



CHAPTER 12

Cisco Unified Communications Manager Auto-Attendant

Cisco Unified Communications Manager Auto-Attendant, a simple automated attendant, allows callers to locate people in your organization without talking to a receptionist. You can customize the prompts that are played for the caller, but you cannot customize how the software interacts with the customer.

Cisco Unified Communications Manager Auto-Attendant comes bundled with Cisco Unified Communications Manager on the Cisco Unified Communications Manager 5 agent Cisco Unified Contact Center Express bundle.

This chapter describes Cisco Unified Communications Manager Auto-Attendant that is running on Cisco Customer Response Solutions (CRS) 5.0.



Note

For information about supported versions of Cisco CRS with Cisco Unified Communications Manager, see the following URL:

<http://www.cisco.com/univercd/cc/td/doc/systems/unified/iptmtrix.htm>

To access the documentation for Cisco Customer Response Solutions, see the following URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Use the following topics to understand, install, configure, and manage Cisco Unified Communications Manager Auto-Attendant:

- [Understanding Cisco Unified Communications Manager Auto-Attendant, page 12-2](#)
- [Installing the Cisco Unified Communications Manager Auto-Attendant, page 12-4](#)
- [Configuring Cisco Unified Communications Manager Auto-Attendant and the Cisco CRS Engine, page 12-4](#)
- [Managing Cisco Unified Communications Manager Auto-Attendant, page 12-6](#)

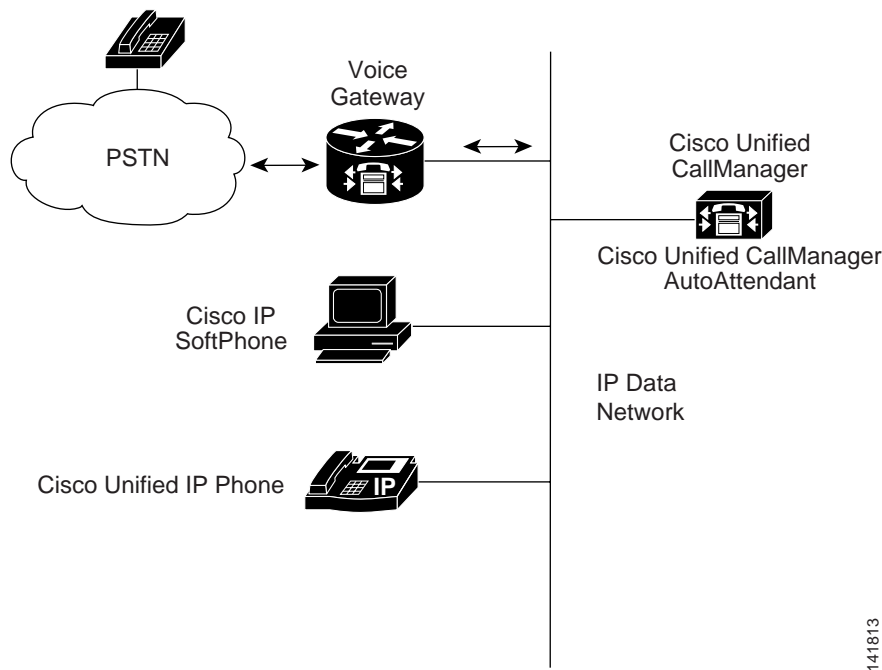
Understanding Cisco Unified Communications Manager Auto-Attendant

Cisco Unified Communications Manager Auto-Attendant (see [Figure 12-1](#)) works with Cisco Unified Communications Manager to receive calls on specific telephone extensions. The software interacts with the caller and allows the caller to search for and select the extension of the party (in your organization) that the caller is trying to reach.

This section provides an introduction to Cisco Unified Communications Manager Auto-Attendant:

- [Cisco Unified Communications Manager Auto-Attendant Overview, page 12-2](#)
- [Components of Cisco Unified Communications Manager Auto-Attendant, page 12-3](#)

Figure 12-1 Using Cisco Unified Communications Manager Auto-Attendant



Cisco Unified Communications Manager Auto-Attendant Overview

Cisco Unified Communications Manager Auto-Attendant provides the following functions:

- Answers a call
- Plays a user-configurable welcome prompt
- Plays a main menu prompt that asks the caller to perform one of three actions:
 - Press 0 for the operator.
 - Press 1 to enter an extension number.
 - Press 2 to spell by name.

- If the caller chooses to spell by name (by pressing 2), the system compares the letters that are entered with the names that are configured to the available extensions.
 - If a match exists, the system announces a transfer to the matched user and waits for up to 2 seconds for the caller to press any DTMF key to stop the transfer. If the caller does not stop the transfer, the system performs an explicit confirmation: it prompts the user for confirmation of the name and transfers the call to the primary extension of that user.
 - If more than one match occurs, the system prompts the caller to choose the correct extension.
 - If too many matches occur, the system prompts the caller to enter more characters.
- When the caller has specified the destination, the system transfers the call.
 - If the line is busy or not in service, the system informs the caller accordingly and replays the main menu prompt.

Additional Information

See the “[Related Topics](#)” section on page 12-6

Components of Cisco Unified Communications Manager Auto-Attendant

The Cisco Customer Response Solutions (CRS) Platform provides the components that are required to run Cisco Unified Communications Manager Auto-Attendant. The platform provides a multimedia (voice/data/web) IP-enabled customer care application environment.

**Note**

Cisco CRS gets marketed under the names Cisco Unified Contact Center Express and Cisco Unified IP IVR, which are products on the Cisco CRS platform.

Cisco Unified Communications Manager Auto-Attendant uses three main components of the Cisco CRS Platform:

- **Gateway**—Connects the unified communications network to the Public Switched Telephone Network (PSTN) and to other private telephone systems such as Public Branch Exchange (PBX). You must purchase gateways separately.
- **Cisco Unified Communications Manager Server**—Provides the features that are required to implement IP phones, manage gateways, provides failover and redundancy service for the telephony system, and directs voice over IP traffic to the Cisco CRS system. You must purchase Cisco Unified Communications Manager separately.
- **Cisco CRS Server**—Contains the Cisco CRS Engine that runs Cisco Unified Communications Manager Auto-Attendant. The Cisco Unified Communications Manager Auto-Attendant package includes the Cisco CRS Server and Engine.

For more information about the Cisco CRS Platform, refer to the following URL.

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Additional Information

See the “[Related Topics](#)” section on page 12-6

System Requirements for Cisco Unified Communications Manager Auto-Attendant

Cisco Unified Communications Manager Auto-Attendant requires the following software components to operate:

- Cisco Unified Communications Manager
- Cisco CRS Release 5.0

Cisco Unified Communications Manager Auto-Attendant runs on the Cisco Media Convergence Server (Cisco MCS) platform or on a Cisco-certified server.

Refer to the following Cisco documentation:

- Cisco Unified Communications Manager installation documentation at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html
- Cisco CRS documentation at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html

Installing the Cisco Unified Communications Manager Auto-Attendant

No installation is required. Auto-Attendant comes standard with the five-seat bundle. See the *Cisco Customer Response Solutions Administration Guide, Release 5.0(1)* and the *Cisco Customer Response Solutions Installation Guide* for more information.

Additional Information

See the “[Related Topics](#)” section on page 12-6

Configuring Cisco Unified Communications Manager Auto-Attendant and the Cisco CRS Engine

This sections provides the configuration checklist for the Cisco Unified Communications Manager Auto-Attendant and the Cisco CRS Engine.

Configuration Checklist for Cisco Unified Communications Manager Auto-Attendant

[Table 12-1](#) describes the procedures that you perform to configure Cisco Unified Communications Manager Auto-Attendant.

Table 12-1 Configuration Checklist for Cisco Unified Communications Manager Auto-Attendant

| Configuration Steps | | Related Procedures and Topics |
|---------------------|--|---|
| Step 1 | Install and configure Cisco Unified Communications Manager. | <p><i>Installing Cisco Unified Communications Manager Release 6.1</i></p> <p><i>Cisco Unified Communications Manager Administration Guide</i></p> <p><i>Cisco Unified Communications Manager System Guide</i></p> |
| Step 2 | Configure Cisco Unified Communications Manager users. | Configuring an End User , <i>Cisco Unified Communications Manager Administration Guide</i> |
| Step 3 | <p>Configure the Cisco Customer Response Solutions (CRS) Engine. You must install and configure Cisco CRS before you can use Cisco Unified Communications Manager Auto-Attendant. The Cisco CRS Engine controls the software and its connection to the telephony system.</p> <ul style="list-style-type: none"> • Set up the cluster, if applicable. • Set up the server. • Add a Unified CM telephony call control group. • Provision a Cisco media termination subsystem. • Add a new Cisco Unified Communications Manager Auto-Attendant. • Configure a Unified CM telephony trigger. | <p>These procedures can be found in the following Cisco CRS documentation:</p> <p><i>Cisco Customer Response Solutions Administration Guide, Release 5.0(1)</i></p> <p>Cisco Customer Response Solutions Installation Guide</p> |
| Step 4 | <p>Customize Cisco Unified Communications Manager Auto-Attendant, so its prompts are meaningful to the way that you are using the automated attendant.</p> <ul style="list-style-type: none"> • Modify an instance of Cisco Unified Communications Manager Auto-Attendant. • Configure the Cisco Unified Communications Manager Auto-Attendant prompts. <ul style="list-style-type: none"> – Recording the welcome prompt – Configuring the welcome prompt – Uploading a spoken name | <p>These procedures can be found in the following Cisco CRS documentation:</p> <p><i>Cisco Customer Response Solutions Administration Guide, Release 5.0(1)</i></p> |

Managing Cisco Unified Communications Manager Auto-Attendant

Use Cisco CRS Administration to manage Cisco Unified Communications Manager Auto-Attendant. Use the online help to learn how to use the interface and perform these tasks. [Table 12-2](#) describes the management tasks.

Table 12-2 *Managing Cisco Unified Communications Manager Auto-Attendant*

| Task | Purpose | Commands (from the Cisco CRS Administration main window) |
|---|--|---|
| Start and stop the Cisco CRS Engine | Make sure that the engine is running for your automated attendant to work. You can stop and restart the engine to help resolve or troubleshoot problems. | Choose System > Control Center and click the Cisco CRS Engine in the menu on the left. In the list that appears, find “CRS Engine”. In the Status column, if a triangular button points to the right, you know that the engine is running. If a square shows in this column, you know that the engine is not running. To restart the engine, click the radio button next to “CRS Engine” and click Restart . If the engine is running and you want to stop it, click the radio button next to “CRS Engine” and click Stop . |
| Change the Cisco CRS Engine configuration | Modify the engine configuration to resolve problems. | Choose System > System Parameters . |
| Set up trace files | Set up trace files to collect troubleshooting information. | Choose System > Tracing ; then, click Trace File Configuration . See the online help for detailed information. |
| View trace files | View trace files to see the results of your tracing. | Choose System > Control Center ; then, click <i>server name</i> . Click the Server Traces link. Choose the trace file that you created. |
| Monitor performance in real time | You can monitor the performance of the system while it is running if you install the real-time reporting monitor. | Choose Tools > Real-Time Reporting . See the online help for information on using Real Time Reporting. |

Additional Information

See the [“Related Topics”](#) section on page 12-6

Related Topics

- [Understanding Cisco Unified Communications Manager Auto-Attendant, page 12-2](#)
- [Cisco Unified Communications Manager Auto-Attendant Overview, page 12-2](#)
- [Components of Cisco Unified Communications Manager Auto-Attendant, page 12-3](#)
- [System Requirements for Cisco Unified Communications Manager Auto-Attendant, page 12-4](#)
- [Installing the Cisco Unified Communications Manager Auto-Attendant, page 12-4](#)

- [Configuring Cisco Unified Communications Manager Auto-Attendant and the Cisco CRS Engine, page 12-4](#)
- [Configuration Checklist for Cisco Unified Communications Manager Auto-Attendant, page 12-4](#)
- [Managing Cisco Unified Communications Manager Auto-Attendant, page 12-6](#)

