

Arc Express – *tech notes*

Add a timed overflow from a queue.

Description

This paper explains the steps to be taken to add a timed overflow to the Arc Express configuration.

Please note that to change this setting access to the CUCME is needed.

1. A timed overflow is configured via a timeout against the Hunt Group that has been added to the CME configuration for each queue.
2. To add this setting, log into the CME configuration
3. Use the following CLI commands:-
 - **Conf terminal**
 - **Ephone-hunt X** (where X is the number of the hunt group configured for a particular queue)
 - **Max-timeout XX** (where XX is the number of seconds required to activate the overflow)
 - **Exit or CTRL+Z**
4. Example

```
Telnet 192.168.100.20
Username: cisco
Password:
ArcSolutions2800#conf t
Enter configuration commands, one per line. End with CNTL/Z.
ArcSolutions2800(config)#ephone-hunt 1
ArcSolutions2800(config-ephone-hunt)#max-timeout 20
ArcSolutions2800(config-ephone-hunt)#^Z
ArcSolutions2800#
```

Additional Information

If a max-timeout is enabled on a hunt group, then the max-redirect value in telephony-service has to be set to at least the **TOTAL_EPHONE_DN's_IN_HUNTOGROUP + 1**

The purpose of max-redirect is to place a limit on the number of redirects to different ephone-dn's. After x ephone-dn hops, the caller will hear the busy tone (see example below to illustrate this)

