

Spelling Name Fails in the Default AutoAttendant Application Script – aa.aef

Document ID: 49581

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Introduction

This document describes one of the reasons why the Cisco IP AutoAttendant script (aa.aef) fails to spell the names of the multiple hits it has. This problem occurs with all products which use the Cisco Customer Response Solutions (CRS) engine.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS
- Data Connection (DC) Directory

Components Used

The information in this document is based on these software and hardware versions:

- Cisco IP Contact Center (IPCC) Express Edition version 3.x
- Cisco CallManager version 3.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When you process dialing by name in the aa.aef, and multiple names exist in the search, aa.aef does not spell back the names of the multiple hits. The message **Found P E T E R**, and so forth, is not received.

Instead, this message appears:

for <pause> press 1, for <pause> press 2

When you press 1 or 2, the call is successfully transferred.

This problem occurs if these four conditions are met:

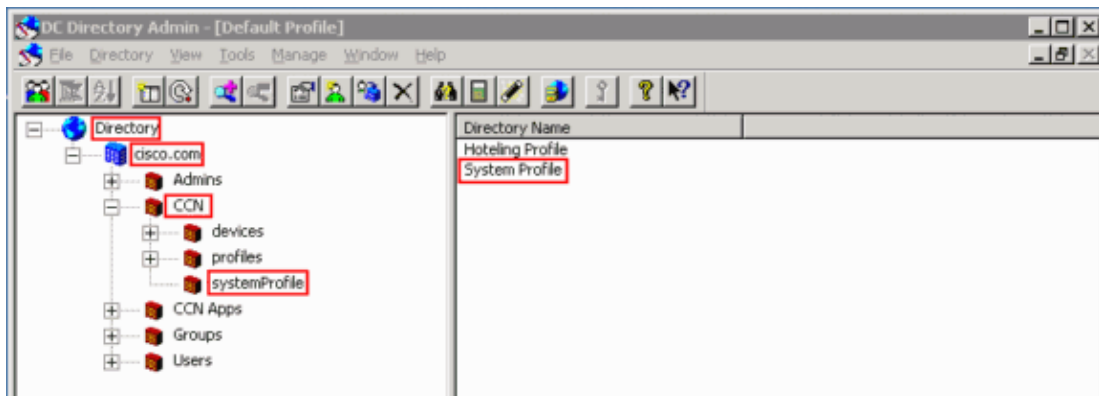
1. The CRS engine is running.
2. AutoAttendant application is running.
3. The aa . aef script which comes with the system is running.
4. The Cisco CallManager DC Directory is used as your IP Telephony directory.

Solution

This is a configuration issue. Add a Lightweight Directory Access Protocol (LDAP) directory attribute to fix the problem. Complete these steps:

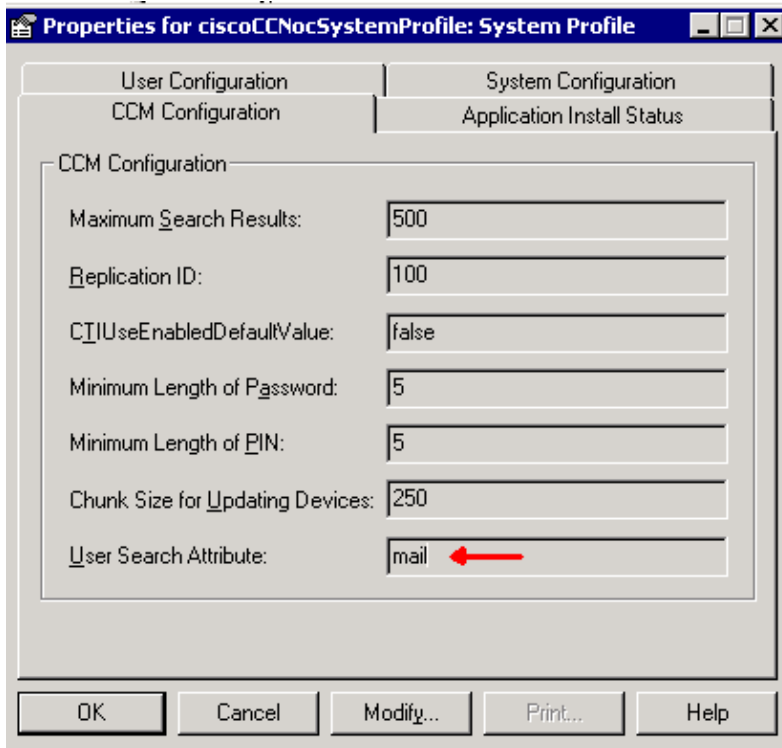
1. Select **Start > Programs > DC Directory Administrator** on the Cisco CallManager.
2. Login as Directory Manager.
3. Expand the **Directory**, `Directory\cisco.com\CCN`.
4. Select **System Profile** on the left.

The DC Directory Admin window appears.



5. Double-click **System Profile** on the right, and select **CCM Configuration** in the menu bar.

The System Profile window appears.



6. Enter **mail** in the User Search Attribute field.
7. Click **Modify**.
8. Click **OK**.

After the modification, the AutoAttendant application starts to spell names when multiple names are found.

Related Information

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Updated: Jun 29, 2006

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