

Accessing/Printing Cisco CRA Documentation

Cisco CRA product documentation is available in PDF format on-line at the following website:

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



Note The PDF format version facilitates printing. To access and print PDF format, you must install the Adobe Acrobat Reader, which is available at: <http://www.adobe.com>.

Accessing Nuance ASR and TTS Documentation

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 Cisco CRA Server.

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

Obtaining Technical Support

To open a request for technical assistance with Cisco CRA, 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: 800 553-2447 Outside North America: 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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78-16260-01
DOC-7816260=



Resources Card



Cisco Customer Response Applications 3.5

Cisco IPCC Express, Cisco IP IVR, and Cisco IP QM, Version 3.5

This Resources Card describes information resources available to users of the Cisco Customer Response Applications (CRA), Version 3.5 software.

This card contains information about the following topics:

- The inside of the card provides a listing of the Cisco CRA solution documentation, indicating applicable products and audiences.
- The back page of the card describes how to:
 - Access and print Cisco CRA documentation
 - Access Nuance ASR and TTS documentation
 - Obtain technical support



This documentation describes...	Target Audience	IPCC Express	IP IVR	IP QM
<i>Release Notes</i> —Information about new features, late-breaking changes, and resolved, closed, and known issues. (Note: Read this document before installing and using the Cisco CRA solution!)	All	X	X	X
<i>Getting Started with Cisco Customer Response Applications</i> —How to install and upgrade the Cisco CRA solution components. (Note: A copy of this document is included with your product package.)	All	X	X	X
<i>Cisco CRA Administrator Guide</i> —How to use the Application Administration interface to configure and manage the Cisco CRA solution components.	Admin/AppDev	X	X	X
<i>Cisco CRA Database Schema</i> —Information about Cisco CRA data organization and database table details.	Admin/AppDev	X	X	X
<i>Cisco CRA Serviceability Guide</i> —How to use Serviceability to monitor and troubleshoot Cisco CRA components.	Admin/AppDev	X	X	X
<i>Cisco CRA Editor Step Reference Guide</i> —Information about the properties of each Cisco CRA Editor step.	Admin/AppDev	X	X	X
<i>Cisco CRA Developer Guide</i> —How to use the Cisco CRA Editor interface to create scripts.	Admin/AppDev	X	X	X
<i>Troubleshooting Cisco Customer Response Applications</i> —Troubleshooting tips for the Cisco CRA solution.	Admin/AppDev	X	X	X
<i>MS SQL Server 2000 for Historical Reports Database Server-Resource Card</i> —How to install and configure SQL Server on the Cisco CRA Historical Reports Database Server.	Admin/AppDev	X	X	X
<i>Understanding Cisco CRA Historical Reporting</i> —How queries are designed for the Cisco CRA historical reports and how database records are written for call scenarios.	Admin/AppDev	X	X	X
<i>Creating Custom Reports for Cisco CRA</i> —How to use Crystal Reports to create custom reports for Cisco CRA.	Admin/AppDev	X	X	
<i>Installing Cisco Security Agent for Cisco CRA</i> —Installation instructions and information about the Cisco Security Agent for Cisco CRA.	Admin/AppDev	X	X	X
<i>Installation Guide Cisco Desktop Product Suite</i> —How to install Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco Desktop Administrator.	Administrators	X		
<i>Cisco Desktop Administrator User Guide-Cisco Desktop Product Suite</i> —How to use the Cisco Desktop Administrator interface to configure and administer the Cisco Desktop Product Suite.	Administrators	X		
<i>Service Information-Cisco Desktop Product Suite</i> —Technical and troubleshooting information for the Cisco Desktop Product Suite.	Admin/AppDev	X		
<i>Cisco Agent Desktop Installation Quick Reference Guide-Standard and Enhanced</i> —How to install the Cisco Agent Desktop from the Cisco CRA User website.	Agents	X		
<i>Cisco Agent Desktop User Guide</i> —How to use the Cisco Agent Desktop interface to control calls.	Agents	X		
<i>Cisco Agent Desktop Quick Reference Guide</i> —Two versions: Standard and Enhanced. The Cisco Agent Desktop interface toolbar, button, and menu options; instructions for common tasks.	Agents	X		
<i>Cisco IP Phone Agent User Guide</i> —How to use the IP Phone Agent service interface to control calls.	Agents	X		
<i>Cisco IP Phone Agent Quick Reference Guide</i> —How to use the IP Phone Agent for common tasks.	Agents	X		
<i>Cisco CRA Historical Reports User Guide</i> —How to use the Cisco CRA Historical Reports client interface.	Administrators/ IP Supervisors	X		
<i>Cisco Supervisor Desktop User Guide</i> —How to monitor agent activity and skill group statistics.	IP Supervisors	X		
<i>Cisco Supervisor Desktop Quick Reference Guide</i> —Two versions: Standard and Enhanced. The Cisco Supervisor Desktop interface toolbar, button, and menu options; provides instructions for common tasks.	IP Supervisors	X		