Services Assignment

1. Identity/Device Profile

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

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:

2. User Profile

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

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:

3. User Addresses

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

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

- **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:

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 â Users and select previously defined User's Profile.

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