

3 Ordering Documentation

You can order printed versions of the following documents:

- *Cisco Customer Response Applications Administrator Guide*
- *Cisco Customer Response Applications Developer Guide*
- *Cisco Customer Response Applications Editor Step Reference Guide*
- *Getting Started with Cisco Customer Response Applications*

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

4 Technical Support

To open a request for technical assistance with Cisco Customer Response Applications, contact the Cisco Technical Assistance Center (TAC) in one of the following ways:

Online:	http://www.cisco.com/tac/
E-mail:	tac@cisco.com (please include "Cisco Customer Response Applications" in the Subject line)
Phone:	In North America: 1.800.553.2447 Outside North America: 1.408.526.7290

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100



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Resources Card



Cisco Customer Response Applications 3.1

Cisco IPCC Express, Cisco IP IVR, and Cisco IP QM, Version 3.1

This Resources Card describes information resources available to users of the Cisco Customer Response Applications, Version 3.1 software.

It provides information about the following topics:

1. Accessing Documentation
2. Documentation Format
3. Ordering Documentation
4. Technical Support



1 Accessing Documentation

You can access the documentation for Cisco CRA products at the following Web site: http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_1/index.htm

The following sections list the available documentation.

Documentation for Administrators and Application Developers

- *Release Notes*- New features and known issues. Make sure you read this document first.
- *Getting Started with Cisco Customer Response Applications*- Provides instructions for installing the components of the Cisco Customer Response Platform, including Cisco IP Interactive Voice Response (Cisco IP IVR), Cisco IP Queue Manager (Cisco IP QM), and Cisco IP Integrated Contact Distribution (IP ICD) software packages. A copy of this document is included with your product package.
- *Cisco Customer Response Applications Administrator Guide*- Provides instructions for using the CRA Administration Web interface to administer Cisco IP IVR, Cisco IP ICD and Cisco IP QM.
- *Cisco Customer Response Applications Developer Guide*- For application developers who create and modify scripts using the Cisco CRA Editor.
- *Cisco Customer Response Applications Editor Step Reference Guide*- Describes how to use the Cisco CRA Editor.
- *Cisco Customer Response Applications Serviceability Guide*- Explains Cisco CRA serviceability and provides monitoring and troubleshooting steps.
- *Cisco Customer Response Applications Database Schema*- Describes how data is organized and provides descriptions of the fields in each database table.
- *Cisco Desktop Administrator User Guide*- Provides information about using the Cisco Desktop Administrator software.
- *Installation Guide: Cisco Desktop Product Suite*- Provides instructions for installing and removing Cisco Desktop Product Suite applications.
- *Service Information*- Cisco Desktop Product Suite- Provides technical reference and troubleshooting information for Cisco Desktop Product Suite.
- *Troubleshooting Cisco Customer Response Applications*- Provides information about troubleshooting the applications in the Cisco CRA line of products.

Documentation for Cisco IP Agents

- *Cisco Agent Desktop User Guide*- Provides in-depth information for agents using the Cisco Agent Desktop software.

- *Cisco IP Phone Agent User Guide*- Provides in-depth information for IP phone agents using the Cisco IP Phone Agent software.
- *Cisco Agent Desktop Quick Reference Guide (standard version)*- Quick reference for using the standard version of Cisco Agent Desktop.
- *Cisco Agent Desktop Quick Reference Guide (enhanced version)*- Quick reference for using the enhanced version of Cisco Agent Desktop.
- *Cisco IP Phone Agent Quick Reference Guide*- Quick reference for using the Cisco IP Phone Agent phone service.

Documentation for Cisco IP Supervisors

- *Getting Started- Cisco Desktop Product Suite 4.5 (ICD)*- Provides an overview of the Cisco Desktop Product Suite.
- *Cisco Customer Response Applications Historical Reports User Guide*- Describes how to use the CRA Historical Reports system.
- *Cisco Supervisor Desktop User Guide*- Provides in-depth information for supervisors using the Cisco Supervisor Desktop software.
- *Cisco Agent Desktop Installation Quick Reference Guide*- Quick reference for installing Cisco Agent Desktop.
- *Cisco Supervisor Desktop Quick Reference Guide (standard version)*- Quick reference for using the standard version of Cisco Supervisor Desktop.
- *Cisco Supervisor Desktop Quick Reference Guide (enhanced version)*- Quick reference for using the enhanced version of Cisco Supervisor Desktop.

Documentation for Nuance ASR and TTS

If your Cisco CRA purchase includes the optional Nuance Automated Speech Recognition (ASR) or Text-to-Speech (TTS) components, the installation program installs Nuance documentation on your CRA Server.

To access documentation for Nuance products, open the C:\Nuance\v7.0.x\doc\index.html file on the CRA Server.

2 Documentation Format

Cisco Customer Response Applications documents are delivered in HTML format and are designed for online use through a Web browser. In addition, PDF versions of all the documents are provided to facilitate printing.

To print documentation, you must install the Adobe Acrobat Reader, which is available at: <http://www.adobe.com>.