

Adding Cisco WebAttendant Users in CallManager 3.1

Document ID: 5267

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Introduction

This document is part of a document set. For information on the rest of these documents, consult the index for this set:

Installing and Configuring Cisco WebAttendant for CallManager 3.1

If you are only using Cisco WebAttendant to create hunt groups for handling incoming calls, you do not need to create any WebAttendant users. In this case you may skip this task and go on to Configuring Cisco Web Attendant Pilot and Hunt Groups

Before a user can log in from a Cisco WebAttendant client to answer and direct calls, they must first be added as a Cisco WebAttendant user and assigned a password. Cisco WebAttendant users are special user accounts that are created in the Cisco WebAttendant User Configuration page in the Cisco CallManager Administration application.

Note: The Cisco WebAttendant user and password database is completely separate from the Cisco CallManager Directory user database (DC Directory). Cisco WebAttendant User IDs are only required for users that will be running the Cisco WebAttendant client application. These users will be able to make calls and route incoming calls to the other users in the Cisco CallManager User directory (DC Directory) that is configured with the **User** options found on the main Cisco CallManager system administration menu.

The Cisco WebAttendant User Configuration pages also enable administrators to delete Cisco WebAttendant users or to modify user IDs and password information.

Adding a Cisco WebAttendant User

1. Select **Service > Cisco WebAttendant**.



2. Select the **Cisco WebAttendant User Configuration** link in the upper right corner of the page.

3. Enter the appropriate configuration settings as described below.

| Field | Action/Description |
|--------------|--|
| User ID | Enter the login name for the new Cisco WebAttendant user. Up to 50 alphanumeric characters can be entered. |
| Password | Enter a password. Up to 50 alphanumeric characters can be entered. |
| Confirm | Re-enter the same password. |
| Station Type | This field is not used, however you must select one of the two options in order to save your changes. |

In this example:

UserID: *wa*
Password: *cisco*
Confirm: *cisco*
Station Type: *User*

Cisco WebAttendant User Configuration

[Pilot Point Configuration](#)
[Hunt Group Configuration](#)
[Cisco WebAttendant Server Configuration](#)

Cisco WebAttendant Users

<Add a New Cisco WebAttendant User>

There are no users

Cisco WebAttendant User: New

Status: Ready

Insert Cancel Changes

User ID*

Password

Confirm

Station Type*

* indicates required item

4. Click **Insert** to add the new user. The Cisco WebAttendant User Configuration page refreshes and the new User ID is displayed in the list on the left side of the page.
5. Repeat steps 1–4 to add additional users.

Restarting the TCD Service

When you have finished creating the new users, you must stop and restart the Telephony Call Dispatcher (TCD) Service. This step is also required anytime that you make a change to the TCD configuration on the Cisco CallManager server.



Caution: Resetting the TCD service stops all TCD call routing until the service is back on-line.

1. Select **Application > Cisco CallManager Servicability**.



2. Select **Tools > Control Center**.



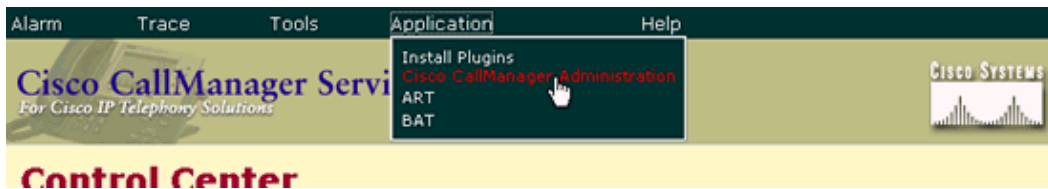
3. Select the server the operation needs to be done on. In this example, the server is named *Crusader*.



4. Click **Stop** for the Cisco Telephony Call Dispatcher. Wait until the arrow (▶) turns into a square (■), then click **Start**. The arrow should return, showing the service is running.



5. To return to the Main admin page, select **Application > Cisco CallManager Administration**.



This completes this task.

Return to the index page.

Tools Information

For additional resources, refer to Cisco TAC Tools for Voice, Telephony and Messaging Technologies.

Related Information

- [Voice, Telephony and Messaging Technical Tips](#)
 - [Voice, Telephony and Messaging Top Issues](#)
 - [Voice, Telephony and Messaging Technologies](#)
 - [Voice, Telephony and Messaging Products](#)
 - [Cisco Solutions: Voice, Telephony and Messaging](#)
 - [Field Notices](#)
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