

Adding Cisco WebAttendant Users for Cisco CallManager 3.0

Document ID: 7614

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Introduction

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

- Installing and Configuring Cisco WebAttendant for CallManager 3.0

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 document 3: 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). 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 CallManager User directory (DC Directory) that is configured with the **User** options found on the main 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.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco CallManager 3.0.

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Adding a WebAttendant User

Complete these steps:

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*

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 CallManager server.



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

1. Select **Service > Control Center** from the main CallManager menu. Then select the server that you are working on.



2. Click **Stop**. Wait five seconds then click **Start**.

This completes this task.

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