



## Personal Assistant Administration Page Reference

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The following sections describe the fields on the pages of the Personal Assistant Administration interface.

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### AA Prompt Configuration

The AA Prompt Configuration page opens when you select System > AA Prompt.

[Table A-1](#) describes the fields on the AA Prompt Configuration page. Use the AA Prompt Configuration page to load the prompt for a simple automated attendant (AA), if you create one. An automated attendant allows callers who are not Personal Assistant users to contact users by using the dial-by-name feature. The automated attendant does not provide access to conferencing, voice mail, or other Personal Assistant features.

If you support multiple locales, you can install a different prompt for each locale, spoken in the applicable language. When someone calls the automated attendant, Personal Assistant initially plays the prompt for your default locale. Callers can switch locales by pressing 8, and then choosing from a list of supported locales. If a caller changes locales, Personal Assistant plays the prompt recorded for the selected locale.

If you support multiple locales, your prompt should tell callers they can change locales by pressing 8.

**Note**

You must identify the automated attendant phone number in the Personal Assistant server configuration. See the [“Server Configuration” section on page A-16](#) for more information.

**Table A-1** System > AA Prompt Configuration Page

Field	Considerations
New Prompt File Path	<p>Enter the path of the new prompt file, or browse to the location to which you saved the file and click Update for Personal Assistant to use the new file for the AA prompt.</p> <p>After the file is uploaded, and you have configured an AA number in the Personal Assistant server configuration, callers to the AA number will hear your prompt and can then ask Personal Assistant to dial a user by saying the user name.</p> <p>The file must be a WAV file in CCITT Mu-Law format (G.711 Mu-Law).</p> <p>Ensure that the prompt is recorded in a language applicable to the selected locale.</p> <p>Note that Personal Assistant does not include a recording tool. Create prompt file(s) with an applicable voice recording application.</p> <p>Because the Personal Assistant automated attendant only supports dial by name, your prompt should tell the caller to say the name of the person they are trying to reach.</p> <p>To play the current prompt, click the locale. To restore the default prompt, click Restore. (The Restore button is not displayed when the default prompt is used.)</p>

## Control Center

The Control Center page opens when you select System > Control Center.

[Table A-2](#) describes the fields on the Control Center page. Use the Control Center page to start and stop the major services on the servers within the Personal Assistant and speech-recognition server clusters.

Table A-2 System &gt; Control Center Page

Field	Considerations
Personal Assistant Server	<p>Controls the status of the Personal Assistant server service on the listed system. A server is started if there is an arrow icon beside it; it is stopped if there is a square icon beside it.</p> <ul style="list-style-type: none"> <li>To start the servers on all listed systems, click the Start All button for the server group.</li> <li>To stop the Personal Assistant servers on all listed systems, click the Stop All button for the Personal Assistant server group.</li> <li>To start an individual Personal Assistant server, click the Start button on the same line as the server name.</li> <li>To stop an individual Personal Assistant server, click the Stop button on the same line as the server name.</li> </ul> <p>A change to the status of the Personal Assistant server does not change the status of a license manager or resource manager on the same system.</p> <p>When you stop a server, the other servers in the cluster automatically take over the responsibilities of the stopped server.</p>
Speech License Manager	<p>Controls the status of the license manager service on the listed system. A license manager is started if there is an arrow icon beside it; it is stopped if there is a square icon beside it.</p> <ul style="list-style-type: none"> <li>To start the license managers on all listed systems, click the Start All button for the license manager group.</li> <li>To stop the license managers on all listed systems, click the Stop All button for the license manager group.</li> <li>To start an individual license manager, click the Start button on the same line as the server name.</li> <li>To stop an individual license manager, click the Stop button on the same line as the server name.</li> </ul> <p>The license manager controls how many simultaneous speech requests can be handled.</p>
Personal Assistant Speech Server	<p>Controls the status of the speech server service on the listed system. A server is started if there is an arrow icon beside it; it is stopped if there is a square icon beside it.</p> <ul style="list-style-type: none"> <li>To start the speech servers on all listed systems, click the Start All button for the speech server group.</li> <li>To stop the speech servers on all listed systems, click the Stop All button for the speech server group.</li> <li>To start an individual speech server, click the Start button on the same line as the server name.</li> <li>To stop an individual speech server, click the Stop button on the same line as the server name.</li> </ul> <p>When you stop a server, the other servers in the cluster automatically take over the responsibilities of the stopped server.</p>

## Corporate Directory Settings

The Corporate Directory Settings page opens when you select System > Corporate Directory Settings.

Table A-3 describes the fields on the Corporate Directory Settings page. Use the Corporate Directory Settings page to identify the corporate directory server. This is the directory that contains information, such as phone numbers and locations, on all of the employees in the corporation. Personal Assistant uses this information to find the phone number for an employee when someone tries to phone the employee by using the employee name. When you have modified data in the fields on the page, click Save to save your changes.

Note that changes to corporate directory settings take effect on the next scheduled refresh. If you need the changes to take effect immediately, go to the Speech Services Configuration page, and click Refresh Now.

**Table A-3** System > Corporate Directory Settings Page

Field	Considerations
Unique User Attribute Name	<p>Enter the field within the directory that is unique for each record. This helps Personal Assistant correctly locate numbers when users attempt to dial a person by name.</p> <p>The field that you use will depend on your corporate directory. Use one of the following fields:</p> <ul style="list-style-type: none"> <li>For Cisco CallManager DC Directory—Use cn.</li> <li>For Active Directory—Use sAMAccountName.</li> <li>For Netscape Directory—Use either cn or uid.</li> </ul> <p>For any other directory, ask the directory administrator for the name of the unique field.</p> <p>Note that the name is case-sensitive.</p> <p>See the “<a href="#">How Personal Assistant Uses Directories</a>” section on page 1-5 for an explanation of how Personal Assistant uses directories.</p>
Directory Server URL	<p>Enter the URL for the corporate directory, including the port number, as follows. (Note that the options below use the default port numbers for each type of directory.)</p> <ul style="list-style-type: none"> <li>For Cisco CallManager DC Directory—Enter ldap://&lt;Fully qualified domain name of the corporate directory server&gt;:8404.</li> <li>For Active Directory, single domain—If your users are contained in a single domain, enter ldap://&lt;Fully qualified domain name of the domain controller&gt;:389.</li> <li>For Active Directory, multiple domains—If you have defined users in multiple domains, enter ldap://&lt;Fully qualified domain name of the Global Catalog server&gt;:3268.</li> <li>For Netscape Directory—Enter ldap://&lt;IP address of the Netscape Directory server&gt;:389.</li> </ul>
Directory Admin DN	<p>Enter the administrator name for the directory, if authentication is required for accessing the directory.</p> <ul style="list-style-type: none"> <li>For Cisco CallManager DC Directory—Enter cn=Directory Manager,o=domain.com.</li> <li>For Active Directory—Enter &lt;Active Directory administrator user ID&gt;@&lt;Fully qualified domain name&gt;.</li> <li>For Netscape Directory—Enter cn=Directory Manager.</li> </ul> <p>Note that Directory Manager is the default administrator user ID for Cisco CallManager DC Directory and for Netscape Directory. If your system uses a different administrator user ID, use the applicable value.</p>
Directory Admin Password	<p>Enter the administrative password for the directory, if authentication is required for accessing the directory.</p>

Table A-3 System &gt; Corporate Directory Settings Page (continued)

Field	Considerations
Directory Search Base DN for Users	<p>Enter the Distinguished Name (DN) for the user node of your corporate directory.</p> <ul style="list-style-type: none"> <li>For Cisco CallManager DC Directory—Enter ou=&lt;Root user DC Directory node&gt;, o=&lt;Fully qualified domain name&gt;. For example: ou=Users,o=Domain.com.</li> <li>For Active Directory—Enter a comma-separated list of each component of the distinguished name for the user node in Active Directory. For example: if the node is UserNode1.Subdomain1.Domain.com, enter dc=UserNode1,dc=Subdomain1,dc=Domain,dc=com.</li> <li>For Netscape Directory—Enter ou=People,o=&lt;Fully qualified domain name&gt;. For example: ou=People,o=UserNode1.Subdomain1.Domain.com.</li> </ul>
Directory Search Filter	<p>Enter an LDAP expression for restricting the entries retrieved. For example, you can limit the Personal Assistant directory lookups to a specific location, thus allowing users to use name dialing for employees only in the selected area. If your directory includes a “location” field, and “newyork” is a valid location in your directory, a directory search filter for limiting searches to New York would be “(location=newyork).”</p> <ul style="list-style-type: none"> <li>For Cisco CallManager DC Directory—If the user search base is set to the root node or domain, append !(description=ciscoPABUser) to the Directory Search Filter. For example, (&amp;(objectclass=person)!(description=ciscoPABUser)). Otherwise, Personal Assistant will be unable to distinguish between users in the corporate directory and users in the address book.</li> <li>For Active Directory—If your message store is Exchange 5.5, enter (&amp;(objectclass=user)(objectcategory=Person)). Otherwise, enter (&amp;(objectclass=user)(objectcategory=Person)(legacyExchangeDN=*)).</li> <li>For Netscape Directory—Enter (objectClass=person).</li> </ul> <p>Note that the instructions above are valid for the typical configuration. The expression you enter might need additional search-filter parameters, depending on how your directory is structured. The expression must be valid for the directory you are using. If you do not know what to enter, refer to the documentation supplied with the directory, or ask your directory administrator for information on valid LDAP expressions for your corporate directory.</p> <p>Click Test for Personal Assistant to validate the search filter.</p>
Use LDIF File	<p>Check this check box for Personal Assistant to read corporate directory information from an LDIF file that you specify, both when the system refreshes and when it restarts.</p> <p>By default, Personal Assistant uses an LDAP query.</p> <p>Uncheck this check box if you are not using an LDIF file.</p>
LDIF File Location	<p>Enter the UNC path for the file that you created in the “Using an LDIF File” section on <a href="#">page 2-7</a>.</p> <p>For example, enter \\Paserver\ldif\paldifdata.ldif.</p> <p>Click Test for Personal Assistant to validate the file.</p>
Limit Page Size (for systems querying Active Directory only)	<p>If the LDAP directory has a restriction on the number of results returned per query, check this check box for Personal Assistant to use the number of results per page that you specify. Otherwise, uncheck this check box.</p>

**Table A-3** System > Corporate Directory Settings Page (continued)

Field	Considerations
Number of Results per Page (for systems querying Active Directory only)	Enter the number of results per page that Personal Assistant will use for LDAP queries. Consult your LDAP administrator to determine the page size to use.

## Cisco CallManager Internal Directory Configuration

The Cisco CallManager Internal Directory Configuration page opens when you select System > Cisco CallManager Directory.

[Table A-4](#) describes the fields on the Cisco CallManager Internal Directory Configuration page. Use the Cisco CallManager Internal Directory Configuration page to specify the backup directory servers if you are using Personal Assistant version 1.4(3) or later and if Cisco CallManager is using its internal directory. When you have modified data in the fields on the page, click Save to save your changes.



**Note** The IP address that is displayed above the subscriber servers identifies the Cisco CallManager publisher for the cluster.

**Table A-4** System > Internal Directory Configuration Page

Field	Considerations
Cisco CallManager Subscriber Server	Enter the host name or IP address of a subscriber in the Cisco CallManager cluster that can provide backup directory services when the publisher is unavailable. Click Add to add the subscriber to the Cisco CallManager Subscriber Servers list.

## Dial Rules Configuration

The Dial Rules Configuration page opens when you select System > Dial Rules.

[Table A-5](#) describes the fields on the Dial Rules Configuration page. Use the Dial Rules Configuration page to create global dialing rules. These rules can help you automatically remove digits from or add digits to the phone numbers that your users dial. For example, you can automatically add 9 in front of seven-digit numbers to permit users to access an outside line. Dial rules are applied when a user dials a number through Personal Assistant. A rule is applied to a dialed number only if all the conditions are met.

You configure dial rules by filling in the applicable fields, and clicking Add Rule.

You can create a rule that distinguishes between phone numbers based on the initial string of digits, on the length of the number, or both. You can remove numbers from the front of the dialed number, add numbers to the front, or both.

Each field is optional, but you must at least fill in either the Number of Prefix Digits to Remove field or the New Prefix field in order for the rule to be applied.

The list of dial rules is an ordered list of the rules you have created. Personal Assistant evaluates the rules from top to bottom, processing only the first rule that applies to the dialed number.

You can also modify, rearrange, or delete rules, as follows:

- To modify a rule, change the rule and click Update.
- To change the priority of a rule, use the up and down arrows until the rule is correctly positioned. For Personal Assistant version 1.4(5) and later, you can also enter the applicable value in the New Priority field, and click Update on the line with the rule to move the rule within the list.
- To remove a rule, click the Delete icon.

**Table A-5** System > Dial Rules Configuration Page

Field	Considerations
Phone Number Prefix	Enter one or more digits at the beginning of the number that the user dials. For example, if you enter 1, 1500, or 1500555, each would match the dialed number 1-500-555-6262.
Number of Digits	Enter the total number of digits in the phone number that the user dials. Do not count hyphens or spaces. For example, if the user dials 9-1-500-555-6262, enter the number 12.
Number of Prefix Digits to Remove	Enter the number of digits Personal Assistant will delete from the front of the dialed number. For example, if you enter 4, and the dialed number is 1-500-555-6262, Personal Assistant removes 1500, and leaves 555-6262.
New Prefix	Enter the string of digits Personal Assistant will add to the front of the dialed number, after removing the specified number of digits. For example, you might need to add the prefix 9 in order to dial an external number.
Priority <i>(Personal Assistant 1.4(5) and later only)</i>	Enter the position for the rule in the list of rules. If you do not specify a priority, the rule will be placed at the bottom of the list.

## Directory Hierarchy Configuration

The Directory Hierarchy Configuration page opens when you select System > Directory Hierarchy.

[Table A-6](#) describes the fields on the Directory Hierarchy Configuration page. Use the Directory Hierarchy Configuration page to create locations and departments that a user can use to narrow a dial-by-name directory search. For example, if you create a location called New York, users can tell Personal Assistant to search the New York location for Roger Smith. This can help callers reach the correct party when dialing a person who has a common name.

You add a node by entering the information for a node and clicking Save. The new node is added to the list of nodes in the hierarchy. The list includes the number of matches for the node in the corporate directory.

You can also view or change a node by clicking on the node in the list. Personal Assistant opens the Update Hierarchy Node page, which shows the attributes of the node (as defined in this table). To change a node, change the applicable settings, and click Update. Note that you cannot change the name or type of the node.

To delete a node, click the Delete icon on the same line as the node.

If the changes to the directory hierarchy configuration need to take effect immediately, go to the System > Speech Services Configuration page, and click Refresh Now. Otherwise, configuration changes take effect on the next system refresh.

**Table A-6** System > Directory Hierarchy Configuration Page

Field	Considerations
Hierarchy Type	Select the hierarchy type that most users will associate with the directory search you are creating. Two hierarchy types are available: “location” and “department.”  The selection you make here determines what is listed at the bottom of the page in the list of nodes in the hierarchy.
Name	Enter the name for the location or department. The name you enter here is displayed in the list at the bottom of the page; it is not part of the spoken interface to Personal Assistant.
Primary Spoken Response	Enter the primary phrase with which a user would access this location or department. The primary spoken response can be the same as the name.  For example, if you are creating a location hierarchy, and enter NewYork here, users can use this feature by saying “location NewYork.”
Alternate Spoken Name	Create a list of aliases for the primary spoken name. Include all likely alternatives to your primary name. For example, if the primary name is NewYork, some likely aliases might be “BigApple,” “NYC,” “MainOffice,” and “TheCity.”  To enter an alias, type the alias in the edit box, and click Add. The alias is added to the list on the right.  To remove an alias, select it in the list, and click Remove.  The primary and alternate names do not have to be defined in the database. It is the LDAP search filter you define on this page that determines which directory entries match, not the words your users might use.
DTMF Sequence	Enter the keypad sequence users can enter to select the node.
LDAP Search Filter	Enter an LDAP expression for limiting the search to directory entries that satisfy the filter.  For example, if you are creating a NewYork location, and your directory has a “city” field, the filter might be “(city=newyork).”  Click Test Filter to validate that the filter works against the corporate directory. Personal Assistant will tell you if the query worked, and display some matching entries.  The expression you enter must be valid for the directory you are using. Refer to the documentation supplied with the directory, or ask your directory administrator for information on valid LDAP expressions for your corporate directory.  Note that if you are using an LDIF file, Personal Assistant uses this filter, along with information from the file, to create the hierarchies.

## Directory Lookup Rules

The Directory Lookup Rules page opens when you select System > Directory Lookup Rules.

[Table A-7](#) describes the fields on the Directory Lookup Rules page. Use the Directory Lookup Rules page to create rules for converting dialed numbers to numbers that exist in the corporate directory. This makes it possible for Personal Assistant to match the dialed number with the directory entry for the

calling party. For example, if the incoming call is from 51234, but the corporate directory uses 10-digit numbers, you can create a rule to convert 51234 to 5555551234. This does not affect the number dialed; it only provides Personal Assistant with a valid number for looking up the user in the corporate directory.

Personal Assistant applies the directory lookup rules only to incoming calls that are internal to the corporate phone network. A rule is applied to an incoming call only if all conditions are met.

You configure directory lookup rules by filling in the applicable fields, and clicking Add Rule.

You can create a rule that distinguishes between phone numbers based on the initial string of digits, on the length of the number, or both. You can remove numbers from the front of the dialed number, add numbers to the front, or both.

Each field is optional, but you must at least fill in either the Number of Prefix Digits to Remove field or the New Prefix field in order for the rule to be applied.

The list of directory lookup rules is an ordered list of the rules you have created. Personal Assistant evaluates the rules from top to bottom, processing only the first rule that applies to the incoming call.

You can also modify, rearrange, or delete rules, as follows:

- To modify a rule, change the rule and click Update.
- To change the priority of a rule, use the up and down arrows until the rule is correctly positioned. For Personal Assistant version 1.4(5) and later, you can also enter the applicable value in the New Priority field, and click Update on the line with the rule to move the rule within the list.
- To remove a rule, click the Delete icon.

**Table A-7** System > Directory Lookup Rules Page

Field	Considerations
Phone Number Prefix	Enter one or more digits at the beginning of the number that the user dials. For example, if you enter 1, 1500, or 1500555, each would match the dialed number 1-500-555-6262.
Number of Digits	Enter the total number of digits in the phone number that the user dials. For example, if the number is 9-1-500-555-6262, enter the number 12.
Number of Prefix Digits to Remove	Enter the number of digits Personal Assistant will delete from the front of the dialed number. For example, if you enter 4, and the dialed number is 1-500-555-6262, Personal Assistant removes 1500, and leaves 555-6262.
New Prefix	Enter the string of digits Personal Assistant will add to the front of the dialed number, after removing the specified number of digits. For example, you can add an area code and initial digits to a 5-digit extension, turning 56565 into 5555556565. Personal Assistant uses the resulting number to look up the calling party in the corporate directory.
Priority <i>(Personal Assistant 1.4(5) and later only)</i>	Enter the position for the rule in the list of rules. If you do not specify a priority, the rule will be placed at the bottom of the list.

## Enhanced Text to Speech Configuration

The Enhanced TTS Configuration page opens when you select System > Enhanced TTS.

Table A-8 describes the fields on the Enhanced TTS Configuration page. Use the Enhanced TTS Configuration page to configure the settings for the enhanced Text to Speech server. When you have modified data in the fields on the page, click Save to save your changes. You can click Test to validate the new configuration. (Note that while the Personal Assistant server and the TTS server are not required to be in the same domain, the test cannot display configuration information if they are in different domains.)

**Note**

Personal Assistant comes with a default Text to Speech server. You need to enter values on this page only if you installed the enhanced Text to Speech server.

**Table A-8** System > Enhanced TTS Page

Field	Considerations
TTS Server Name	Enter the name or IP address of the enhanced Text to Speech server.
TTS Port Number	Enter the TTS Port Number you specified when you installed the enhanced Text to Speech server.
TTS License Key	Enter the license key for the enhanced Text to Speech feature. You must enter a valid key to enable enhanced Text to Speech.  Cisco provides the license key based on how many enhanced Text to Speech license ports you purchased.
Number of Licenses	<i>Display only.</i> The number of ports available for your TTS license key.

## Messaging Configuration

The Messaging Configuration page opens when you select System > Messaging.

Table A-9 describes the fields on the Messaging Configuration page. Use the Messaging Configuration page to enable paging and calendar-based dial rule processing, and to configure the connection with the voice mail system. When you have modified data in the fields on the page, click Save to save your changes.

**Table A-9** System > Messaging Configuration Page

Field	Considerations
Calendar Server Name	Enter the DNS name or IP address of the Microsoft Exchange Server.

Table A-9 System &gt; Messaging Configuration Page (continued)

Field	Considerations
Calendar Mailbox Name	<p>Enter the first name and last name of the administrator account on the Microsoft Exchange server.</p> <ul style="list-style-type: none"> <li>If you are using Cisco Unity with Microsoft Exchange (where Exchange is installed on the Cisco Unity server or on a separate server), use “Unity Messaging” unless you have configured the account by using a different name.</li> <li>If you are not using Cisco Unity, but are using Exchange, use the first and last name of the administrator account on the Exchange server.</li> </ul> <p>To find the administrator first and last name:</p> <ul style="list-style-type: none"> <li>For Exchange 5.5, open Exchange Administrator, select Recipients under your Exchange site, and double-click &lt;Administrator User&gt; to view properties.</li> <li>For Exchange 2003 or Exchange 2000, open Active Directory Users and Computers, select Users, and double-click &lt;Administrator User&gt; to view properties.</li> </ul>
Paging SMTP Server Name	Enter the DNS name or IP address of the e-mail paging server. Personal Assistant uses this server to send e-mail pages to users who configure an e-mail paging address and define rules that use the address.
Paging SMTP Server Port	Enter the SMTP port used to send messages to the SMTP server. The default setting is 25.
Paging SMTP Domain Name	Enter the domain to which the paging SMTP server belongs.
Mailbox Name <i>(for systems using Cisco Unity only)</i>	Enter the Exchange mailbox name for the Cisco Unity profile created on every Personal Assistant server, for example, “Unity Messaging System.”
Number of Cisco Unity Licenses <i>(for systems using Cisco Unity only)</i>	Enter the number of voice mail ports the Cisco Unity license supports. This number establishes the maximum number of simultaneous voice mail sessions in Personal Assistant. The default setting is 2.
Redirection Delay	<p>Enter the time (in milliseconds) for Personal Assistant to wait once it connects to the voice mail system before it sends the DTMF redirection sequence to transfer a caller to the applicable voice mailbox. The delay can help ensure that a connection to the voice mail system is successful before Personal Assistant attempts to transfer the call.</p> <p>Personal Assistant uses this setting when processing call routing rules that transfer calls to voice mail. A delay that is unnecessarily long can confuse callers, who might hang up before getting to the user voice mail box. A delay that is too short can cause calls to be dropped because of missed connections. We recommend a setting of 2000 milliseconds for Cisco Unity systems, and 4000 milliseconds for other systems, such as Octel. Experiment to determine the best setting for your system.</p>
Voice Mail Server Name <i>(for systems using Cisco Unity only)</i>	<p>Enter the unqualified DNS name of the voice mail server you want to add, for example, Unity1. Note that if you use a fully-qualified name (such as Unity1.domain.com) or an IP address, users will be unable to access voice mail from Personal Assistant.</p> <p>The name is required to add a Cisco Unity server. To add an Octel system server, leave the field blank.</p>
Pilot Number	<p>Enter the phone extension Personal Assistant will use to access the voice mail system you are adding.</p> <p>The number is required for all types of voice mail servers.</p>

Table A-9 System &gt; Messaging Configuration Page (continued)

Field	Considerations
Internal DTMF Redirection Sequence	<p>Enter the redirection DTMF sequence for transferring a call internal to the corporate phone network to the voice mail system. This sequence is defined in the voice mail system used on the server you are adding.</p> <p>For example, the default sequence, which is used by the Cisco Unity system, is #X#2. This sequence indicates that internal calls can be transferred to voice mail by pressing #, then the extension (represented by the wildcard X), # again, and then 2. Personal Assistant issues this DTMF sequence when a user call processing rule says to transfer a call directly to voice mail.</p> <p>Refer to the documentation for your voice mail system to determine the applicable DTMF sequence.</p>
External DTMF Redirection Sequence	Enter the redirection DTMF sequence for transferring a call external to the corporate phone network (that is, from the PSTN) to the voice mail system. This sequence is defined in the voice mail system used on the server you are adding.
Voice Mail Servers	Use the list to verify the information about the voice mail servers you configured for use with Personal Assistant. To modify the configuration, change the information in the applicable field(s), and click Update. To delete a server, click the Delete icon.
Notify Users of PIN Change (for systems using the Cisco CallManager PIN only)	<p>Check this check box for Personal Assistant to automatically send e-mail notification to users when their PINs are changed. (Personal Assistant sends notification when the administrator resets the PIN or when the user changes it.)</p> <p>Note that Personal Assistant does not send e-mail notification if the system is configured to use the Cisco Unity subscriber phone password as the Personal Assistant PIN.</p> <p>Personal Assistant uses the Paging Server Attributes from the Messaging page to send the e-mail notification.</p>
Administrator E-mail Address (for systems using the Cisco CallManager PIN only)	Enter the corporate e-mail address of the administrator. Personal Assistant uses this as the return address for the PIN change notification e-mail message.
Unique Attribute for Corporate Directory and Unique Attribute for Message Store (for systems using Cisco Unity only)	<p>From the lists, select a unique field in the corporate directory and a unique field in the message store whose entries are likely to match, to integrate Cisco Unity voice mail with Personal Assistant. This enables voice mail browsing for users who are also Cisco Unity subscribers.</p> <p>For example, select cn for the corporate directory field and sAMAccountName for the message store field.</p> <p>To validate your choice of attributes, click Test Attributes, enter a value on which to search, and click Test Value.</p> <p>Once you have set the attributes for the integration, you can have Personal Assistant use the name a user already recorded in the Cisco Unity voice mail system as the Personal Assistant user spoken name, by clicking Load Recorded Names. (Personal Assistant plays back this name to callers when they attempt to call the user.) Note that Personal Assistant loads only subscriber names recorded in CCITT Mu-Law format (G.711 Mu-Law).</p>

## Miscellaneous Settings

The Miscellaneous Settings page displays when you select System > Miscellaneous Settings.

Table A-10 describes the fields on the Miscellaneous Settings page. Use the Miscellaneous Settings page to configure some settings that are applicable to all Personal Assistant users. When you have modified data in the fields on the page, click Save to save your changes.

**Table A-10** System > Miscellaneous Settings Page

Field	Considerations
Allow Only Cisco CallManager Users	<p>Check this check box for Personal Assistant to restrict access to users who are registered in the Cisco CallManager directory.</p> <p>Uncheck this check box for Personal Assistant to allow access to users who are registered in the corporate directory (which includes users in the Cisco CallManager directory).</p>
Disallow Calls from Unknown Phones	<p>Check this check box for Personal Assistant to accept calls only from known phones. When this check box is checked, Personal Assistant transfers calls from unknown phones to the operator.</p> <p>Known phones are user work, home, mobile, and personal destination numbers that are listed in the corporate directory.</p> <p>Uncheck this check box for Personal Assistant to accept calls from any phone.</p>
Enforce Authentication by PIN from Personal Destinations	<p>Check this check box for Personal Assistant to enforce PIN authentication when users call from any phone except their work phone as listed in the corporate directory.</p> <p>Note that if you set this feature, and if a user configures the setting to bypass PIN authentication from personal destinations, Personal Assistant ignores the user setting.</p> <p>Uncheck this check box for Personal Assistant to use the setting the user configured.</p>
Use Cisco Unity Phone Password for the Personal Assistant PIN <i>(for systems with Cisco Unity only)</i>	<p>Check this check box for Personal Assistant to use the Cisco Unity subscriber phone password as the Personal Assistant PIN.</p> <p>Uncheck this check box for Personal Assistant to use the Cisco CallManager PIN instead.</p>
Apply Rules Only to Calls to Corporate Destinations	<p>Check this check box for Personal Assistant to apply active call-forwarding rules only to calls to destinations listed in the corporate directory.</p> <p>Uncheck this check box for Personal Assistant to apply active call-forwarding rules to calls to destinations listed in the corporate directory and to calls to user-defined personal destinations.</p>
Record and Play Name of Unknown Caller	<p>Specify when Personal Assistant should prompt an unknown caller to record a name and then play it for a user whose active rule includes call screening. (A caller is considered unknown when caller ID is unavailable.)</p> <p>Select from the following options:</p> <ul style="list-style-type: none"> <li>• Only When Caller ID Is Not Available—Personal Assistant always records and plays the caller name when the user phone system does not have Caller ID and the active rule includes call screening.</li> <li>• Always—Personal Assistant always records and plays the caller name when the active rule includes call screening.</li> <li>• Never—Personal Assistant does not record and play the caller name when the active rule includes call screening, whether or not Caller ID is available.</li> </ul>
Allow Direct Transfer to Voice Mail	<p>Check this check box for Personal Assistant to allow a caller to transfer to voice mail after the call is not picked up at the first user destination.</p>

Table A-10 System &gt; Miscellaneous Settings Page (continued)

Field	Considerations
Caller Input Timeout	<p>Enter the time (in seconds) Personal Assistant will wait for a caller to press the applicable key to continue to locate a user or to transfer to voice mail.</p> <p>We recommend that you enter the following values, depending on your version of Personal Assistant:</p> <ul style="list-style-type: none"> <li>• Personal Assistant 1.4(5) or later—a value from 1 to 5 seconds.</li> <li>• Personal Assistant 1.4(4) or earlier—a value from 4 to 8 seconds.</li> </ul> <p>If the caller does not press the applicable key within the time interval, Personal Assistant rings the next destination in the rule.</p> <p>You may need to adjust the time interval, depending on the locale.</p>
Apply Rules for Calls through Personal Assistant Route Point	<p>Configure this setting, according to the following guidelines:</p> <ul style="list-style-type: none"> <li>• If your system does not have another JTAPI application, check this check box.</li> <li>• If your system has another JTAPI application (such as IPMA) installed on the same Cisco CallManager cluster, and if you want to allow it to intercept a call before Personal Assistant does, uncheck this check box. If the other application does not intercept the call, Personal Assistant intercepts it.</li> </ul> <p>It is important to note that setting this option disables rule processing for calls made through a Personal Assistant route point. Rules are still applied when callers dial the user extension directly.</p> <ul style="list-style-type: none"> <li>• If your system has another JTAPI application installed on the same Cisco CallManager cluster and if you want to allow Personal Assistant to intercept the call first, check this check box.</li> </ul>
Operator Extension	<p>Enter the phone extension of the operator for your organization. Use a valid extension for a number dialed within your phone network.</p> <p>For example, if you can reach the operator within your phone network by dialing 5 digits, enter the 5-digit number.</p> <p>Personal Assistant might transfer a call to the operator for a variety of reasons, including when a call to Personal Assistant contains more speech-recognition errors than you allow for. You can configure settings that control when a call is transferred to the operator. See the <a href="#">“Speech Services Configuration”</a> section on page A-21.</p>
Call Pickup Timeout	<p>Enter the time (in seconds) that a user is allotted to answer a call when Personal Assistant is processing a rule that requires it to ring a series of phone numbers.</p> <p>If the call is not answered within the timeout window, Personal Assistant rings the next phone number as defined in the rule.</p> <p>Personal Assistant uses this value when a user does not have a value set for a destination in a destination group and does not have a default call pickup timeout value set on their Settings page.</p> <p>Note that the value you set must be less than the Call Forward No Answer (CFNA) value set in Cisco CallManager. Otherwise, callers may be inadvertently transferred to voice mail. Because users are given fine control over their timeout values, we highly recommend that you notify them of the maximum timeout value to set.</p>

Table A-10 System &gt; Miscellaneous Settings Page (continued)

Field	Considerations
Peer Keep-Alive Interval	<p>Enter the interval (in seconds) for which each Personal Assistant server sends keep-alive messages to the other Personal Assistant servers within the cluster. If the other servers in the cluster do not receive a keep-alive message from a server within the expected interval, they assume the server is disabled and take over its calls.</p> <p>The default is 20 seconds. Change this setting only if you find it does not suit your network (for example, disabled servers are not being identified quickly enough, or the cluster is creating too much keep-alive traffic).</p>
Peer TCP Port	<p>Enter the TCP port on which Personal Assistant servers listen for Personal Assistant inter-server communication.</p> <p>The default is 16001. Change this only if another application on the server is already using this TCP port.</p>
CiscoWorks2000 Host Name <i>(for systems writing to Syslog only)</i>	<p>Enter the fully-qualified DNS name of the CiscoWorks2000 server, for example server.domain.com.</p> <p>Do not use an IP address.</p>
Write to Syslog <i>(for systems writing to Syslog only)</i>	<p>Check this check box for Personal Assistant to write log messages to the CiscoWorks2000 Syslog facility.</p> <p>Uncheck this check box for Personal Assistant to write messages only to a local log on the Personal Assistant server.</p> <p>Before you enable this feature, ensure that Personal Assistant can connect to the CiscoWorks2000 server. Otherwise, Personal Assistant does not write to Syslog.</p>
Number of Buffered Trace Lines <i>(for systems writing to Syslog only)</i>	<p>Enter the number of messages for Personal Assistant to collect before writing them to syslog. The larger the number, the less frequently data is written to syslog (improving system performance). However, if you buffer too many messages, syslog information might not be sufficiently up-to-date to be useful to you.</p> <p>The default is 4 messages.</p>

## Reset User Information

The Reset User Information page opens when you select System > Reset User Information.

Table A-11 describes the fields on the Reset User Information page. Use the Reset User Information page to manage user accounts.



### Note

You cannot reset the user password by using the Personal Assistant administration interface. Personal Assistant uses the Cisco CallManager password for users. To change or reset the password, use the Cisco CallManager interface.

Table A-11 System &gt; Reset User Information Page

Field	Considerations
Select Users	<p>Create the list of accounts to modify by doing the following:</p> <ol style="list-style-type: none"> <li>1. Click Add to search for user accounts.</li> <li>2. Enter the search criteria, and click Search.</li> <li>3. From the list of results, check the check boxes of the entries to add, and click Add Selected.</li> </ol> <p>When you have created the list, make the applicable modifications to the account(s), as follows:</p> <ul style="list-style-type: none"> <li>• Reset the PIN—Enter a non-blank PIN in the New PIN field, and click Reset. Personal Assistant requires the new PIN the next time the user(s) log on. Note that this field appears only when the system is configured to use the Cisco CallManager PIN (which is the default). When the system is configured to use the Cisco Unity phone password, the Personal Assistant PIN can only be reset by changing the phone password in Cisco Unity. When the system is configured to use the Cisco CallManager PIN, you can have Personal Assistant automatically notify users of PIN changes by e-mail. For more information about automatic PIN change notification, see the <a href="#">“Messaging Configuration” section on page A-10</a>.</li> <li>• Reset the Recorded Name—Under Recorded Name, click Reset. Personal Assistant erases the recorded name and requires the user to rerecord a name the next time the user logs in to Personal Assistant by phone.</li> <li>• Delete Personal Assistant Information—Click Delete to have Personal Assistant remove user account information from the directory. Personal Assistant removes destinations and destination groups, callers and caller groups, rules and rule sets, personal address book information, personal settings, and the recorded name. Deleting an employee record from the corporate directory does not remove the user account data from the Personal Assistant directory. We highly recommend that when a user is deleted from the network, you also delete the Personal Assistant account information. You might also delete a user account when information has become associated with a user incorrectly. For example, if a device (such as a cell phone) is transferred from one user to another, and the old user has rules that include the device, the new user might receive unexpected and undesired calls. Deleting the old user account ensures that the new user will not receive calls inadvertently transferred to the device.</li> </ul>

## Server Configuration

The Server Configuration page opens when you select Servers > Server Configuration.

[Table A-12](#) describes the fields on the Server Configuration page. Use the Server Configuration page to add Personal Assistant servers to the Personal Assistant server cluster and to configure them. These settings determine which user phone extensions are assigned to each server, as well as how the server manages its resources.

Table A-12 Servers &gt; Server Configuration Page

Field	Description
Server List	<p>A list of the Personal Assistant servers that you have inserted into the Personal Assistant server cluster (shown in the left column).</p> <p>Click a server to view or change its configuration.</p>
Server Name	<p>A unique name for the Personal Assistant server. This is not the same as the server DNS name or IP address. It is a name that Personal Assistant uses internally for identifying the server.</p> <p>The name must be unique within the Personal Assistant cluster. Choose a naming convention that is meaningful to you.</p>
Hostname or IP Address	The DNS name or IP address of the Personal Assistant server.
Media Termination UDP Port Begin	<p>The start of the range of UDP ports that the Personal Assistant server will use for phone calls. The number should be even: Personal Assistant will only use even port numbers. For example, if you use 32000 as the starting port, Personal Assistant will use ports 32000, 32002, 32004, and so forth.</p> <p>The number of UDP ports used is based on the Personal Assistant Number of Telephony Ports setting.</p>
Route Address Provider	<p>The CTI Manager that will provide the JTAPI service required for the Personal Assistant and automated attendant CTI route points (phone number).</p> <p>You must select a provider that resides in the same Cisco CallManager cluster in which the CTI route points are configured.</p> <p>You must first configure a JTAPI provider. See the <a href="#">“Telephony Configuration”</a> section on <a href="#">page A-26</a> for more information.</p>
Route Address	<p>The phone extension for the Personal Assistant server, which you must define as a CTI route point in Cisco CallManager.</p> <p>Users call this number to reach Personal Assistant.</p> <p>If you are using more than one Personal Assistant server, you should consider configuring the “call forward busy” and “call forward no answer” extensions for the CTI route point to use the number of another Personal Assistant server. This ensures that a user can reach Personal Assistant even if the server the user calls is busy. See the <a href="#">“Setting Up Personal Assistant Server Load Balancing”</a> section on <a href="#">page 1-13</a>.</p>
AA Route Address	<p>The phone extension for a simple automated attendant that will use Personal Assistant to allow callers to reach a user by saying the user name. You must define this extension as a CTI route point in Cisco CallManager.</p> <p>You must also record and configure a prompt for the automated attendant. See the <a href="#">“Creating a Simple Automated Attendant”</a> section on <a href="#">page 4-15</a> for more information.</p>
Media Port Provider	<p>The Cisco CallManager server that will provide the Skinny service required for the media ports.</p> <p>You must select a provider that resides in the same Cisco CallManager cluster in which the Personal Assistant CTI route point is configured.</p> <p>You must first configure a Skinny provider. See the <a href="#">“Telephony Configuration”</a> section on <a href="#">page A-26</a> for more information.</p>

Table A-12 Servers &gt; Server Configuration Page (continued)

Field	Description
Media Port Beginning Address	<p>The start of the range of ports defined in Cisco CallManager that will be used to terminate calls to Personal Assistant. When Personal Assistant answers a call, it is assigned to an available port in this range.</p> <p>The number of telephony ports used is based on the Personal Assistant Number of Telephony Ports setting.</p>
Number of Media Ports	<p>The number of ports available for user calls. The number you select must be based on how you have installed Personal Assistant, the hardware platform you are using, and whether you are configuring failover for the server.</p> <p>For example, if you enter 12, Personal Assistant can handle 12 simultaneous calls with users. If the server fails, and you have configured a failover server, the failover server must be able to take on 12 additional ports.</p> <p>See the <a href="#">“Creating Server Clusters”</a> section on page 1-10 for information about the maximum available ports for the various hardware platforms and installation configurations.</p>
Interceptor Port Provider	<p>The CTI Manager that will provide the JTAPI service required for the Personal Assistant interceptor ports.</p> <p>You must select a provider that resides in the same Cisco CallManager cluster in which the Personal Assistant CTI route points are configured. The provider you select here can be a different CTI Manager than the one selected for Route Address Provider.</p> <p>You must first configure a JTAPI provider. See the <a href="#">“Telephony Configuration”</a> section on page A-26 for more information.</p>

Table A-12 Servers &gt; Server Configuration Page (continued)

Field	Description
Interceptor Ports	<p>The phone extensions of the users who are using Personal Assistant. The numbers you list here must be defined as CTI route points in Cisco CallManager. Any number you enter here must already be configured in the Cisco CallManager cluster controlled by the CTI Manager identified in the Interceptor Port Provider field.</p> <p>You can specify:</p> <ul style="list-style-type: none"> <li>• An extension that uses wildcards, such as 5XXXX, which transfers to extensions 50000 to 59999.</li> <li>• Individual extensions, such as 55002.</li> <li>• A range of extensions, such as 55500-55599, which transfers calls that come in to extensions 55500, 55501, 55502, and so forth to 55599. Every number in the range must be individually configured in Cisco CallManager.</li> </ul> <p>If you are using more than one Personal Assistant server, you should divide the supported extensions among the Personal Assistant servers.</p> <ul style="list-style-type: none"> <li>• To add an extension or range of extensions, enter the applicable digits in the edit box and click Add.</li> <li>• To remove an extension or range, select it in the list box and click Remove.</li> </ul> <p>Calls are directed to Personal Assistant so that the user call-routing rules can be evaluated for incoming calls.</p> <p>Configuring an extension for Personal Assistant Interceptor Ports is not sufficient to ensure that calls are transferred to Personal Assistant for a user. In Cisco CallManager, you must also update the partitions and calling search spaces. See the <a href="#">“Defining Partitions and Call Search Spaces for Personal Assistant”</a> section on page 1-18 and the <a href="#">“Setting Up Personal Assistant to Intercept Calls”</a> section on page 3-3 for more details.</p>
Failover Server Names	<p>A list of Personal Assistant servers that can take over for a server if it fails.</p> <ul style="list-style-type: none"> <li>• To add a failover server, enter the Personal Assistant name of the server in the edit box and click Add. You must use the Personal Assistant name of the server (the name that appears in the left column); do not use the DNS name or IP address of the server.</li> <li>• To remove a server, select it in the list box, and click Remove.</li> </ul> <p>Establishing failover servers requires careful planning. If you specify failover servers, your Personal Assistant servers must have enough available ports to take over for a failed server. See the <a href="#">“Creating Server Clusters”</a> section on page 1-10.</p>
Trace Package List	<p>A selection of subsystems for which you need to collect brief trace information. Select subsystems only at the request of Cisco Technical Support; the trace information is for the use of Cisco in resolving problems that you cannot solve yourself.</p> <p>If you select a subsystem for debug, you do not have to select it for trace.</p> <p>See the <a href="#">“Collecting Trace and Debug Information”</a> section on page 6-15 for an explanation of each field.</p>

Table A-12 Servers &gt; Server Configuration Page (continued)

Field	Description
Debug Package List	<p>A selection of subsystems for which you need to collect detailed debug information. Debug information includes trace messages as well as more detailed messages. Select subsystems only at the request of Cisco Technical Support; the debug information is for the use of Cisco in resolving problems that you cannot solve yourself.</p> <p>See the <a href="#">“Collecting Trace and Debug Information”</a> section on page 6-15 for an explanation of each field.</p>

## Server Status

The Server Status page opens when you select Servers > Server Status.

Table A-13 describes the fields on the Server Status page. All fields on the page are display only. Use the Server Status page to view the current status of the Personal Assistant servers and their subsystems. The status can help you identify problems that need to be addressed. An up arrow indicates that the server, port, or other item is running correctly; a down arrow indicates that it is not.

Personal Assistant refreshes the Server Status page every 60 seconds.

Table A-13 Servers &gt; Server Status Page

Field	Considerations
Server List	<p><i>Display only.</i> A list of the Personal Assistant servers that you have inserted into the Personal Assistant server cluster (shown in the left column).</p> <p>Click a server name to view its status.</p>
Server	<p><i>Display only.</i> Indicates whether the Personal Assistant server is available (up) or unavailable (down).</p> <p>If the server is unavailable, try restarting it by using the Control Center (see the <a href="#">“Control Center”</a> section on page A-2). If restarting the Control Center does not solve the problem, check the server itself to determine the problem. The problem might be related to the network connection to the server or the subnet where the server resides.</p>
Failover Server (only when failover is configured)	<p><i>Display only.</i> The name of the server that has taken over for this server if it is unavailable.</p>
Route Point	<p><i>Display only.</i> The status of the Personal Assistant route point.</p> <p>If the route point is unavailable, check it in Cisco CallManager to determine the problem.</p>
AA Route Point	<p><i>Display only.</i> The status of the automated attendant route point.</p> <p>If the route point is unavailable, check it in Cisco CallManager to determine the problem.</p>
Media Ports	<p><i>Display only.</i> The status of each media port you defined.</p>
Interceptor Ports	<p><i>Display only.</i> The status of each interceptor port you defined.</p>
Media Ports in Use	<p><i>Display only.</i> The number of media ports currently being used.</p>

# Speech Services Configuration

The Speech Services Configuration page opens when you select System > Speech Services.

[Table A-14](#) describes the fields on the Speech Services Configuration page. Use the Speech Services Configuration page to configure the speech servers and the speech-recognition characteristics used when a user dials a number by speaking the name of the party to be called or when accessing voice mail. When you have modified data in the fields on the page, click Save to save your changes.

If you have made changes on the Corporate Directory Settings page, and you need the changes to take effect immediately, use the Speech Services page to refresh the corporate directory information by clicking Refresh Now.

Personal Assistant comes preconfigured for dialing by name, so you only need to change the speech recognition settings if you find they do not work well for your organization. You might want to change these settings if there are a large number of similarly named people in your organization, or if speech patterns among your users prevent the speech-recognition software from confidently interpreting their requests. Trial and error is the only effective way to determine whether you need to make changes to these settings to best suit your needs.

If the speech-recognition software encounters too many problems in understanding a caller, the caller is sent to the operator. You enter the operator extension on the System > Miscellaneous Settings page.

**Table A-14** System > Speech Services Configuration Page

Field	Considerations
Daily Automatic Refresh	<p>Check this check box for Personal Assistant to automatically update user information from the corporate directory on a daily schedule.</p> <p>Changes to the corporate directory require Personal Assistant to recompile its speech-recognition grammar and to update various information that is kept in cache, such as phone numbers for call routing. Because it can take Personal Assistant a significant amount of time to do this, pick a time when directory updates are complete for the day, and there is less user access to Personal Assistant and the directory.</p> <p>Uncheck this check box if you want to do only manual refreshes.</p> <p>You can click Refresh Now at any time to have Personal Assistant update user information immediately. For example, you might want to force a refresh if a large number of updates have been made to the directory, or if Personal Assistant is encountering a large number of speech-recognition errors.</p> <p>You can also view information about the last refresh by clicking Last Refresh Details.</p> <p>Note that if a refresh is not successful, Personal Assistant services may not run and some Personal Assistant features may be unavailable. For information on resolving problems with refreshes, see the <a href="#">“Troubleshooting Failed System Refreshes”</a> section on page 6-11.</p>
Refresh Schedule	Use the hour and minute lists to set the time for Personal Assistant to run the daily refresh.
Send Refresh Status	Check this check box for Personal Assistant to send you the refresh status by e-mail when a refresh has completed.
Administrator E-mail Address	Enter the e-mail address where you want Personal Assistant to send the refresh notification.

Table A-14 System &gt; Speech Services Configuration Page (continued)

Field	Considerations
License Key	<p>Enter the license key for the speech-recognition software. You must enter a valid key to enable speech recognition.</p> <p>Cisco provides the license key based on how many speech-recognition license ports you purchased.</p> <p>Changes to this setting take effect only after a refresh.</p> <p>If users complain that they are too frequently routed to touch-tone dialing rather than dial-by-name, consider adding additional speech ports.</p>
Number of Licenses	<p><i>Display only.</i> The maximum number of simultaneous speech ports and locales available when using this license key.</p>
Speech Recognition Server Hosts	<p>Use this field to set up the list of speech servers. The list creates the speech-recognition server cluster. Enter the DNS name or IP address of a server and click Add to add a speech-recognition server to the cluster.</p> <p>To remove a speech-recognition server, select the server from the list, and click Remove.</p> <p>Changes to this setting take effect only after a refresh.</p> <p>Use the Control Center to manage which speech servers are active. See the <a href="#">“Control Center” section on page A-2</a>.</p>
Speech Recognition License Manager Hosts	<p>Use this field to specify the speech-recognition license managers. The list identifies which Personal Assistant servers in the cluster will manage the licenses for the speech-recognition server cluster. The speech-recognition servers will not operate without a license manager that has a valid license.</p> <p>Enter the DNS name or IP address of the associated Personal Assistant server and click Add to add a license manager to the cluster.</p> <p>Cisco recommends that you identify two license managers. This ensures that a backup is available if one manager is disabled.</p> <p>To remove a license manager, select the server from the list, and click Remove.</p> <p>Changes to this setting take effect only after a refresh.</p> <p>Use the Control Center to manage which Personal Assistant servers have active license managers. See the <a href="#">“Control Center” section on page A-2</a>.</p>

Table A-14 System &gt; Speech Services Configuration Page (continued)

Field	Considerations
Available and Supported Locales	<p>Use these fields to set up the locales to support the Personal Assistant phone and user web interface.</p> <p>The list of available locales shows the locales that were selected when you installed Personal Assistant. From this list, you select the locales you want to enable for users, and move them into the list of supported locales. Users can select from these locales by using the user web interface to set the language used on the interface and when they call Personal Assistant.</p> <p>To support a locale, select it in the Available Locales list, and click &gt;&gt; to move it to the Supported Locales list.</p> <p>To remove support for a locale, select it in the Supported Locales list, and click &lt;&lt;.</p> <p>A locale includes the language plus locale-specific standards for displaying date and time. You must have a Personal Assistant licenses for multiple locales in order to support more than one locale.</p> <p>You can change the supported locales at any time. Newly added locales are available to users after the next system refresh.</p> <p>Note that when a locale is removed from the supported list, users who have set it as their preferred locale must reset their preferred locale through the web user interface. Otherwise, they will be unable to access Personal Assistant by phone.</p>
Default Locale	<p>Select the locale Personal Assistant will use for the speech-recognition interface and user web interface unless the user selects a different locale. We recommend that you select the locale most of your users prefer.</p> <p>Note that if you do not set a default locale, users will not have speech recognition and will be unable to access the user web interface.</p>
Maximum Number for Disambiguation	<p>Enter the number of selections to present to a user when more than one party matches the spoken name.</p> <p>For example, if you enter 3, when a user tries to call John Smith (and when there are two or three John Smiths in the directory), Personal Assistant plays each John Smith recorded name or extension, allowing the user to choose the correct one.</p> <p>When there is a greater number of matches for the spoken name than the Maximum Number for Disambiguation value, Personal Assistant sends the user to the operator for assistance in reaching the person.</p> <p>If only one number matches the spoken name, the number is dialed immediately.</p> <p>The default is 3.</p>
Allow Barge-In	<p>Check this check box for Personal Assistant to allow a user to interrupt prompts.</p> <p>Uncheck this check box to have users always wait until Personal Assistant finishes speaking.</p> <p>The default is enabled.</p> <p>Use caution in disabling this feature. Typically, you should not disable it unless there is excessive background noise at the user locations.</p>

Table A-14 System &gt; Speech Services Configuration Page (continued)

Field	Considerations
Rejection Confidence Level	<p>Enter the percentage confidence level below which a user request is rejected.</p> <p>The speech-recognition software assigns a percentage confidence level to every session. If the confidence level is less than the Rejection Confidence Level, Personal Assistant tells the user that the request could not be understood. The user can then repeat the request or try phrasing it differently.</p> <p>Enter a number between 0 and 100. The default is 45. Do not include the percentage sign in the field.</p>
Reconfirm Confidence Level	<p>Enter the percentage confidence level below which the user is asked to confirm the speech-recognition software interpretation of the request.</p> <p>If the confidence level is between the Rejection Confidence Level and the Reconfirm Confidence Level, Personal Assistant tells the speaker its interpretation of the request and asks the speaker to confirm the interpretation.</p> <p>If the confidence level is higher than the Reconfirm Confidence Level, Personal Assistant completes the request without asking the speaker for confirmation. However, the speaker can tell Personal Assistant to cancel or stop the action.</p> <p>If you set this level too high, users will have to reconfirm most commands. If you set it too low, Personal Assistant might perform too many unintended tasks.</p> <p>Enter a number between 0 and 100. The default is 60. Do not include the percentage sign in the field.</p>
Max Error Count per Dialog	<p>Enter the maximum number of speech-recognition errors allowed in a single dialog. One user session with Personal Assistant or voice mail consists of several dialogs; for example, the attempt to dial a person is a single dialog.</p> <p>If the user exceeds this error count, Personal Assistant transfers the user to the operator.</p> <p>The default is 3.</p>
Max Error Count per Call	<p>Enter the maximum number of speech-recognition errors allowed in an entire Personal Assistant or voice-mail session (that is, the sum of errors in each dialog).</p> <p>If the user exceeds this error count, Personal Assistant transfers the user to the operator.</p> <p>The Max Error Count per Call must be larger than Max Error Count per Dialog.</p> <p>When the user is in voice mail, the user must encounter three times the error count configured here before the count is considered exceeded.</p> <p>The default is 8.</p>
Max Help Count per Dialog	<p>Enter the maximum number of times the user can ask Personal Assistant or the voice mail system for help within a single dialog.</p> <p>If the user asks for help more times than this number, Personal Assistant transfers the user to the operator.</p> <p>When a user asks for help, Personal Assistant or the voice mail system tells the user the various actions the user can perform at that point in the dialog.</p> <p>The default is 2.</p>

**Table A-14** System > Speech Services Configuration Page (continued)

Field	Considerations
Max Help Count per Call	<p>Enter the maximum number of times the user can ask Personal Assistant for help in an entire Personal Assistant or voice mail session.</p> <p>If the user asks for help more times than this number, Personal Assistant transfers the user to the operator.</p> <p>The Max Help Count per Call must be larger than Max Help Count per Dialog.</p> <p>When the user is in voice mail, the user must ask for help three times the count configured here before the count is considered exceeded.</p> <p>The default is 5.</p>

## Systemwide Rule Options

The Systemwide Rule Options page opens when you select Systemwide Rules > Systemwide Rule Options.

[Table A-15](#) describes the fields on the System Rule Options page. If you want Personal Assistant to apply the rules of a systemwide rule set to incoming calls, you must both activate the rule set and specify the conditions under which the rules are applied. Use the System Rule Options page to specify the systemwide rule conditions. When you are done setting the conditions, click Save.

**Table A-15** System > Systemwide Settings Page

Field	Considerations
System Rule Options	<p>Select one of the following conditions for Personal Assistant to apply active rules to incoming calls:</p> <ul style="list-style-type: none"> <li>• Never Apply System Rules—The default setting. Select to disable systemwide rule processing. Personal Assistant applies only user-defined rules.</li> <li>• Always Apply System Rules (Ignore User Rules)—Select to disable user-defined rule processing. Personal Assistant applies only systemwide rules.</li> <li>• Apply System Rules When No User Rule Is Applicable—Select to have Personal Assistant evaluate the user-defined rules first. If no user rule applies, Personal Assistant uses the systemwide rules.</li> <li>• Apply User Rules When No System Rule Is Applicable—Select to have Personal Assistant evaluate the systemwide rules first. If no system rule applies, Personal Assistant uses the user-defined rules.</li> </ul> <p>Use caution when setting the Always Apply System Rules and Apply User Rules When No System Rule Is Applicable options. The systemwide rules will take precedence over user rules.</p>

## Systemwide Rules

The Systemwide Rule Sets page opens when you select Systemwide Rules > Systemwide Rules.

Use the Systemwide Rule Sets page to create sets of rules that can be applied to all calls that come through the Personal Assistant system. For example, you might want to send all calls to user voice mailboxes after regular work hours.

You set up destinations and destination groups, personal address book callers and caller groups, and rules and rule sets, in much the same way a user would. (Refer to the *Personal Assistant User Guide* for instructions on how to set these up.)

However, when creating systemwide rules, in addition to regular destinations, you can select from one of five virtual destinations—User Work Phone, User Home Phone, User Mobile Phone, User Pager, User Voice Mail—that map to actual user destination values when a rule is applied.

For example, you can create the rule “Direct the call to destination “User Voice Mail” and do not screen the call.” When Personal Assistant intercepts a call, it searches the directory for the user voice mail number, and routes the call there.

You can also use the call-forwarding rule tester to see how Personal Assistant would forward an incoming call based on your systemwide rules. Note that the call-forwarding rule tester for systemwide rules always assumes that the option Always Apply System Rules is selected.

After you create and activate systemwide rule sets, return to the main configuration page by clicking System Configuration > Return to System Configuration, then turn on the systemwide rule-processing feature by specifying the conditions under which the rules are applied. See the “[Systemwide Rule Options](#)” section on page A-25.

## Telephony Configuration

The Telephony Configuration page opens when you select System > Telephony.

[Table A-16](#) describes the fields on the Telephony Configuration page. Use the Telephony Configuration page to configure the telephony providers that create the connection between Personal Assistant and Cisco CallManager.



### Note

You must create at least one JTAPI provider and one Skinny provider before you can configure a Personal Assistant server. These providers must be in the same Cisco CallManager cluster as the one to which the Personal Assistant server homes (that is, where the Personal Assistant server phone numbers are defined). See the “[Server Configuration](#)” section on page A-16 for more information on server configuration.

**Table A-16** System > Telephony Configuration Page

Field	Description
Provider List	The left-hand column lists the providers you have already created. They are listed according to the provider group names you create when defining the provider.  Click on a provider name to view the provider characteristics.

Table A-16 System &gt; Telephony Configuration Page (continued)

Field	Description
Provider Group Name	<p>The name of the provider group you are adding. Enter a name you will find meaningful. When configuring Personal Assistant servers, you will select providers based on the names you enter in this field.</p> <p>You cannot change the provider group name once you add it to the list. To change the name, you must create a new provider group, change the configuration of any Personal Assistant server using the old group name, then delete the old provider group.</p> <p>You must create one JTAPI provider and one Skinny provider for every Cisco CallManager cluster in which Personal Assistant servers have their phone numbers and route points defined. For example, if you have five Cisco CallManager clusters in which Personal Assistant servers have numbers defined, you must define at least ten providers (five JTAPI and five Skinny).</p>
Provider Type	<p>The type of telephony provider, JTAPI or Skinny.</p> <p>Personal Assistant uses both JTAPI and Skinny protocols, and must have providers for both. JTAPI is used for interceptor ports and route points; Skinny is used for media ports.</p>
Telephony Providers	<p>A list of the providers you want to use as a provider group:</p> <ul style="list-style-type: none"> <li>• JTAPI provider groups—The DNS name or IP address of the CTI Manager for a Cisco CallManager cluster.</li> <li>• Skinny provider groups—The DNS name or IP address of the Cisco CallManager server.</li> </ul> <p>All CTI Managers or Cisco CallManager servers you specify for a single provider group must be within the same Cisco CallManager cluster.</p> <p>To add a provider to the list, enter the DNS name or IP address in the edit box and click Add.</p> <p>To remove a provider, select the provider in the list and click Remove.</p>
User Name and Password	<p>A CTI user name and password, as defined in Cisco CallManager, that Personal Assistant will use to access the Cisco CallManager system for a JTAPI provider.</p> <p>In Cisco CallManager, you must associate the Personal Assistant devices and ports with this user name, so that Personal Assistant can control the CTI route points.</p> <p>Do not specify a user name and password for a Skinny provider.</p> <p>The password appears as asterisks (**) to ensure security.</p>

