



CHAPTER

10

Configuring the Administration via Telephone Application

The Administration via Telephone (AvT) application is a telephony-based interface that offers the following capabilities:

- Administrators can record new audio prompts or delete existing custom audio prompts without using a PC or sound-editing software, such as with the telephone user interface (TUI). These prompts can then be used in various Cisco Unity Express application scripts, such as the Welcome prompt in the default auto-attendant. The Emergency Alternate Greeting (EAG) is an option within the AvT that allows subscribers to record, modify, and enable or disable a special greeting to be played before the regular greeting, notifying callers of some temporary event or message.
- Administrators can rerecord existing prompts.
- Administrators can send broadcast messages. Subscribers who have the broadcast privilege can access a limited set of AvT capabilities.
- Administrators can record spoken names for remote locations and remote subscribers.

The Cisco Unity Express module installation automatically configures the AvT application.

Only users with administrative (superuser) privileges or prompt management (ManagePrompt) privileges have access to the AvT. (See “[Adding and Modifying a Group](#)” on page 7 for information about assigning privileges.) When a caller dials the AvT number, the AvT authenticates the caller by requesting the caller’s extension and PIN. The AvT disconnects the caller if the caller does not have administrative authority.

To configure the AvT access telephone number, see “[Configuring SIP Triggers for the Applications](#)” on page 39 or “[Configuring JTAPI Triggers for the Applications \(Cisco Unified Communications Manager Only\)](#)” on page 43.

Configuring Triggers

After you configure the AvT application, you must configure the system to start the AvT application when a specific signal, or trigger, is invoked. The trigger is a telephone number and can be configured for either the SIP or JTAPI subsystems. When a caller dials a specified telephone number, the SIP or JTAPI subsystem starts the AvT application. To configure SIP and JTAPI triggers for the AvT application, see “[Managing Triggers](#)” on page 38.

The number of triggers supported depends on the Cisco Unity Express hardware. For more information, see [Release Notes for Cisco Unity Express](#). See “[Advanced Configuration](#)” on page 1 for procedures to configure multiple triggers for an application.

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This configuration is required for Cisco Unified CME and Cisco Unified Communications Manager (SRST mode).