



Release Notes for Cisco Customer Response Applications 3.5(1)

These release notes are for use with Cisco Customer Response Applications (Cisco CRA) Release 3.5(1) and Cisco CallManager Extended Services.

These release notes may be updated occasionally with new information. For the latest version of these release notes, go to this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_5/english/admn_app/index.htm



Note

Effective with release 3.0, Cisco Customer Response Applications (CRA) has been renamed Cisco Customer Response Solutions (CRS) and, effective with release 3.1, is marketed under the names IPCC Express and IP IVR. The Cisco website and packaging materials have been updated to reflect the new name, but the user interface, and therefore the documentation, have not.



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What's New in Cisco CRA Release 3.5

- Support for Cisco CallManager 4.0(1).
- Support for up to 200 ICD agents.
- Enhancements to Cisco CRA Historical reports, including new fields, new filter parameters, and a new report. See the [“Cisco CRA Historical Reports Upgrades and Enhancements” section on page 11](#) for more information.

Late-Breaking Information

This section provides important information that is not included in the Cisco CRA documentation.

- If you upgrade Cisco CRA to release 3.5, you must upgrade the Cisco Agent Desktop and the Cisco Supervisor Desktop to release 4.5.5 after you upgrade Cisco CRA.
- If you change the Cisco CallManager NT user password, you must run the Cisco CRA CRSAdminUtil.exe utility to update appropriate Cisco CRA services with the new password. For more information and instructions, refer to *CRSAdminUtil-Readme.html*. This readme file is stored in the C:\Program Files\Cisco\Bin folder on the Cisco CRA server.
- When you install or upgrade Cisco CRA in a co-resident scenario (where Cisco CRA and Cisco CallManager reside on the same server), a dialog box will appear that asks you to continue in mixed mode. When you see this dialog box, click **Yes** to continue.
- Cisco CRA 3.5 is compatible with McAfee VirusScan Enterprise 7.0.
- Adding third-party software to a Cisco CRA system may affect how Cisco CRA functions and may affect Cisco's support for Cisco CRA. Such third-party software includes Microsoft critical security updates, anti-virus software, and other non-required third-party software. For information about Cisco's policy regarding third-party software, refer to this URL:

http://www-tac.cisco.com/Support_Library/Software/Customer_Contact_Software/Cisco_IPCC_Express_Edition/CCBU_3rd_party_software_policy.pdf

- When you try to configure a network share for TTS, you may see this message when providing credentials for the network share: Network share connection failed. [Bad username/pwd or Server unreachable]. If you see this message, follow these steps:
 - a. Choose **Start > Programs > Administrative Tools > Services**. The Services window appears.
 - b. Right-click the CiscoCRAServletEngine service, choose **Properties**, and click the **Log On** tab. Make sure that the **This account** radio button is checked and that the account is set to Administrator. Click **OK**.

- c. Right-click the Cisco CRA Engine service, choose **Properties**, and click the **Log On** tab. Make sure that the **This account** radio button is checked and that the account is set to Administrator. Click **OK**.
 - d. If you made any change to the CiscoCRAServletEngine service properties in Step b or to the Cisco CRA Engine service properties in Step c, restart the service to cause the changes to take effect.
- If you are using a proxy service in Internet Explorer on the CRA Historical Reports client system, scheduled historical reports may not run and you may see this message in the CiscoSch.log file: [CRA_DATABASE] entry not found in the properties file followed by failed to validate user OR get MaxConnections of database value. If this situation occurs but you can run the report directly from the CRA Historical Reports client system, follow these steps:
 - a. From Internet Explorer on the Historical Reports client system, choose **Tools > Internet Options**.
 - b. Click **Connections**.
 - c. Click **LAN Settings**.
 - d. If the Use a Proxy Service check box is checked, click **Advanced**.
 - e. In the Do not use proxy server for addresses beginning with field, enter the IP address of the Cisco CRA server that the Historical Reports client system logs in to.
 - f. Click **OK** as needed to save your changes.
- Cisco CRA does not support the use of child domains with Active Directory.
- On the Cisco CRS server, make sure to check the **Automatically adjust clock for daylight savings changes** check box in the Windows Date/Time Properties window Time Zone tab, if this check box is available.
- A script will only execute steps in the Failed branch of the Connect step if no agents are available for the call when the connect step goes to the Failed branch. Instead the call will immediately go from the Failed branch to the Select Resource step. In addition, if an agent becomes available while the Failed branch of the Connect step is executing, the steps in the Failed branch will immediately stop executing and the call will to the Select Resource step.

Obtaining Double-Byte Data in a Cisco CRA Script

The following guidelines apply when you use a Cisco CRS script to obtain double-byte data from a database:

- The database table must be defined to return UTF-8.
- Load the data from the database into an Editor variable (for example, dbString) with UTF-8 bytes using the DB Read and DB Get steps.
- Write a custom Java Class that takes the Editor UTF-8 string from the variable returns a UTF-16 string
- Pass the returned string to the step in which it needs to be used. For example, the Set Enterprise Data step.

Unsupported Configurations for Cisco CRA

Cisco CRA 3.5 does not support the following configurations:

- Shared lines for CTI ports and for CTI route points.
- Enabling the multilevel precedence and preemption (MLPP) flag in Cisco CallManager Administration.

Unsupported and Supported Actions for Cisco ICD Agents

This section outlines the unsupported and supported actions for agents using the Cisco Agent Desktop or the Cisco IP Phone Agent Service. Agents can access similar information in the Cisco Agent Desktop online help.

Unsupported Actions for Cisco IP ICD Agents

Use of the following softkeys on a Cisco IP Phone is not supported:

- **Barge**
- **cBarge**

- **DirTrfr**
- **GPickup**
- **Join**
- **MeetMe**
- **Pickup**

Supported Configurations for Agent Phones

- The following phones are supported by the Cisco Agent Desktop:
 - Cisco IP Phone 7902 series, 7905 series, 7910 series, 7912 series, 7940 series, and 7960 series
 - Cisco IP SoftPhone
- The Cisco IP Phone 7940 series and 7960 series are supported for use by Cisco IP Phone Agents.
- An ICD extension configured on a single device (but not on multiple devices).
- An ICD extension configured in a single device profile (but not in multiple device profiles).
- Multiple agents sharing the same ICD extension, which you can set up as follows:
 - a. Configure the ICD extension on a single phone (not in a device profile).
 - b. Associate that phone with each agent who will use that extension.
 - c. Select the appropriate directory number (DN) as the ICD extension for each agent.

In this configuration, only one agent at a time can be logged in.

Unsupported Configurations for Agent Phones

The following configurations are not supported for agent phones:

- Two lines on an agent's phone that have the same extension but exist in different partitions.
- An ICD extension assigned to multiple devices.

- Configuring the same ICD extension in more than one device profile. (Configuring an ICD extension in a device profile is supported.)
- In the Cisco CallManager Administration Directory Number Configuration web page for each ICD line, setting Maximum Number of Calls to a value other than 2.
- In the Cisco CallManager Administration Directory Number Configuration web page for each ICD line, setting Busy Trigger to a value other than 1.
- Configuring a Cisco IP Phone with SRTP on.

Changing the IP Address of a Cisco CRA Server

To change the IP address on the Cisco CRA server, perform the following steps. If you do not follow these steps when you change the IP address, the CRA Engine will not come into service.

Procedure

-
- Step 1** From the Cisco CRA Administration web page, choose **System > Engine**, click **Stop Engine** in the Engine web page, and then exit Cisco CRA Administration.
- Step 2** Change the IP address on the Cisco CRA server to the new address.
- Step 3** Reinstall and configure Cisco CRA 3.1. (Do not uninstall Cisco CRA 3.1 before reinstalling it.) Make sure to also install the latest Service release. Do not reinstall the Speech Server now.
- Refer to *Getting Started with Cisco Customer Response Applications* for installation instructions.
- Step 4** From the Cisco CRA Administration web page, choose **System > Engine**, click the **Engine Configuration** hyperlink, enter the new Cisco CRA server IP address in the Application Engine Hostname field, and then click **Update**.
- Step 5** If you are using Cisco ICD, follow the procedure described in the “Updating the CAD Servers’ IP Address” section in *Cisco Desktop Product Suite 4.5.5 (ICD) Service Information*.

- Step 6** If you are using the Cisco IP Phone Agent service on Cisco CallManager, update the information in the Service URL field in the Cisco CallManager Administration Cisco IP Phone Services Configuration page with the new Cisco CRA server IP address.
- Step 7** If you are using Cisco CRA Historical Reports:
- a. Stop the Cisco CRA Engine (see [Step 1](#)).
 - b. From the Cisco CRA Administration web page, choose **Tools > Historical Reporting**, click the **Database Server Configuration** hyperlink, and then click **Update**.
 - c. Start the Historical Reports Client, click **Server** in the Login dialog box, and change the server IP address to the new Cisco CRA server IP address.
- Step 8** If you are using the ICM subsystem on the Cisco CRA server, change the VRU PIM configuration to point to the new Cisco CRA server IP Address.
- Step 9** On each client computer from which you run real-time reports, point the web browser to the new Cisco CRA server IP Address.
- Step 10** If you have installed Nuance ASR on one or more dedicated servers, follow these steps on each such dedicated server:
- a. Choose **Start > Programs > Administrative Tools > Data Sources (ODBC)**.
 - b. Click the **System DSN** tab.
 - c. Click **wfnuance** in the System Data Sources pane and click **Configure**.
 - d. In the Server field, type in the new IP address of the Cisco CRA server and then click **Next**.
 - e. In the Microsoft SQL Server DSN Configuration dialog box, make sure that this radio button is selected: **With SQL Server authentication using a login ID and password entered by the user**.
 - f. Also in the Microsoft SQL Server DSN Configuration dialog box, enter **nuance** in the password field and then click **Next**.
 - g. Click **Next** on the next dialog box that appears.
 - h. Click **Finish** on the next dialog box that appears.

- i. In the ODBC Microsoft SQL Server Setup dialog box, click **Test Data Source** and verify that the operation completes successfully.
- j. Click **OK**.



Note You do not need to take any action for Nuance TTS.

Step 11 Reboot the Cisco CRA server.



Note Before logging in to the Cisco Agent Desktop or in to the Cisco Supervisor Desktop, choose **Start > Run** on the computer on which you are running either of these programs and enter the following command, where *new_ip* is the new IP address of the Cisco CRA server: *new_ip*\DESKTOP_CFG\desktop\.

Entering a Datasource Name in Cisco CRA Administration

If the datasource name in the Cisco CRA Administration Enterprise Database Subsystem Configuration web page does not match exactly the datasource name in the Windows ODBC DSN configuration window, the connection to the CRA database will fail and the message `PARTIAL SERVICE` appears for the database subsystem in the Cisco CRA Administration Engine Status web page.

To workaroud this problem, change the datasource name in the Cisco CRA Administration Enterprise Database Subsystem Configuration web page to match the Windows ODBC DSN name.

Contact Dispositions in Cisco CRA Real-Time Reports and Historical Reports

The following notes will help clarify information regarding contact dispositions on various Cisco CRA real-time reports and historical reports.

- Many real-time and historical reports show the disposition of a call. CSQ reports show the disposition as Handled, Abandoned, or Dequeued. Other reports show the disposition as Handled or Abandoned.
- A contact that is queued and answered by an agent will show as handled in real-time and in historical reports.
- A contact that is queued but abandoned before it is answered by an agent will be shown as handled in the Overall IP ICD Stats real-time report if a SetContactInfo step in the workflow marks the call as handled. The call will be shown as abandoned otherwise. The CSQ IP ICD Stats real-time report will show the call as abandoned in both cases because it does not consider the SetContactInfo step.
- The historical CSQ reports take into account whether a contact is marked as handled by the SetContactInfo step to determine if a contact is dequeued. The CSQ IP ICD Stats does not consider the SetContactInfo step. Therefore, if a call is queued, then marked as handled, and then disconnects, the historical CSQ reports will show the call as dequeued and the real-time CSQ IP ICD Stats report will show it as abandoned.
- If the Dequeue step is used, the CSQ historical reports will show a contact as dequeued for each CSQ that it was dequeued from, but only if the contact is marked as handled. If a call is dequeued (by the Dequeue step), and then disconnects without being marked handled, the CSQ historical reports will show the contact as abandoned.
- If a call is dequeued using the Dequeue step and the caller drops, the CSQ IP ICD Stats real-time report will show the call as dequeued. If a call is dequeued from CSQ1 and is eventually handled by CSQ2, the CSQ IP ICD Stats report will show the call as dequeued for CSQ1 and handled for CSQ2. If a call is queued on multiple CSQs and is eventually handled by CSQ1, the CSQ IP ICD Stats report will show the call as handled for CSQ1 and dequeued for all other CSQs.

Cisco CRA Historical Reports Upgrades and Enhancements

This section describes enhancements to Cisco CRA Historical Reports. These enhancements currently are available in English only.

This section includes the topics:

- [Abandoned Call Detail Activity Report, page 11](#)—Describes new fields in this report
- [Agent Detail Report, page 12](#)—Describes new fields in this report
- [Agent Login Logout Activity Report, page 12](#)—Describes new fields in this report
- [Agent State Summary Report \(by Agent\), page 12](#)—Describes new fields in this report
- [Agent State Summary Report \(by Interval\), page 12](#)—Describes new fields in this report
- [Call Custom Variables Report, page 13](#)—Describes new filter parameters in this report
- [Common Skill Contact Service Queue Activity Report \(by Interval\), page 14](#)—Describes this new report
- [Detailed Call by Call CDR Report, page 15](#)—Describes new filter parameters in this report
- [Detailed Call, CSQ, Agent Report, page 15](#)—Describes this new report

Abandoned Call Detail Activity Report

- This report displays up to three skills for the CSQ to which the call was routed. (This enhancement was added in Cisco CRA 3.1(1).)
- The Average Time to Abandon field has been added to this report.

Time to abandon is the duration from the time when the call comes to the system to the time when the call is abandoned. Average time to abandon is the average value for all calls abandoned during the report range. The format is hh:mm:ss.

Agent Detail Report

This report displays up to three skills for the CSQ to which the call was routed. (This enhancement was added in Cisco CRA 3.1(1).)

Agent Login Logout Activity Report

The following fields have been added to this report:

- Extension—Cisco ICD extension that the Cisco CallManager assigned to the agent.
- Logout Reason Code—Reason code that the agent enters when the agent logs out from the Cisco Agent Desktop. A value of –1 indicates that no logout reason code is configured or that the agent was unable to enter a reason code.
- Grand Total—Total logged-in duration for all agents during the report period.

Agent State Summary Report (by Agent)

The Grand Total field has been added to this report. If the report is generated with 30-minute or 60-minute intervals, the grand total displays the total for all agents for all intervals during the report period. If the report is generated with the entire report range, the grand total displays the same values as the summary line. The grand total includes total logged-in time, total and percentage not ready time, total and percentage ready time, total and percentage reserved time, total and percentage talk time, and total and percentage work time.

Agent State Summary Report (by Interval)

The Grand Total field has been added to this report. If the report is generated with 30-minute or 60-minute intervals, the grand total displays the total for all agents for all intervals during the report range. If the report is generated with the entire report range, the grand total displays the same values as the summary line. The

grand total includes total logged-in time, total and percentage not ready time, total and percentage ready time, total and percentage reserved time, total and percentage talk time, and total and percentage work time.

Call Custom Variables Report

The following filter parameters have been added to this report:

- Original Called Number—Displays information for the specified original called number(s).
- Called Number—Displays information for the specified called number(s).
- Calling Number—Displays information for the specified calling number(s). Calling number is the same as Originator DN.
- Application Name—Displays information for the specified application name(s).
- Contact Type—Displays information for the specified contact type(s) (incoming, outgoing, or internal).
- Originator Type—Displays information for the specified originator type(s) (agent, device, or unknown).
- Destination Types—Displays information for the specified destination type(s) (agent, device, or unknown).
- Duration Greater Than or Equal to T seconds—Displays calls with duration greater than or equal to the number of seconds specified by T.
- Duration Less Than or Equal to T seconds—Displays calls with duration less than or equal to the number of seconds specified by T.
- Custom Variable 1—Enter a whole string or substring to search for. Separate multiple strings with commas. When this filter parameter is specified, the report displays calls for which Custom Variable 1 contains the string or any of the substrings entered.
- Custom Variable 2—Enter a whole string or substring to search for. Separate multiple strings with commas. When this filter parameter is specified, the report displays calls for which Custom Variable 2 contains the string or any of the substrings entered.

- Custom Variable 3—Enter a whole string or substring to search for. Separate multiple strings with commas. When this filter parameter is specified, the report displays calls for which Custom Variable 3 contains the string or any of the substrings entered.
- Custom Variable 4—Enter a whole string or substring to search for. Separate multiple strings with commas. When this filter parameter is specified, the report displays calls for which Custom Variable 4 contains the string or any of the substrings entered.
- Custom Variable 5—Enter a whole string or substring to search for. Separate multiple strings with commas. When this filter parameter is specified, the report displays calls for which Custom Variable 5 contains the string or any of the substrings entered.
- Any Custom Variable—Enter a whole string or substring to search for. Separate multiple strings with commas. When this filter parameter is specified, the report displays calls with any of the five custom variables containing the string or any of the substrings entered.

Common Skill Contact Service Queue Activity Report (by Interval)

As of Cisco CRA 3.1(1), the Common Skill Contact Service Queue Activity Report (by Interval) has been added to Cisco CRA Historical Reports. This report provides the following summary information for each group of CSQs:

- Calls Presented—Maximum number of calls offered to each individual CSQ within the group. The maximum number rather than the sum is shown because the same call can be presented to multiple CSQs within the same group.
- Calls Handled—Sum of calls handled by each individual CSQ within the group. The sum is used because each call, if handled, is handled by only one CSQ .
- Calls Abandoned—Maximum number of calls abandoned from the same group. The maximum number is shown because a call abandoned is considered to be abandoned from all the CSQs for which it was queued.

Detailed Call by Call CDR Report

The following filter parameters have been added to this report:

- Original Called Number—Displays information for the specified original called number(s).
- Called Number—Displays information for the specified called number(s).
- Calling Number—Displays information for the specified calling number(s). Calling number is the same as Originator DN.
- Application Name—Displays information for the specified application name(s).
- Contact Type—Displays information for the specified contact type(s) (incoming, outgoing, or internal).
- Originator Type—Displays information for the specified originator type(s) (agent, device, or unknown).
- Destination Type—Displays information for the specified destination type(s) (agent, device, or unknown).
- Duration Greater Than or Equal to T seconds—Displays calls with duration greater than or equal to the number of seconds specified by T.
- Duration Less Than or Equal to T seconds—Displays calls with duration less than or equal to the number of seconds specified by T.

Detailed Call, CSQ, Agent Report

This new report has been added.

The Detailed Call, CSQ, Agent Report includes this chart:

- Total Calls by Called Number—Displays the total number of calls to each called number.

The Detailed Call, CSQ, Agent Report includes these fields:

- Session ID - Sequence No.—Session ID is the unique session identification number that the system assigned to a call. Sequence No. is the session sequence number that the system assigned to each call leg. The session sequence number increases by 1 for each leg of a call.
- Call Start Time—Date and time that the call started.

- **Call End Time**—Date and time that the call was disconnected or transferred.
- **Contact Disposition**: Disposition of a call (abandoned or handled)—For an ICD call, the call is abandoned if the call disconnects before connecting to an agent. The call is handled when the call is connected to an agent. For an IVR call, the call is abandoned if it does not reach the workflow step that defines the call as handled. The call is handled when it reaches this step.
- **Orig. DN (Calling No.)**—Originator directory number. This number is the same as the calling number. If originator type is agent, this field shows the ICD extension of the agent. If originator type is device, this field shows the CTI port number. If originator type is unknown (through gateway), this field shows the telephone number of the caller.
- **Destination DN**—Destination directory number. If destination type is agent, this field shows the ICD extension of the agent. If destination type is device, this field shows the CTI port number. If destination type is unknown (through gateway), this field shows the telephone number called.
- **Called Number**—If the call was a transfer, this field shows the number that the call was transferred to. Otherwise, this field shows the number originally dialed by the caller. This number can be either a route point number or an agent extension.
- **Application Name**—Name of the Cisco ICD or IVR application associated with the route point.
- **CSQ Names**—Name(s) of the contact service queue (CSQ) or queues for which the call was queued. This field displays a maximum of three CSQs separated by comma. The CSQ that handled the call is marked with an asterisk (*). This field is blank if the call did not queue for any CSQ.
- **Queue Time**—Time that elapsed between the time a call entered the CSQ and the time the call was answered by an agent or disconnected. This field is blank if the call did not queue for any CSQ.
- **Agent Name**—Name of the agent who handled the call, name of the agent who participated in the conference call, or name of the supervisor who barged the call. This field is blank if the call was not presented to any agent.
- **Ring Time**—Time that elapsed between the time that a call rang at the Cisco Agent Desktop and the time that the call was answered by an agent, presented to another agent (if the first agent did not answer the call), or disconnected. This field is blank if the call was not presented to any agent.

- **Talk Time**—Time that elapsed between the time that an agent answered the call and when the call was disconnected or transferred, not including hold time.
- **Work Time**—Amount of time that an agent spent in Work State after the call. This field is blank if the call was not handled by any agent.

The Detailed Call, CSQ, Agent Report includes these sort criteria:

- **Session ID**—Displays the report in order of the unique session identification number that the system assigned to a call.
- **Call Start Time**—Displays the report in order of the date and time that the call started.
- **Called Number**—Displays the report in order of the number called.

The Detailed Call, CSQ, Agent Report includes these filter parameters:

- **Called Number**—Displays information for the specified called number(s).
- **Calling Number**—Displays information for the specified calling number(s). Calling number is the same as Originator DN.
- **Application Name**—Displays information for the specified application name(s).
- **Contact Type**—Displays information for the specified contact type(s): incoming, outgoing, or internal.
- **Originator Type**—Displays information for the specified originator type(s): agent, device, or unknown.
- **Destination Type**—Displays information for the specified destination type(s): agent, device, or unknown.
- **Agent Name**—Displays ICD calls handled by the specified agent(s), conference calls which were participated by the specified agent(s), and calls which were barged by the specified supervisor(s).
- **CSQ Name**—Displays calls which queued for any of the specified CSQs.
- **Duration Greater Than or Equal to T seconds**—Displays calls with duration greater than or equal to the number of seconds specified by T.
- **Duration Less Than or Equal to T seconds**—Displays calls with duration less than or equal to the number of seconds specified by T.

Sharing Cisco CRA Historical Reports on the Web

This section explains how you can make Cisco CRA Historical Reports available to users over the web. Because historical reports can contain proprietary information, you may want to make them available through your company intranet (rather than the public Internet) so that you can control access to them.

Before you make historical reports through the web, go to the following URL and refer to the “Crystal Reports Developer Edition from Crystal Decisions” information in the “Licensing and Copyright Information” section. This material includes important usage information and restrictions of which you should be aware.

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_0/english/admn_app/relnote/rel3_0.pdf

In addition, refer to *Cisco CRA Historical Reports User Guide* for information about scheduling and exporting historical reports.

To provide web access to historical reports, perform the following procedure. This procedure creates a folder on the web server in which historical reports are stored. It also sets up the Cisco CRA Historical Reports client computer to export reports to the web server for sharing. The web server must be running the Windows 2000 Server operating system.

**Note**

Do not use the Cisco CRA server or a Remote Database Server as the web server to avoid affecting the performance of these servers.

Procedure

-
- Step 1** On the web server, make sure that the following services are running:
- IIS Admin service
 - World Wide Web Publisher service
- Step 2** On the web server, create a folder in which to store historical reports.
For example, create a folder on the C:\ drive and name it Reports.
- Step 3** Locate and right-click the new folder you created and choose **Sharing**.
- Step 4** In the Properties dialog box, click the **Web Sharing** tab.

Step 5 In the Web Sharing area:

- a. Choose Default Web Site from the Share on drop-down list.
- b. Click the **Share this folder** radio button.
- c. Highlight the alias for the folder you created and click **Edit Properties**.

Step 6 In the Edit Alias dialog box:

- a. Check the **Read** check box.
- b. Check the **Directory browsing** check box.
- c. Uncheck any other check boxes if they are checked.
- d. Click the **None** radio button.
- e. Click **OK**.

Step 7 In the Properties dialog box, click **OK**.

The new folder you created can now be accessed by entering the following URL in a web browser, where *server* is the name or the IP address of the web server and *folder* is the alias of the new folder:

`http://server/folder/`

Step 8 On the Cisco CRA Historical Reports client computer, map a network drive to the folder on the web server that you set up for sharing historical reports.

Set up mapping to reconnect at logon.

For example, if you created a folder on the web server called Reports, map the network drive to the Reports folder on the web server.

Refer to your Windows documentation for information about mapping a network drive.

- Step 9** When you schedule or export reports from the Cisco CRA Historical Reports client, use the drive letter from the mapping process when you specify the export location.

For example, if the drive letter from the mapping process is F and if you are exporting a report called myreport.pdf, specify F:\myreport.pdf as export location.

The report you export will be available at the following URL, where *server* is name or IP address of the web server, *folder* is the alias of the web server folder in which reports are stored, and *report* is the name of the report:

http://*server*/*folder*/*report*.pdf.

Selecting Languages for ASR

If you will install Nuance ASR, you must select the appropriate country-specific language or languages for use with ASR when you install Cisco CRA. [Table 1](#) shows the Cisco CRA country-specific languages that correspond to the ASR languages. When you install Cisco CRA, make sure to select the appropriate country-specific languages for the ASR languages that you will install.

Table 1 *CRA Country-Specific Languages and ASR Languages*

Cisco CRA Country-Specific Language	Corresponding ASR Language
en_US or en_CA	en_US
en_GB	en_GB
es_MX or es_US	es_MX
es_CO	es_CO
es_ES	es_ES
fr_FR	fr_FR
fr_CA	fr_CA
it_IT	it_IT
ja_JP	ja_JP
de_DE	de_DE

Features Available with Each Product Package

Table 4 lists the Cisco CRA features that are available with each Cisco CRA product Package.

Table 2 *Features Enabled by Each Product Package*

Feature	IP IVR ¹	IPCC Express Standard	IPCC Express Enhanced	IP CC Express Premium	Extended Services
Telephony Apps	X	X ²	X ²	X ²	
ICD ³		X	X	X	
Queue Manager	X				
Extension Mobility	X ⁴			X ⁴	X
Auto Attendant	X ⁴			X ⁴	X
Multiple Language Support	X	X	X	X	
JTAPI ⁵	X	X	X	X	X
HTTP ⁶	X			X	
Email	X			X	
Database	X			X	
Cisco Media Termination	X	X	X	X	X
ASR ⁷	X ⁸		X ⁸	X ⁸	
TTS ⁹	X ⁸		X ⁸	X ⁸	
Voice Browser	X ¹⁰		X ¹⁰	X ¹⁰	
Real-Time Reporting	X	X	X	X	X

Table 2 *Features Enabled by Each Product Package (continued)*

Feature	IP IVR ¹	IPCC Express Standard	IPCC Express Enhanced	IP CC Express Premium	Extended Services
Historical Reporting	X ¹¹	X ¹²	X ¹³	X ¹³	
Editor	X ¹⁴	X ¹⁵	X ¹⁶	X ¹⁷	

1. IP IVR = Cisco IP Interactive Voice Response
2. Cisco Intelligent Contact Management (ICM) (Translation routes and Post-routes can not be configured)
3. ICD = Integrated Contact Distribution
4. Sample Scripts Included
5. JTAPI = Java Telephony Application Programming Interface
6. For Extended Services, the HTTP subsystem and the ability to configure HTTP triggers is included for use with Extension Mobility
7. ASR = Automatic Speech Recognition
8. Add-on Feature
9. TTS = Text-To-Speech
10. Only available if ASR option is purchased
11. Only IVR Reports
12. ICD Standard Historical Reporting Client can be purchased
13. ICD Enhanced Historical Reporting Client can be purchased
14. ICD Steps not included
15. Email, Http, DB, ICM and Java steps not included, and the Set Priority step is not included
16. Email, Http, DB, ICM and Java steps not included
17. ICM Steps not included

Related Documentation

[Table 3](#) provides references to related documentation. In addition, you can obtain online help from the Cisco CRA Administration web pages, the Cisco CRA Editor, the Cisco Agent Desktop, the Cisco Supervisor Desktop, the Cisco Desktop Administrator, and the Cisco CRA Historical Reports client interface.

Table 3 **Related Documentation**

Related Information and Software	Document or URL
Cisco CRA documentation overview	<i>Cisco Customer Response Applications 3.5 Resources Card</i> in your Cisco CRA product package
Cisco CRA documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_5/index.htm
Cisco voice products documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm
Operating system documentation and Virtual Network Computing (VNC) documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm
Cisco MCS hardware specifications	http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html
<i>Cisco IP Telephony BIOS and Operating System Roadmap</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
<i>Cisco CallManager Compatibility Matrix</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
Cisco CallManager documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
Backup and restore documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm
Service releases	http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml
Related Cisco IP telephony application documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm
Cisco CallManager Extended Services, including Cisco CallManager Extension Mobility and Cisco CallManager AutoAttendant	http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/ext_serv/index.htm
Cisco ICM Software and Cisco IPCC documentation	http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm

Obtaining Troubleshooting Assistance

For the most current troubleshooting information and tips, go to this URL:

http://cisco.com/cgi-bin/Support/browse/psp_view.pl?p=Software:Cisco_IPCC_Express_Edition&viewall=true

For assistance identifying and troubleshooting common problems, go to the Cisco TAC Case Collection Tool (TCCT) at this URL:

http://www.cisco.com/kobayashi/support/tac/tsa/launch_tsa.html

From the Tools and Utilities page, select the **Voice** technology link, and search for a solution using a free text query or a guided search.

Caveats

This section includes the following topics:

- [Resolved Caveats, page 25](#)—Severity 1, 2, and 3 defects that were resolved in this release of Cisco CRA
- [Closed Caveats, page 26](#)—Severity 1, 2, and 3 defects that were closed in this release of Cisco CRA
- [Open Caveats, page 27](#)—Severity 1, 2, and 3 defects in this release of Cisco CRA

If you have an account with Cisco.com, you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, perform either of these actions:

- Go to this URL:
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Log in to Cisco.com, click **Technical Support**, then click **Tools & Utilities**, then click **Software Bug Toolkit** under Troubleshooting Tools

For information about issues relating to VoiceXML implementation, refer to the “VoiceXML Implementation for Cisco Voice Browser” appendix in *Cisco Customer Response Applications Developer Guide*.

Resolved Caveats

[Table 4](#) describes Severity 1, 2, and 3 defects that were resolved in this release of Cisco CRA.

Table 4 *Resolved Caveats for Cisco CRA 3.5*

Identifier	Summary
CSCdx71057	On-line help does not invoke the new help window
CSCea13926	JTAPI subsystem misses events on G.711 transfer to G.729 system
CSCea20641	Conference to ICD route point leaves agent stuck in Talking on G.729 system
CSCea62425	CRS IP-IVR Performance Objects need to be removed from PerfMon
CSCeb17184	Reason codes deleted during upgrade
CSCeb21720	Historical Reporting Client discrepancy
CSCeb28769	Sync server DSN requires update after CRS IP address change
CSCeb35499	Call is aborted when agent conferences gateway caller to route point (answer got exception)
CSCeb59540	Set Session Info with ccdrVar is not documented right
CSCeb78798	Ghost Calls in RTR
CSCeb82851	Delete a resource group that belongs to a CSQ, agent still gets call
CSCeb84252	Cannot read String values & refresh schema causes max_cursors error
CSCeb86177	Small Int Variable Reporting Snafu
CSCec14797	Cisco Agent Desktop cannot log in to call/chat server
CSCec16672	Enterprise data not seen after CRS IP address change
CSCec21693	Talk Time numbers do not match
CSCec25235	Call drops on trying to intercept after dropout of barge-in
CSCec28917	Real Time Reporting getting Unable to Connect to Server error
CSCec36121	Supervisor remains in Work state after barging into an agent's call
CSCec39349	Cannot conference using Cisco Agent Desktop (CAD) Conference button
CSCec47038	Agent State left in Reserved after un-hold of ICD call
CSCec48677	ASR Name to User step fails to return extension numbers from LDAP

Table 4 *Resolved Caveats for Cisco CRA 3.5 (continued)*

Identifier	Summary
CSCec50915	Inaccurate Agent Login Data
CSCec52258	Agent stuck in TALKING state
CSCec56602	Agent stuck in Reserved when going offhook right before selected
CSCec57333	Cannot display Agent first/last names in Resources page
CSCec61496	100% CPU if script uses OnExceptionGoTo to catch AppsException
CSCec68399	Searching for users in User Maintenance does not always show desired users
CSCec86964	CRS does not update the Resource ID
CSCed04459	ASR returning all PAB entries, which should be filtered
CSCed05867	ICD: Agent goes off hook when RNA pulls call back, left in Reserved
CSCed07235	Calls transferred from Unity AA to CRA show Unity DN as ANI
CSCed11285	Doc for adding features when IPCC Express server is AD member server
CSCed20826	Script conversion from 2.x blanks out Get Call Contact Info step
CSCed21720	Real-time report incorrect after call is dequeued and redirected

Closed Caveats

[Table 5](#) describes list of Severity 1, 2, and 3 defects that were closed in this release of Cisco CRA.

Table 5 *Closed Caveats for Cisco CRA 3.5*

Identifier	Headline and Bug Toolkit Link
CSCdy35922	Cannot overprovision ASR channels above what is licensed http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdy35922
CSCdz24819	ASR/TTS continuously install without stopping http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz24819
CSCea33056	SL: Monitoring an agent after LDAP failover takes long http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea33056

Table 5 *Closed Caveats for Cisco CRA 3.5 (continued)*

Identifier	Headline and Bug Toolkit Link
CSCea65483	Speech Server Install: Setup Initialization Error popup http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea65483
CSCea66516	Session changes in middle of call even without workflow doing so http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea66516
CSCed29504	JTAPI Update does not upgrade JTAPI in unusual scenarios http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed29504
CSCed39813	Vocalizer 3.0 installer complains about overwriting existing files http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed39813

Open Caveats

[Table 6](#) describes Severity 1, 2, and 3 defects in this release of Cisco CRA.

Table 6 *Open Caveats for Cisco CRA 3.5*

Identifier	Headline and Bug Toolkit Link
CSCdz59921	IP Phone agent shown in Talking state after logoff http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz59921
CSCdz78378	SL: VoIP autorecovery message should mention specific VoIP server IP address http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz78378
CSCdz89970	SL: CAD shows Calling Num Unavailable after answering a conference http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCdz89970
CSCea03689	SL: Disabling Ent Data from CDA should disable it for IP Phone agent http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea03689
CSCea04306	With TAI shutdown, ICD logs out one IP Phone agent but not the other http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea04306
CSCea20537	SA password change after installation needs registry update for sync http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea20537

Table 6 *Open Caveats for Cisco CRA 3.5 (continued)*

Identifier	Headline and Bug Toolkit Link
CSCea28382	SL: ICD cant start/restart if Publisher is down http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea28382
CSCea32551	SL: Agent cannot see chat messages during conference http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea32551
CSCea33430	Agent cannot go Ready after login under certain conditions http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea33430
CSCea61018	HR leaks CRDR for arbitrary transfer/conference scenarios http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea61018
CSCea81865	OrigCalledNumber in CCDR is blank in redirect to agent scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea81865
CSCea90780	SL: Supervisor cannot stop recording an agent's call-specific scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea90780
CSCeb07043	CSD Italian client inst: no warning text shown on dialog box http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeb07043
CSCeb51726	Agent's Enterprise Data does not get updated for one scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeb51726
CSCec04764	GetCallContactInfo step does not show the transferred arrival type http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec04764
CSCec10743	CRS ICD Setup does not allow domain name for host in AD section http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCec10743
CSCed14055	Blank Agent start time field after consult calls (conf or xfers) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed14055
CSCed21649	Developers Guide for ICD is incorrect when ref ccdrVar usage http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed21649
CSCed45771	Cannot log in an agent if another one is logged in using same extension http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed45771

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