

Accessing/Printing Cisco CRS Documentation

Cisco CRS product documentation is available in PDF format online at the following website:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_4_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 MRCP ASR and TTS Documentation

Your Cisco CRS purchase includes the Media Resource Control Protocol (MRCP) Automated Speech Recognition (ASR) and the MRCP Text-to-Speech (TTS) client components. To obtain required documentation for the MRCP server, contact Nuance, the speech vendor.

Obtaining Technical Support

To open a request for technical assistance with Cisco CRS, 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 Solutions" in the Subject line)
Phone:	In North America: 800 553-2447 Outside North America: 408 526-7209

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 Solutions 4.5

Cisco IPCC Express Edition, Cisco IP IVR, and Cisco IP QM, Release 4.5

This Resources Card lists information available to users of the Cisco Customer Response Solutions (CRS), Release 4.5 software.

This card contains information about the following topics:

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



This documentation describes...	Target Audience	IPCC Express	IP IVR	IP QM
<i>Getting Started with Cisco IPCC Express Edition</i> —A starting point document if you purchase the Cisco IPCC Express Edition. Provides installation and configuration information for the Standard, Enhanced, and Premium packages.	Admin/AppDev	X		
<i>Getting Started with Cisco IP IVR</i> —A starting point document if you purchase the Cisco IP IVR package. Provides installation and configuration information for Cisco IP IVR and Cisco IP QM.	Admin/AppDev		X	X
<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 CRS software.)	All	X	X	X
<i>Cisco CRS Software and Hardware Compatibility Guide</i> —Information about supported CRS product set combinations, sorted by the Cisco CRS version.	All	X	X	X
<i>Cisco CRS Installation Guide</i> —Overview of deployment options; how to install, upgrade, recover, repair, uninstall, and patch Cisco CRS; how to change a Cisco CRS deployment.	All	X	X	X
<i>Backup and Restore System for Cisco Customer Response Solutions 4.5</i> —Describes how to use BARS to backup and restore Cisco CRS 4.5 data.	All	X	X	X
<i>Cisco CRS Administration Guide</i> —How to use the CRS Administration interface to configure and manage Cisco CRS.	Admin/AppDev	X	X	X
<i>Cisco CRS Database Schema</i> —Information about Cisco CRS data organization and database table details.	Admin/AppDev	X	X	X
<i>Cisco CRS Servicing and Troubleshooting Guide</i> —How to use Serviceability to monitor and troubleshoot Cisco CRS components, including troubleshooting tips for the Cisco CRS components.	Admin/AppDev	X	X	X
<i>Cisco CRS Scripting and Development Series: Volume 1, Getting Started with Scripts</i> —Information about the properties of each Cisco CRS Editor.	Admin/AppDev	X	X	X
<i>Cisco CRS Scripting and Development Series: Volume 2, Editor Step Reference</i> —How to use the Cisco Editor interface to create interactive scripts.	Admin/AppDev	X	X	X
<i>Cisco CRS Scripting and Development Series: Volume 3, Expression Language Reference</i> —Describes the language used for evaluation expressions in CRS scripts, CRS prompt templates, and CRS grammar templates.	Admin/AppDev	X	X	X
<i>MS SQL Server 2000 for Cisco CRS Resources Card</i> —How to install MS SQL Server 2000 for use with Cisco CRS.	Admin/AppDev	X	X	X
<i>Cisco CRS Historical Reporting Administrator and Developer Guide</i> —How queries are designed for Cisco CRS historical reports, how database records are written for call scenarios, how to share historical reports via the web, how to export historical reports, answers to frequently asked questions.	Admin/AppDev	X	X	X
<i>Installing Cisco Security Agent for Cisco CRS</i> —Installation instructions and information for the Cisco Security Agent for Cisco CRS.	Admin/AppDev	X	X	X
<i>Cisco CRS Historical Reports User Guide</i> —How to use the Cisco CRS Historical Reports client interface and descriptions of historical reports.	Admin/IP Supervisors	X	X	X
<i>Cisco CAD Installation Guide</i> —How to install Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco Desktop Administrator.	Administrators	X		
<i>Cisco Desktop Administrator User's Guide</i> —How to use the Cisco Desktop Administrator interface to configure and administer the Cisco Desktop products.	Administrators	X		
<i>Cisco CAD Service Information</i> —Technical and troubleshooting information for the Cisco Desktop products.	Admin/AppDev	X		
<i>Cisco Agent Desktop User's Guide</i> —How to use the Cisco Agent Desktop interface to control calls.	Agents	X		
<i>Cisco IP Phone Agent User's Guide</i> —How to use the IP Phone Agent service interface to control calls.	Agents	X		
<i>Cisco Supervisor Desktop User's Guide</i> —How to monitor agent activity and skill group statistics.	IP Supervisors	X		