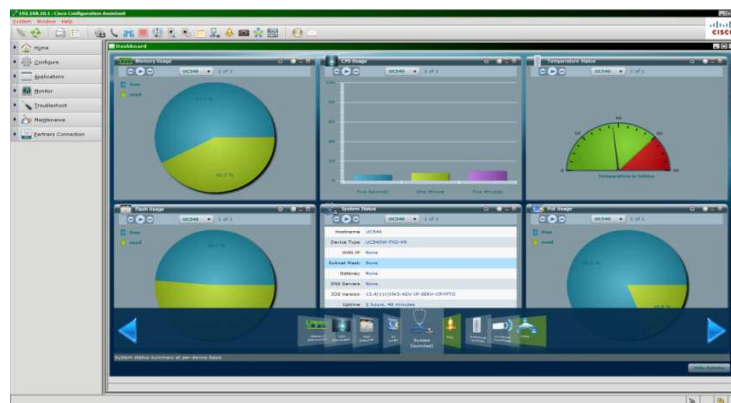
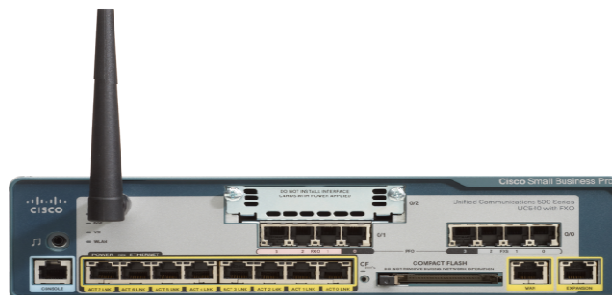


Cisco Small Business Pro

Smart Business Communication System

Technical Enablement Labs



Lab 18

New AA Script (AA_SBCS_v03.aef)

introduced in 8-0-1

Configuration with CUE GUI and CCA

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Introduction

SBCS UC 500 Software Pack 8.0.1, comes bundled with a new Auto Attendant script, AA_SBCS_v03.aef.

Its introduction was to add the flexibility to configure an 'extension' for call routing if the caller doesn't press any of the available options. V02 script today doesn't have this option.

Configuration of this script will not be complete in CCA in the 2.2.2 release. The CCA release notes state this for the new release. The only configurable parameters will be the AA extension and the PSTN number. All else must be configured using the CUE GUI script.

Uploading the script to CUE

The new script is packaged in the 8.0.1 bundle zip. Extract the file from the CME Support files and put it on your desk top. The launch CUE GUI (<http://10.1.10.1>) log in and Select System Scripts and upload it.

Notice its not there by default:

Cisco Unified Communications Express
> Discover all that is possible on the Internet.

Unified Communications 500 Series - Administration

Configure ▾ System ▾ Voice Mail ▾ TimeCardView ▾ Administration ▾ Reports ▾ Help ▾

System > Scripts

New Upload Delete Download Help

Caution: This function is for advanced users only.

Show system scripts

1 - 2 of 2 result(s)

<input type="checkbox"/>	Script Name	Type	Creation Date	Last Modified Date	Size (Bytes)
<input type="checkbox"/>	aa_sbc_v02.aef	AA	Tue Feb 23 00:15:54 EST 2010	Tue Feb 23 00:15:54 EST 2010	95665
<input type="checkbox"/>	aa_transfer.aef	AA	Tue Feb 23 00:48:13 EST 2010	Tue Feb 23 00:48:13 EST 2010	15891

Rows per page: 10

* indicates a System Script.

Upload it by selecting it from you PC.

Upload - System Administration - Mozilla Firefox

http://10.1.10.1/Web/SA/UploadPrompt.do?upload=script

Upload Upload Cancel Help

Source File Name *: [Browse...]

Destination File Name *: (maximum 31 characters)

Overwrite if the destination file exists ☐

* indicates a mandatory field

Done

File Upload

Look in: autoattendant

AA_SBCS_v03.aef

Name	Type	Creation Date
AA	AA	Tue Feb 23 00:15:54 EST 2010
AA	AA	Tue Feb 23 00:48:13 EST 2010

It's now available for use on the system (if you click "show system Scripts" you will see many more as well).

Cisco Unified Communications Express
 > Discover all that is possible on the Internet.

Unified Communications 500 Series - Administration

Configure > System > Voice Mail > TimeCardView > Administration > Reports > Help >

System > Scripts

New Upload Delete Download Help

Caution: This function is for advanced users only.

Show system scripts

1 - 3 of 3 result(s)

Script Name	Type	Creation Date	Last Modified Date	Size (Bytes)
aa_sbc_v02.aef	AA	Tue Feb 23 00:15:54 EST 2010	Tue Feb 23 00:15:54 EST 2010	95665
aa_sbc_v03.aef	AA	Sun Mar 07 23:57:16 EST 2010	Sun Mar 07 23:57:16 EST 2010	130488
aa_transfer.aef	AA	Tue Feb 23 00:48:13 EST 2010	Tue Feb 23 00:48:13 EST 2010	15891

Rows per page: 10

* indicates a System Script.

Configure Script in CCA

Now when you launch the Configuration Drawer: Auto Attendant, you will see the new script available:

UC540_Demo_sdtest : Cisco Small Business Pro Configuration Assistant

System Window Help

Configure

Ports

Switching

Routing

Telephony

Region

Schedules

Trunks

Voice

Voice Mail

Phone Groups

Voice Features

Basic ACD

Night Service

Dial Plan

Multisite Manager

Maximum Calls

Wireless

Security

Device Properties

Applications

Monitor

Troubleshoot

Maintenance

Partners Connection

Topology View

UC540_Demo_sdtest

ESW-520-24P

camerafb01

cameras16014

Camera9b8ea0

camerafb03e

UC540

Cisco

Neighbors

UC540.cisco.com

SEP0012D9EDD389

SEP0014A9D9CA7C

SEP0010450B81A6

SEP001094C29AC2

SEP002555DCC779

SEP0023331B85F

SEP001DE5EA58E

SEP002304348E2B

CVTA

SEP0050600114C2

SEP0004FE88D0D

SEP0004F2e1d93e

SEP0018B9FD9AF

Auto Attendant

Hostname: UC540

Auto Attendant Prompt Management Script Management

Auto Attendant Script Management

Maximum number of Scripts allowed is 12

ScriptName	Size (Bytes)	Last Modified Date
aa_sbc_v02.aef	95665	Mon Nov 23 18:08:25 EST 200
setmwi.aef	24988	Mon Nov 23 18:07:25 EST 200
yfermailbox.aef	7579	Mon Nov 23 18:07:34 EST 200
msgpolly.aef	40096	Mon Nov 23 18:07:40 EST 200
voicebrowser.aef	15371	Mon Nov 23 18:07:46 EST 200
aa.aef	92340	Mon Nov 23 18:07:50 EST 200
promptmgmt.aef	158112	Mon Nov 23 18:07:58 EST 200
checkaltgreet.aef	11876	Mon Nov 23 18:08:05 EST 200
asample.aef	34679	Mon Nov 23 18:08:11 EST 200
aa_sbc_v03.aef	130488	Mon Mar 08 08:13:03 EST 201

OK Apply Refresh Cancel Help

Navigate to the first TAB (AA) and select it:

UC540_Demo_sdtest : Cisco Small Business Pro Configuration Assistant

System Window Help

Configure

Static Routing

Telephony

Region

Schedules

Trunks

Voice

Voice Mail

Phone Groups

Hunt Groups

Call Blast Groups

Paging Groups

Pickup Groups

Voice Features

Basic ACD

Night Service

Dial Plan

Multisite Manager

Maximum Calls

Wireless

Applications

Monitor

Troubleshoot

Maintenance

Partners Connection

Topology View

Auto Attendant

Hostname: UC540

Auto Attendant Prompt Management Script Management

Mode: Off Standard Multi-level

Number of Auto Attendants: 1

Auto Attendant 1

AA Extension: 401 AA PSTN Number: 6783979422

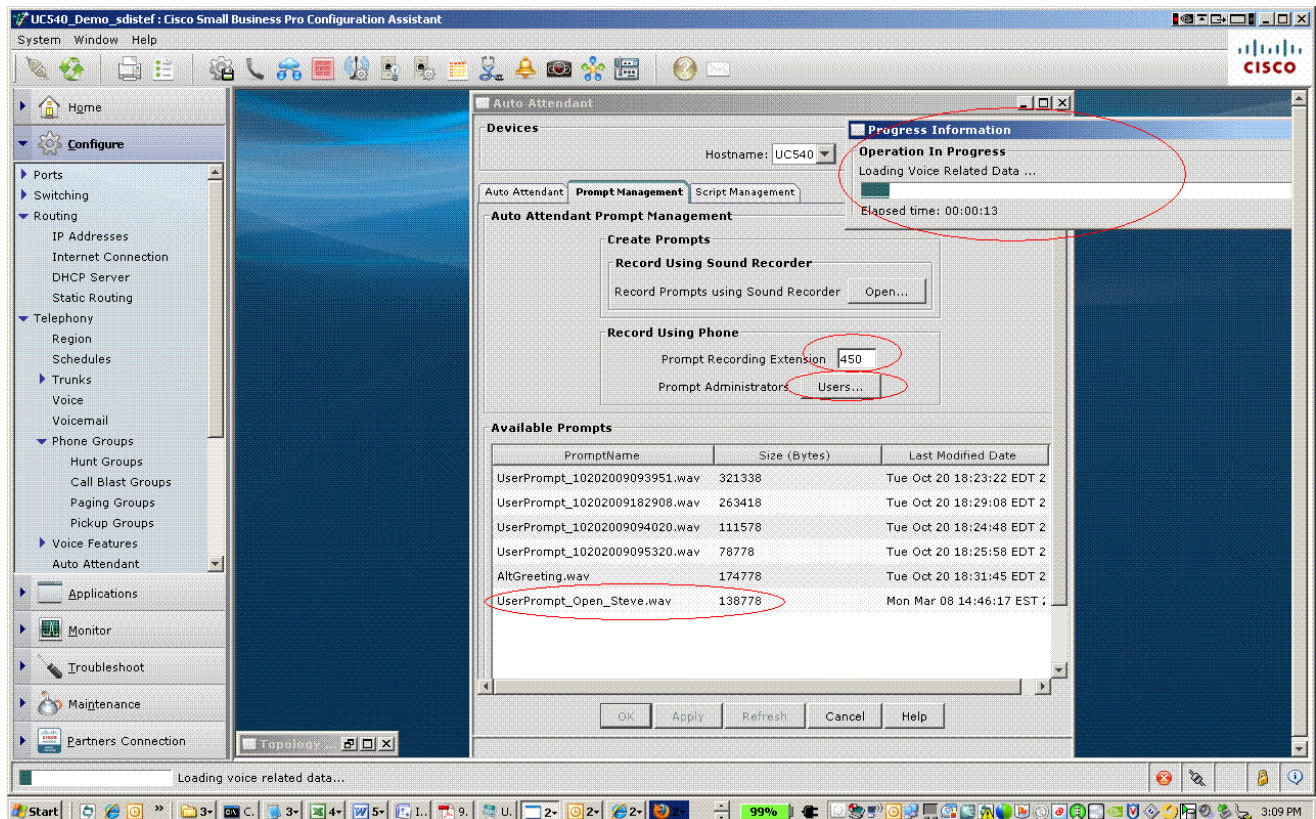
AA Script: aa_sbc_v03.aef (Custom)

OK Apply Refresh Cancel Help

Notice you can only set the AA extension and PSTN number here.

Use CCA to record the custom Prompts you will assign in CUE GUI later.

Using the Prompt management, I use an authorized IP Phone to make recordings (dial 250 and enter your user and password (same as for voice mail)) and record an Open and a Closed greeting. They will appear with default naming, and then I rename them and hit refresh. Here is shown the closed recording refreshing and already renamed the Open greeting.



Launch CUE GUI

Open the CUE GUI again and select that script. Don't adjust the max sessions unless you are on a UC560, then you can double that. Notice the recordings you made and saved in CCA are here for you to use as well as the schedule you defined in CCA.

Cisco Unified Communications Express
 > Discover all that is possible on the Internet.

Unified Communications 500 Series - Administration

Configure ▾ System ▾ Voice Mail ▾ TimeCardView ▾ Administration ▾ Reports ▾ Help ▾

Voice Mail > Auto Attendant > Edit

Apply Cancel Help

Application Name (lower case): autoattendant

Call-in Number: 401

Script: aa_sbc_v03.aef Upload

Language: System Default

Maximum Sessions *: 6

Enabled: ☒

Script Parameters

AfterHoursMenuPrompt*: UserPromptT_10202009182908.wav Upload

AfterHoursOption0: 501

AfterHoursOption1: none

AfterHoursOption2: none

AfterHoursOption3: none

AfterHoursOption4: none

AfterHoursOption5: none

AfterHoursOption6: none

The OPEN greeting will say

- Press 1 for my desk (a UC540 IP Phone)
- Press 2 for my cell
- Press 3 for the Cisco lab phone

BusinessHoursMenuPrompt*: UserPrompt_Open_Steve.wav Upload

BusinessHoursOption0: none

BusinessHoursOption1: 211

BusinessHoursOption2: 919196021572

BusinessHoursOption3: 919193925524

BusinessHoursOption4: none

BusinessHoursOption5: none

BusinessHoursOption6: none

BusinessHoursOption7: none

BusinessHoursOption8: none

BusinessHoursOption9: none

BusinessHoursOptionPound: none

BusinessHoursOptionStar: none

DialByExtensionAnytime*: ☒ true ☐ false

DialByNameDigit: none

directXferMailboxNumber: 211

extensionLength*: 3

maxRetry*: 3

operator: 213

Schedule*: systemschedule

transferMaskEnabled*: ☐ true ☒ false

transferMaskPrefixDigits: 2

Then the Closed Greeting will say:

- Press 1 to try the Lab
- Press 2 to try my cell
- Press 3 to leave me a voice mail

Script Parameters

AfterHoursMenuPrompt*:	UserPrompt_Closed_Steve.wav	Upload
AfterHoursOption0:	none	
AfterHoursOption1:	919193925524	
AfterHoursOption2:	919196021572	
AfterHoursOption3:	211	
AfterHoursOption4:	none	
AfterHoursOption5:	none	
AfterHoursOption6:	none	
AfterHoursOption7:	none	
AfterHoursOption8:	none	
AfterHoursOption9:	none	
AfterHoursOptionPound:	none	
AfterHoursOptionStar:	none	
allowExternalTransfers*:	<input checked="" type="radio"/> true <input type="radio"/> false	

And finally, since we are using this script because of the failsafe transfer if no digits are pressed, I choose the number I want the calling party to ring if they don't know what to do, and I decreased the retry to 1, so they hear the greeting and instruction, and then transfer if slow to select.

DialByNameDigit:	none
directXferMailboxNumber:	211
extensionLength*:	3
maxRetry*:	1
operator:	211
Schedule*:	systemschedule
transferMaskEnabled*:	<input type="radio"/> true <input checked="" type="radio"/> false
transferMaskPrefixDigits:	2