Manager and Assistant Insertions

This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to manage the Cisco Unified Communications Manager Assistant feature in Cisco Unified Communications Manager. BAT allows you to add IP phones for managers and assistants with either proxy lines or shared lines.

The Cisco Unified CM Assistant feature works with several Cisco Unified IP Phone models and device profiles. Cisco Unified CM Assistant provides two modes for configuring managers and assistants lines for use with Cisco Unified CM Assistant features.

- Proxy mode—The manager primary line associates with a proxy line that has a different directory number on the assistant phone. See the Set Up Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant.

- Shared line mode—The manager and assistant have a shared line on their phones that uses the same directory number and partition. See the Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant.

Insert Manager-Assistant Associations to Cisco Unified Communications Manager

To insert new manager-assistant associations or update existing associations, you need a CSV data file.

When BAT updates manager-assistant associations, it does not change existing Cisco Unified CM Assistant line configurations for the intercom directory number or associated devices.

⚠️

Caution   The manager-assistant association fails when the assistant phone does not have enough lines to support the minimum Cisco Unified CM Assistant configuration.

Before You Begin

1 Make sure that you have configured manager and assistant phones using one of the following two procedures:

- Set Up Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant

- Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant

2 You must have a data file in comma separated value (CSV) format that contains the unique details for the new manager-assistant associations.

Procedure

Step 1 Choose **Bulk Administration** > **Managers/Assistants** > **Insert Managers/Assistants**.
The **Manager/Assistant Options** window displays.

Step 2 In the **File Name** field, choose the CSV data file that you created for this bulk transaction.

Step 3 If the managers use extension mobility to log in, check the **Configure managers as mobile managers** check box.

Step 4 When all the phones have shared lines, check the **Uses shared lines check box.**

Step 5 In the **Insert Options** area, choose the type of CSV data file that you created:

- Default—If you created a standard CSV data file, choose the type of associations for this transaction based on the data in the CSV file.

  ◦ Associate one or more assistants to a manager

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- Custom—If you created a custom CSV data file for proxy mode.

Step 6 In the **Job Information** area, enter the Job description.

Step 7 Choose an insert method. Do one of the following:
a) Click **Run Immediately** to insert the manager-assistant associations immediately.
b) Click **Run Later** to insert the manager-assistant associations at a later time.

Step 8 To create a job for inserting the manager-assistant records, click **Submit**.
To schedule and activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

Attention   If there were not enough available lines when BAT performs an update to an assistant or manager configuration, the changes are only partially completed and the whole transaction record fails.

What to Do Next

For changes to take effect, you must restart Cisco Unified CM Assistant service.

Related Topics

BAT Log Files
CSV Data File for Manager-Assistant Associations
Manage Scheduling Jobs

Topics Related to Manager and Assistant Insertion

- Set Up Phones in Proxy Line Mode for Cisco Unified Communications Manager Assistant

- Set Up Phones in Shared Line Mode for Cisco Unified Communications Manager Assistant

- CSV Data File for Manager-Assistant Associations

- Manage Scheduling Jobs

- BAT Log Files