METROPOLIS

Interfacing OfficeWatch Call Accounting with CallManager 4.x

1) In the Service Parameters Configuration window of the Cisco CallManager Administration tool, select the Enterprise Parameters Configuration option (refer to picture below).

System Route Plan S	ervice Feature Device User Application Help	
Server Cisco CallManager Cisco CallManager Group Date/Time Group Device Defaults Region Device Pool Entreprise Personators Location	ager Administration	Cisco Systems
	Parameters Configuration	
SRST Enterprise Parameter	All	F
Status: Update completed Update		
General Parameters		
Parameter Name	Parameter Value	Suggested Yalu
Synchronization Betwee Device Profile and Phon Configuration*	e True	True

2) Scroll to the CDR Parameters section or press Ctrl F and type CDR in the find-text box (refer to picture below). Set the CDR Format option to "flat" and enter the path where the flat files should be created.

GDR Parameters		
Parameter Name	Parameter Value	Suggested Value
CDR File Time Interval (min)*	1	1
CDR Format*	CDRs will be kept in flat files. Note: Files will not be deleted	CDRs will be inserted into database.
CDR UNC Path	\\MAZ-VOIP-CM1\CDR	
Cluster ID*	StandAloneCluster	StandAloneCluster
Local CDR Path*	C:\Program Files\Cisco\CallDetail	C:\Program Files\Cisco\CallDetail
Off Cluster CDR Connection String		

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954-941-1010

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3) Launch OfficeWatch, select Setup | PBX, and select Cisco Call Manager 4.x. Enter the file path of the CallManager CDR files set in the previous step. The default values are correctly shown in the picture below.

Select PBX		
Select your PBX model and communication method here. From this screen, you may also modify the template of your PBX model, or create a new PBX template.		
PBX Model: Cisco CallManager 4.x	PBX Communications: Receive data using: File Delivery (Application extracts calls from a file on PBX)	
Modify PBX Settings Create New PBX	CDR path and file name: Y:\CDR\cdr_*	
	Check for CDR every: 1 Minutes Delete PBX CDR files after processing Show Field Map	
✓ <u>□</u> K X Cancel ? Help		

4) Click OK to save the values. As calls are completed by CallManager users, they will appear on the main screen of the OfficeWatch software. For further technical assistance, please phone Metropolis Technologies' Technical Support department at the number below.

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