Cisco Small Business

Smart Business Communication System

Technical Enablement Lab #27a

Implementing a customized AA Script (AA_SBCS_v03.aef) *enabling the Alternate Greeting*

and

Dial-by-First Name

in UC500

11/05/2010

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Introduction

The Auto Attendant runs on Cisco Unity Express (CUE) on the UC500. Cisco Configuration Assistant is used to configure the AA, which includes Open and Closed greetings, menu prompts, Prompt management extension, prompt management authorized users, and in the AA_SBCS_v03.aef script (comes packaged in the 8.0.4 UC500 SW Pack) a no action transfer destination.

Partners have discovered that the Prompt Management menu includes the capability to record an "alternate greeting", which plays as a prefix to open or closed greeting (depending on the schedule set in CCA for business hours). However the V03 script doesn't have the hooks in it to actually play the recorded alternate greeting. Similarly, the AA by default only dials a user by Last name.

After investigating, it was determined that quite a few cases have come into Cisco Technical Support requesting both the alternate greeting as well as an option to Dial by First Name instead of Last name, and in each case custom scripting was done. For those very fluent in CUE there is a script editor, which partners can download and use to create their own scripts. Cisco also offers a mail alias (ask-cue-editor@external.cisco.com) where Cisco will make many customizations for you and send you a script.

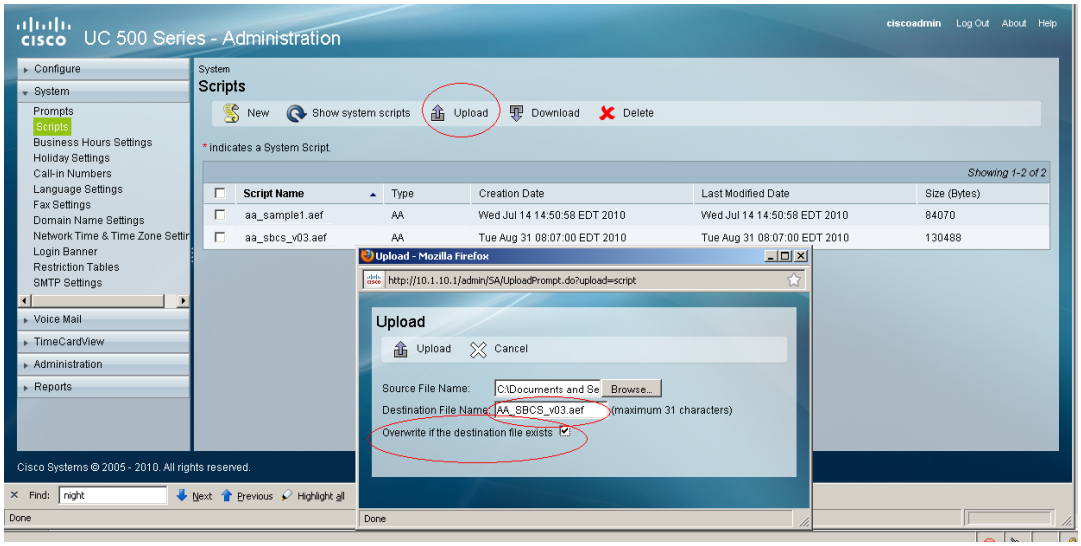
Incorporating the new script

I decided to ask the CUE editor folks for the custom script that includes the AA-SBCS_V03.aef as a base, adds the Alternate Greeting hooks, and changes the Auto Attendant behavior to allow for dialing by First Name. I originally thought of giving it a new name, but the problem with that is CCA doesn't then allow you to enter menu actions after you upload it from CCA, since it thinks its custom and blanks out those fields.

So I decided to give it the same name (fooling CCA) as the original script (AA_SBCS_v03.aef) and noticed that does allow CCA configuration to all the available fields. To do this you will have to use the CUE GUI (Browser to 10.1.10.1) to upload the script with the same name, since it allows overwriting and existing script name (CCA doesn't).

Please note that overwriting the existing script worked for me and kept all my AA configuration in tact, but always plan for the event it initializes and removes your AA menu actions, by being prepared to put them back so do print a copy of them before you commence.

Configuration

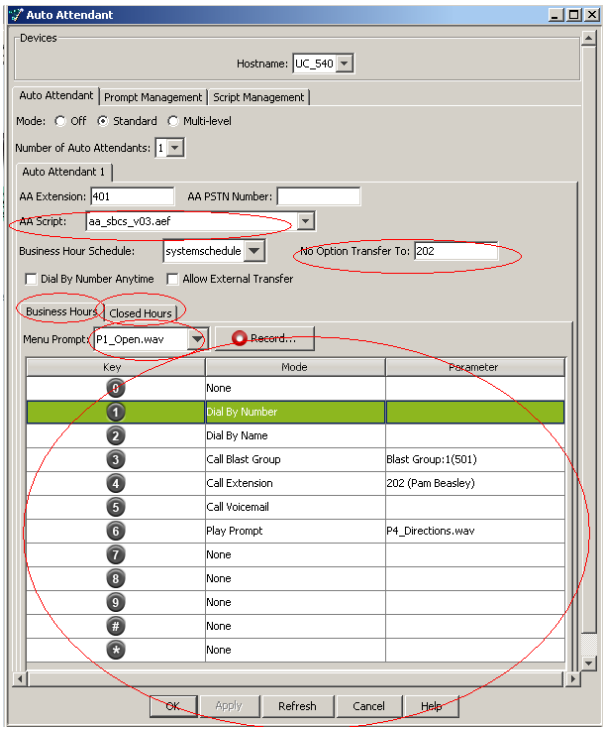


Launch CCA and navigate to Configure → Telephony → AA

Make sure the action prompts are all in place as they were. They should be and then you're done.

If you are changing to this script for the first time, just fill in the available fields shown in Red

for both OPEN AND CLOSED. If you replaced the file, it should all remain in place as it was configured.



Record an Alternate Greeting

At this point you can record an alternate greeting by going off hook on an authorized phone and dialing the extension you set in CCA (in my case Pam and EXT 450).

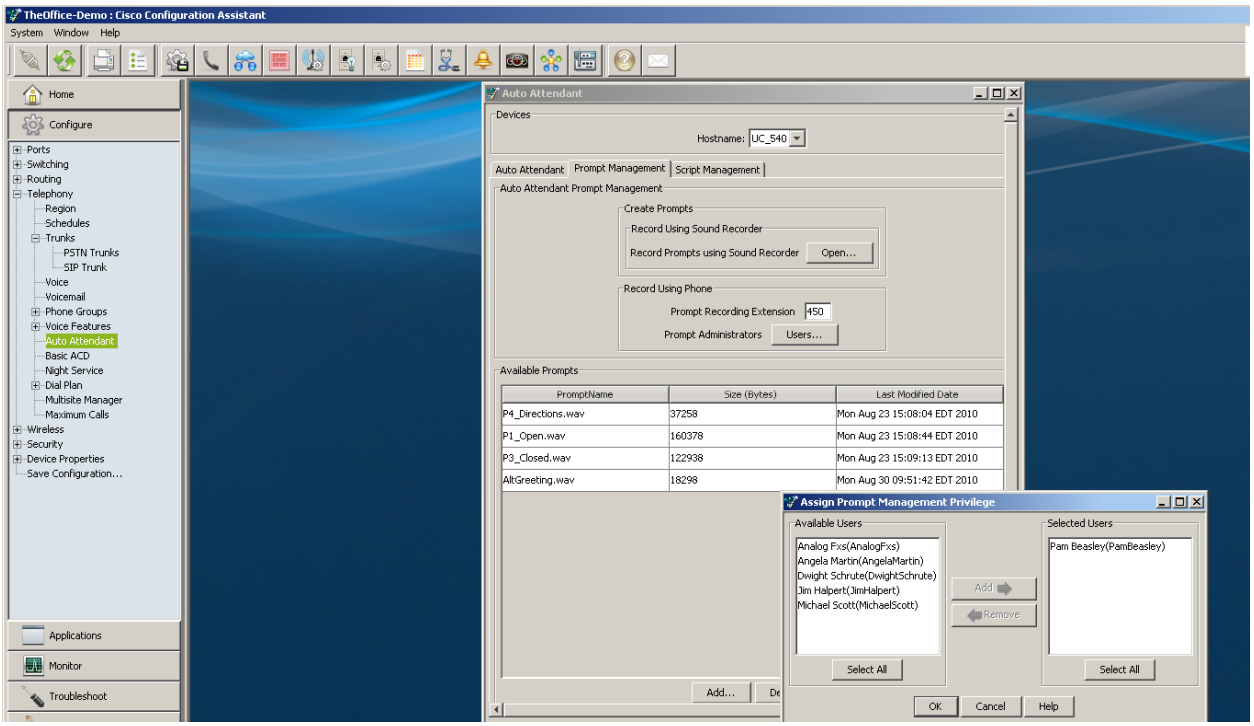
To administer Automated Attendant Alternate Greeting…. Press 1

Press 1 to record Alt Greeting then….. Press #

Press 1 save and activate -- (This message will now play before the usual AA Welcome message.)

Press 2 to hear Alt Greet you just recorded

Press 3 to re-record alternate greeting



Access the AA extension and confirm it plays.

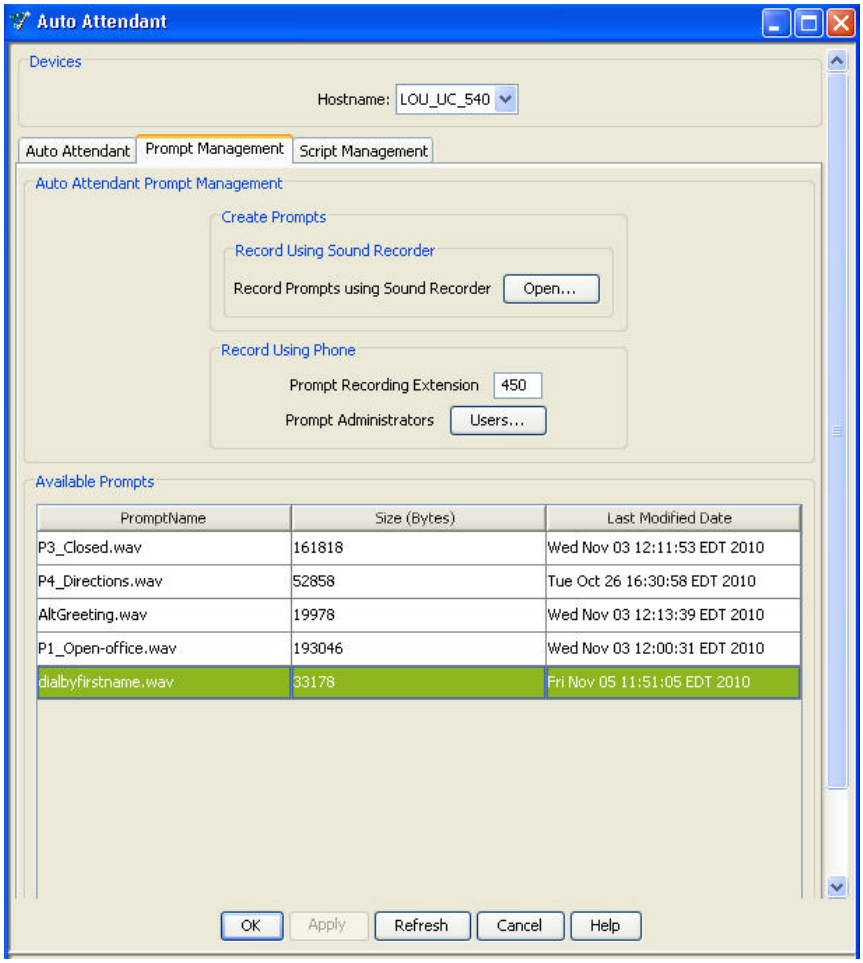
Record the Dial by First Name Custom Prompt

Follow same procedure outline above to create the Dial By First Name prompt since the default prompt will instruct callers to dial the first few digits of the user's last name.

To administer Custom Prompts…. Press 2

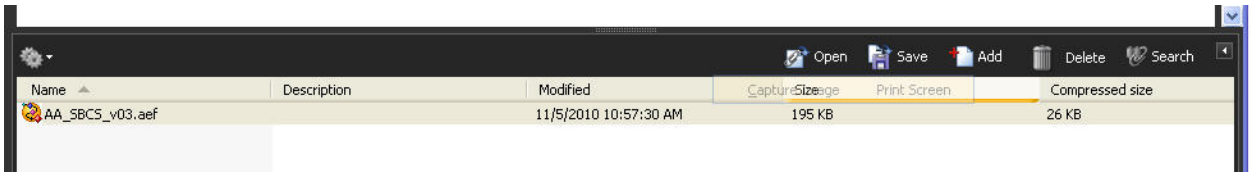
Press 1 to record a new prompt…..

NOTE: the attached script was hardcoded to use "dialbyfirstname.wav" as the custom prompt's file name. You will need to go into the prompt management tab of the Auto Attendant screen in CCA to rename the custom prompt you just recorded by clicking on the system generated file name and renaming it to "dialbyfirstname.wav" without quotes.



The Script

The UPDATED script using the same name is embedded in this document. Click on Save and copy it to your local directory.



MAKE SURE you back yours up before overwriting it with this one!