



# Cisco Customer Response Applications 2.2 (5) for the Cisco ICS 7750 Documentation Locator

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## Documentation

Cisco Customer Response Applications (CRA) for the Cisco ICS 7750 shipped with a minimal set of printed documentation. The printed documentation includes the *Release Notes for Cisco Customer Response Applications 2.2(5) on the Cisco ICS 7750* and one or both of these documents:

- Cisco ICS 7750 IP Interactive Voice Response Ports Software License Certificate
- Cisco ICS 7750 IP Integrated Contact Distribution Agent Software License Certificate

## Installation Documentation

These documents must be used for installing Cisco CRA 2.2(5) on the Cisco ICS 7750 system. These documents are available on the World Wide Web:

- *Installing Cisco Customer Response Applications on the Cisco ICS 7750*—Provides information on how to install and configure the software for Cisco CRA on the Cisco ICS 7750.  
<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/icsapps/icscra/cra225/index.htm>
- *Cisco Customer Response Applications Administrator's Guide* (Order Number DOC-7813167=)—Provides instructions to system administrators for configuring and administering Cisco IP Interactive Voice Response (IVR) and Cisco IP Integrated Contact Distribution (ICD) applications using the Application Administration Web interface.  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/apps\\_22/appl\\_adm/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_22/appl_adm/index.htm)



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## Cisco Customer Response Documentation Set

This documentation will help you configure and use your product. You can access each document at [www.cisco.com](http://www.cisco.com) at these URLs:

- *Cisco Customer Response Applications Developer's Guide* (Order Number DOC-7813090=)—Provides information about using the Cisco CRA Editor.  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/apps\\_22/dvlpr/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_22/dvlpr/index.htm)
- *Cisco Customer Response Applications Troubleshooting Guide*—Tells system administrators and technicians how to troubleshoot problems with the Cisco CRA products.  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/apps\\_22/trbl22/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_22/trbl22/index.htm)
- *Cisco Customer Response Applications Error Codes*—Lists all the Cisco CRA error codes and provides a description and suggested workaround for each.  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/apps\\_22/error222.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_22/error222.htm)
- *Cisco Customer Response Applications Software Development Kit Guide*—Provides information about using the Cisco CRA Software Development Kit (SDK) to develop custom Cisco CRA Editor steps.  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/apps\\_22/dev\\_gd/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_22/dev_gd/index.htm)

## Cisco CallManager Documentation Set

This documentation provides information about Cisco CallManager Release 3.3 features and administration procedures:

- *Cisco CallManager Extended Services Administrator's Guide*—Provides information about the Cisco CallManager Extended Services product that ships with Cisco CallManager.  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/serv\\_fea/ext\\_serv/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/ext_serv/index.htm)
- *Cisco CallManager Administration Guide*—Provides information about administering Cisco CallManager.  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_3/sys\\_ad/3\\_3/ccmcfmg/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/sys_ad/3_3/ccmcfmg/index.htm)
- *Cisco CallManager System Guide*—Provides conceptual information about Cisco CallManager and tips on setting up Cisco CallManager features.  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_3/sys\\_ad/3\\_3/ccmsys/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/sys_ad/3_3/ccmsys/index.htm)

# Ordering Documentation

The procedure you follow to order documentation is determined by whether you are a registered Cisco.com user or a nonregistered Cisco.com user.

## Registered Cisco.com Users

If you are a registered Cisco.com user (Cisco direct customer), you can order documentation in these ways:

- Order printed copies of Cisco product documentation from the Networking Products MarketPlace at this URL:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Obtain part numbers to order spare documentation from your local account representative or by selecting the documentation product family after choosing a price list at this URL:  
<http://www.cisco.com/cgi-bin/front.x/pricing>
- Obtain the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store at this URL:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)

## Nonregistered Cisco.com Users

If you are a nonregistered Cisco.com user, you can order printed copies of Cisco product documentation through a local account representative by calling Cisco Worldwide Sales at 800 553-NETS(6387).

## Additional Information

If you ordered printed documentation for your product, it is shipped separately from your product. Additional Cisco documentation for your product is available on a Cisco Documentation CD-ROM or on the World Wide Web.

## Documentation CD-ROM

The Cisco Documentation CD-ROM, which is updated monthly, may be more current than the printed documentation. You can sign up to receive the monthly Documentation CD-ROM (product number DOC-CONDOCCD=) at this URL:

[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)

## World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

To find the Cisco Customer Response Applications documentation, click **Products and Services**, and choose **Contact Center Software**. You can choose **Cisco IP Integrated Contact Distribution** or **Cisco IP Interactive Voice Response**. Click **Instructions and Guides** for a list of documentation.

To find the Cisco ICS 7750 documentation, click **Products and Services**, and choose **Voice Applications Systems**. Choose **Cisco ICS 7700 Series Integrated Communications Systems**. Click **Instructions and Guides** for a list of documentation.

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