# How to delete an Entry Point or Queue

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#### Introduction

This document describes how to delete an Entry Point or Queue in WebEx Contact Center.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of the following topics:

- Cisco Webex Contact Center
- Routing Strategy

### **Components Used**

- Provisioning
- Routing Strategy

Note: This document is targeted towards customers and partners who have deployed Webex Contact Center to their network infrastructure.

### Steps to create Entry Point and Queue

Step 1. Log in to Portal via https://portal.ccone.net and click on Provisioning.

**Step 2.** Configure an Entry Point (EP) and Queue under Provisioning. Click on New Entry Point and New Queue tabs respectively.

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Provisioning ~	Entry Points			Help ③ Entry Point	s > List
<ul> <li>CCOne_TAC</li> </ul>	+ New Entry Point			Search	
○ Entry Points/Queues ~					
<ul> <li>Entry Point</li> </ul>	Name IL Channel Type IT Description	lî St	atus 🕸	ID	JI .
O Queue	O avinashtest1 Telephony avinashtest		ctive	AXCuuySWFt2-Tpg9eR09	
<ul> <li>Outdial Entry Point</li> </ul>	O Avinu Test Telephony Avinu Test	•	ctive	AXIRexMfxAxm2uGRRz-f	
<ul> <li>Outdial Queue</li> </ul>	O Chand_test Telephony	A	ctive	AW4-mr8d-7t3T4bz80zk	

#### Note: Entry Point - Cisco\_Test\_EP and Queue - Cisco\_Test\_Q has been created

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Entry Point	Help O Entry Point > Vie
General Settings	
Name	Cisco_Test_EP
Description	
Туре	Entry Point
Channel Type	Telephony
Status	Active
Advanced Settings	
Service Level Threshold	120 seconds
Maximum Active Calls	10
Control Script URL	http://localhost:8000/CCOne_TAC/
IVR Requeue URL	http://localhost:8000/CCOne_TAC/

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Queue				🖉 Help 🛛 Q Queue >	View
General Settings					
Name Cisco_Test_Q					
Description					
Type Queue					
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### Steps to Assign Routing Strategies to Entry Point and Queue

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	Select Entry Point/Queue	Cisco_Test_EP			×			
New Strategy								Search
Name	U 11	11 Status	I Default	It Repetition	Start Date	IT Start Time	1 End Time	北 End Date 北
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···· Cisco_Test_EF	P_RS AXMeQ_J-Aw2KIZ	QtnpW9 Active	No	Daily	05-Jul-2020	0000	2400	30-Dec-2020

cisco 🛗 Calendar View > 🎞 List View > 🏦 Deleted Strategies Routing Strategy List View Select Entry Point/Queue --- Cisco\_Test\_Q ÷ Search J1 ID It End Time Status 11 Default 11 Rep Start Date 1 Start Time 11 End Date Name Current-Cisco\_Test\_Q\_RS AXMeRct7tpg02XKIJdUY No Daily 05-Jul-2020 0000 2400 05-Jul-2020 Cisco\_Test\_Q\_RS AXMeRaOrS4nxC49TX2Cy Active No Daily 05-Jul-2020 0000 2400 30-Dec-2020

### **Procedure to Delete Routing Strategy**

Delete the Routing Strategy for Cisco\_Test\_Q, and try to delete the Queue - Cisco\_Test\_Q

Assign Routing Strategies to both the EP and Queue respectively

	ດໄທໄທ cisco	Routing 👻	Team Capacity	Control Scripts	Resources Quei	ue Precedence				<b>(</b> )	Vishal Goyal 👻
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		Select Entry Poir	nt/Queue	- Cisco_Test_Q			•				
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Routing Strateg	Routing Strategy List View 🖄 Calendar View > 🏥 List View > 🏥 List View > 🗯 Deleted Strategie										
	Select Entry Point/Queue	Cisco_Test_Q			•						
Well Done! Strategy AXMeRct	7tpg02XKIJdUY successfully del	leted							x		
+ New Strategy								5	Search		
Name		Î ID J	Status	Default No record	Repetition s available	11 Start Date	1 Start Time	1 End Time	1 End Date		

Cannot deactivate - Virtual Team is referenced by other entities ①

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### Problem

Routing Strategy for the Cisco\_Test\_Q has been deleted but when we try to delete the Queue - Cisco\_Test\_Q, it gives an error **"Cannot deactivate - Virtual Team is referenced by other entities"** 

As	sociated Entities and Strategies for CiscoTestQ		×
_	Routing Strategies		
	ID	Name	
	AXMeRaOrS4nxC49TX2Cy	Cisco_Test_Q_RS	

**Note**: System is designed in a way that deleted Routing Strategy is retained under "Deleted Strategies" to avoid human error or needs to re-activate the Routing Strategy, Therefore the queue deletion operation fails with the error "the Routing Strategy existence in the system"

### Solution:

Step 1. Go to Routing Strategy under **Portal** >> **Click on Deleted Strategies** >> **Select the Queue** - Cisco\_Test\_Q. Referenced Routing Strategy is available

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Deleted Routing Strategies 📾 Calendar View > 🗰 List View > 🏦 Deleted Strategies										
Select Entry Point/C	ueue Cisco_Te	est_Q		•						
							Search			
Name 👫 ID	JI Status	1 Default	IT Repetition	11 Start Date	↓↑ Start Time	1 End Time	1 End Date			
Cisco_Test_Q_RS AXMeRaOrS4nxC49T	(2Cy Active	No	Daily	05-Jul-2020	0000	2400	30-Dec-2020			

Step 2. Delete the Routing Strategy "Cisco\_Test\_Q\_RS" under "Deleted Strategies"

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Routing Strategy	List View							🛗 Calendar View > 👪	■ List View > 🛍 Delete	ed Strategies
s	elect Entry Point/Queue	Cisco_Test_Q			•					
Well Done! Strategy AXMeRct7tp	02XKIJdUY successfully delet	ed								×
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Name		ID Å	Status	U Default No recor	Repetition rds available	👫 Start Date	↓î Start Time	$\downarrow\uparrow$ End Time	$\downarrow\uparrow$ End Date	

#### $\label{eq:step3} Step 3. Go to \ensuremath{\textit{Provisioning}} >> \ensuremath{\textit{Queue}} >> Select "Cisco_Test_Q", click on Delete and the operation is successful and the operation of the successful and the successful and the operation of the successful and the succes$

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CCOne_TAC Dashboard × Entry Point × Queue ×			Vell Done!! Cisco_Test_Q is deleted successfully
Queues			🖉 Help 🛛 Q Queues > List
+ New Queue			Search

Delete the Routing Strategy for Cisco\_Test\_EP, and try to delete the Queue - Cisco\_Test\_EP.

Routing Strategy for the Cisco\_Test\_EP has been deleted but when we try to delete the Queue - Cisco\_Test\_EP, it gives an error "Cannot deactivate - Virtual Team is referenced by other entities" as the Routing Strategy is referenced. (See below)

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Routing Strateg	<b>y</b> List View						ť	🛗 Calendar View >	📰 List View	Deleted Strategies
	Select Entry Point/Queue	Cisco_Test_EP			*					
Well Done! Strategy AXMeRBp	pmtUuxKYz-QU7w successfully	/ deleted								×
+ New Strategy									Search	
Name		lt D II	Status	L1 Default L No records avail	Repetition	↓î Start Date	↓î Start Time	$\downarrow\uparrow$ End Time	↓î En	d Date

A	Associated Entities and Strategies for CiscoTestEp							
	Associated Queues	Routing Strategies						
	ID		Name					
	AXMeQ_J-Aw2KIZ0	)tnpW9	Cisco_Test_EP_RS					

#### Follow Step 1 to Step 3 in order to delete the Entry Point.

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Deleted Routing	Strategies						🛗 Calendar Vie	w > 🎟 List View > 🏦	Deleted Strategies
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Name		Status	11 Default	IT Repetition	Jî Star	t Date 👫 Start Time	11 End Time	11 End Date	
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🚳 Dashboard		CCOne_TAC Dashboard × Entry Point ×			Well Done!! Cisco_Test_	EP is deleted successful	ly
Provisioning	~	Entry Points				lelp ⊙ Entry Points >	List
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