

Installing and Configuring Cisco WebAttendant for CallManager 3.0

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Introduction

Cisco WebAttendant is a client–server application that enables you to set up Cisco IP Phones as attendant consoles. The Cisco WebAttendant client provides a graphical user interface in order to control a Cisco IP Phone as an attendant console, such as speed dial buttons and quick directory access that look up phone numbers, monitor line status, and direct calls. Cisco WebAttendant can be used by a receptionist or administrative assistant in order to handle calls for a department or company or by an individual.

The Cisco WebAttendant client is a plug–in application that is installed on a PC that has IP connectivity to the Cisco CallManager system. The client works in conjunction with a Cisco IP Phone that is registered to a Cisco CallManager so that one client for each phone is used as an attendant console. A single Cisco CallManager can connect to multiple Cisco WebAttendant clients.

The Cisco Telephony Call Dispatcher (TCD) service that runs on the Cisco CallManager communicates with Cisco WebAttendant clients for call routing and control, monitors and reports line state, and services client database requests.

Use Cisco CallManager Administration in order to perform administrative tasks. For example:

- Add users
- Configure pilot points and hunt groups for call routing
- Start and stop the TCD service

The Cisco WebAttendant server application can also be used on its own in order to create hunt groups for call routing.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

- Cisco CallManager Software Release 3.0(8) or later
- Internet Explorer 4.0 or later with Active X enabled on the client PC

Note: Cisco WebAttendant was announced with Cisco CallManager Software Release 3.0(5) but was not fully supported until Cisco CallManager Software Release 3.0(6).

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.

Tasks

This table provides an overview of the steps you need to complete in order to install Cisco WebAttendant and in order to configure the basic settings necessary to test the installation.

Document	Task and Document
Cisco CallManager Server	
1	Add Cisco WebAttendant users that run the client application to the Cisco WebAttendant server application. Refer to Adding Cisco WebAttendant Users.*
2	Make sure that each Cisco WebAttendant user Cisco IP Phone is set up correctly for use with Cisco WebAttendant. Refer to Setting Up Cisco IP Phones for Use with Cisco WebAttendant.*
3	Set up pilot points and hunt groups to handle call routing. Refer to Configuring Cisco Web Attendant Pilot and Hunt Groups.
4	Ensure that Cisco WebAttendant clients can access directory database information on the Cisco CallManager server. Refer to Sharing the Cisco WebAttendant User Directory Database Information.*
Cisco WebAttendant Client PCs	

5	<p>Install and configure the basic settings for the Cisco WebAttendant client on the PC of each user.</p> <p>Refer to Installing and Configuring Cisco WebAttendant on the Client PC.*</p>
6	<p>Optional : Configure the Cisco WebAttendant client in order to access the user database from a location other than the default location on the Cisco CallManager server.</p> <p>Refer to Specifying a Location for the WebAttendant Client Application TCD Database Path.*</p>
7	<p>Configure the Cisco WebAttendant client application settings for non administrator accounts on Windows NT 4.0 or Windows 2000 systems.</p> <p>Refer to Configuring Cisco WebAttendant Client Application Settings for Non-Administrator Accounts on MS Windows NT 4.0 or Windows 2000 Systems.</p>
Additional Configuration Steps	
Troubleshooting Cisco WebAttendant	
8	<p>Make sure the Telephony Call Dispatcher service runs on the Cisco CallManager.</p> <p>Refer to Verifying that the Telephony Call Dispatcher Service is Running on Cisco CallManager.</p>
9	<p>Verify the Cisco WebAttendant application can access the user database and log in to the Cisco WebAttendant server application.</p> <p>Refer to Verifying the WebAttendant Application Can Access the User Database and Log In to the WebAttendant Server Application.</p>
10	<p>Use several common troubleshooting tasks in order to investigate problems log in, access to the user database and other problems.</p> <p>Refer to Troubleshooting Problems with WebAttendant.</p>

* If you only use Cisco WebAttendant in order to create hunt groups for incoming calls, you do not need to create any Cisco WebAttendant users. In this case, refer to Configuring Cisco Web Attendant Pilot and Hunt Groups.

Refer to the WebAttendant User Guides for information on how to configure and use the more advanced Cisco WebAttendant options after you complete these tasks.

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Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- *** Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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