

Accessing/Printing Cisco CRS Documentation

Cisco CRS product documentation is available in PDF format on-line at:

http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

To access and print PDF files, install Adobe Acrobat Reader <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, contact Nuance, the speech vendor.

Accessing Multichannel Documentation

Multichannel reports are specific to Cisco Unified E-Mail Interaction Manager (Unified EIM) and Cisco Unified Web Interaction Manager (Unified WIM). Product documentation is available at <http://www.cisco.com/go/eim> and <http://www.cisco.com/go/wim>.

Accessing Unified WFO Documentation

Product documentation for the optional Cisco Unified Workforce Optimization (Unified WFO) bundle for the Cisco CRS platform is available at http://www.cisco.com/en/US/products/ps8293/tsd_products_support_series_home.html.

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 ("Cisco Customer Response Solutions" in the Subject line)
Phone:	In North America: 800 553-2447, Outside North America: 408 526-7209

Americas 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: 408 527-0883



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RESOURCES CARD



Cisco Customer Response Solutions 6.0

Cisco Unified Contact Center Express and Cisco Unified IP IVR Release 6.0

This Resources Card lists information available to users of the Cisco Customer Response Solutions (CRS), Release 6.0 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	Unified CCX	Unified IP IVR
<i>Getting Started with Cisco Unified CCX</i> —A starting point document for Cisco Unified Contact Center Express (Unified CCX). Provides installation and configuration information for the Standard, Enhanced, and Premium packages.	Admin/AppDev	X	
<i>Getting Started with Unified IP IVR</i> —A starting point document for Cisco Unified IP IVR (Unified IP IVR). Provides installation and configuration information for Unified IP IVR.	Admin/AppDev		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
<i>Cisco CRS Software and Hardware Compatibility Guide</i> —List of supported CRS product set combinations, by Cisco CRS release.	All	X	X
<i>Unified CCX Solution Reference Network Design</i> —Provides system-level best practices and design guidance for the Unified CCX.	All	X	X
<i>Unified IP IVR and Unified CCX Port Utilization Guide</i> —provides a list of the TCP and UCP ports used by both products.	All	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
<i>Cisco CRS Administration Guide</i> —How to use the CRS Administration interface to configure and manage Cisco CRS.	Admin/AppDev	X	X
<i>Cisco CRS Database Schema</i> —Information about Cisco CRS data organization and database table details.	Admin/AppDev	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
<i>Cisco CRS Scripting and Development Series:</i> <i>Volume 1, Getting Started with Scripts</i> —Information about the properties of each Cisco CRS Editor. <i>Volume 2, Editor Step Reference</i> —How to use the Cisco Editor interface to create interactive scripts. <i>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
<i>Unified CCX CTI Protocol Developer Guide</i> —Provides descriptions of how to use the Unified CCX CTI protocol messages, Unified CCX CTI protocol message definitions, and client application development guidelines. See www.cisco.com/go/developersupport .	Engineers ¹ /Specialized Partners ²	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
<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
<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 Sup	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 create custom reports, how to export historical reports, answers to frequently asked questions.	Admin/AppDev	X	X
<i>Cisco CAD Installation Guide</i> —How to install Cisco Agent Desktop (CAD), Cisco Supervisor Desktop, and Cisco Desktop Administrator.	Administrators	X	
<i>Cisco Desktop Administrator User Guide</i> —How to use the Cisco Desktop Administrator interface to configure and administer CAD 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 Guide</i> —How to use the Cisco Agent Desktop interface to control calls.	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 Supervisor Desktop User Guide</i> —How to monitor agent activity and skill group statistics.	Supervisors	X	

1. Cisco Technology Developers Program engineers.
2. Unified Communications Specialized reseller partner base.