

CISCO UCCE & PCCE QUICK GUIDE | ON-PREMISES SQM

Cisco UCCE Streaming Queue Music

Deliver Cisco Compatible live queue and agent-hold audio using VVB, optional CUCM multicast RTP, an on-premises SQM appliance and local fallback content.

Deploy SQM for Cisco VVB

1 Deploy the SQM appliance

Import the supplied OVA into customer-provided VMware and place SQM near the VVB servers on a reliable LAN segment.

2 Allow outbound connectivity

Provide network time and outbound HTTPS so SQM can receive managed audio, configuration and service status.

3 Connect VVB and optional CUCM

Serve local PCM to VVB and, when required, multicast RTP from the same SQM to CUCM for agent hold.

4 Test stream and fallback

Verify live audio, long holds and peak listeners. Interrupt the upstream stream and confirm local playlist audio and recovery.

What does SQM provide?

UNIFIED CISCO AUDIO

Use one SQM for queue and agent-hold experiences.

- Serve 8-bit, 8 kHz, mono G.711 PCM audio to VVB clients.
- The same SQM can send multicast RTP to CUCM for agent hold.

LOCAL FALLBACK AUDIO

Keep caller audio available during an upstream interruption.

- SQM can play internal static audio files from a local playlist.
- The appliance keeps trying to restore the managed stream connection.

MANAGEMENT AND SCALE

Operate multiple experiences with local visibility.

- One instance can receive up to 12 managed streams.
- Multiple SQM instances are common for high volumes or redundancy.

Expert setup notes

Plan one or more appliances:

Use at least one SQM instance per data center. Multiple instances are common for high call volumes, capacity distribution and redundancy.

Unify queue and agent-hold audio:

Use the same managed content for VVB queue audio and CUCM multicast RTP so callers hear a consistent experience when placed back on hold.

Prepare the local playlist:

Load properly licensed static fallback audio, confirm its play order and verify it remains available after an appliance restart.

Cisco Compatible and tested:

SQM completed independent testing through a Cisco-authorized laboratory and earned the Cisco Compatible badge.

Make every second on hold work harder.

Easy On Hold®, the Music On Hold Experts®, combines licensed music, professionally produced messages, unified VVB and CUCM audio, on-premises SQM streaming and local fallback content.

888-798-4HOLD • support@easyonhold.com
easyonhold.com •
easyonhold.com/integrations/cisco-ucce/