



Preparing Users for Personal Assistant

There are some configuration changes that you can make that affect how users use Personal Assistant. You should communicate these changes if you make them.

In general, you might find deployment of Personal Assistant to be easier if you link the user interface to your corporate intranet in a location that can be easily found. This will relieve your users of having to find the URL some other way, making it easy for them to access Personal Assistant for the first time and bookmark it for subsequent use. A corporate web page is also a good place to list the phone numbers that users should use to access Personal Assistant through the phone.

The following sections can assist you in determining what information to communicate with your users to prepare them to use Personal Assistant:

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Accessing the User Interface

To enable users to access the Personal Assistant user interface, you must provide them with the URL and the user name and password.

URL

To access the Personal Assistant user interface, users open a supported web browser and enter the following URL:

```
http://<PAhost>/pauseradmin
```

where PAhost is the computer name of the server on which you install the Personal Assistant web administration component.

User Name and Password

Users log in to Personal Assistant by using the unique user attribute configured for your system, for example their e-mail address.

The password is the same password defined for access to the Cisco CallManager user interface. To change or reset the password, use the Cisco CallManager user interface.

Dialing Personal Assistant

You need to tell users what number to dial to access Personal Assistant in order to use the dial-by-name feature, to access their voice mail, or to use other features of the telephony interface. The Personal Assistant access number is the extension you configured as the CTI route point.

You also need to tell users the PIN to use to access protected features such as call-forwarding rules and voice mail browsing. By default, Personal Assistant uses the same PIN established for access to Cisco CallManager. Alternatively, if the system is integrated with Cisco Unity, you can set up Personal Assistant to use the Cisco Unity subscriber phone password as the PIN.

Obtaining Help

Users can access Help with the Personal Assistant web user interface in any of the following ways:

- From the Help menu:
 - Access Help for the page you are viewing by selecting Help > For This Screen.
 - Access the contents of the Help system by selecting Help > Contents and Index.
- To print a copy of the manual associated with the application, or to view or search an Adobe Acrobat version of the Help system, click the PDF button in the top left corner of the Help system. If you have Adobe Acrobat Reader installed (either as an independent application or as a plug-in to your browser), the document opens.

From Acrobat Reader, you can search the entire manual, print the entire manual or selected pages, or read the manual online. If the table of contents for the document is not already displayed on the left side of the page, click the Bookmarks and Page button to view it. The bookmarks provide an easy way to navigate through the document.

- Users can access Help in the telephony interface at any time by saying “help.”

Managing Users

You can manage some Personal Assistant users through the Reset User Information page. Select System > Reset User Information to open the page.

You can make the following changes:

- Reset the user PIN—You can make this change if the system is configured to use the Cisco CallManager PIN. Personal Assistant requires the new PIN the next time the user(s) log on. This is useful if a user forgets a PIN. Changing the PIN does not affect the user configuration. The user can also reset the PIN through the user interface.

You can also configure Personal Assistant to automatically notify users of PIN changes by e-mail. For more information about automatic PIN change notification, see the [“Messaging Configuration” section on page A-10](#).



Note

If the system is configured to use the Cisco Unity subscriber phone password as the PIN, you cannot reset the PIN through any Personal Assistant interface. The phone password must be reset in Cisco Unity. Also, users will not receive e-mail notification of PIN changes.

- Reset the recorded name—You can erase the name a user recorded, which forces the user to rerecord the name the next time they call Personal Assistant. The user can also reset the spoken name through the user interface.
- Delete the user from the Personal Assistant system—You can remove user account data from the Personal Assistant directory.

When you delete a user record from the corporate directory, user account data—destinations and destination groups, callers and caller groups, rules and rule sets, personal address book information, personal settings, and the recorded name—remains in the Personal Assistant directory. Therefore, we highly recommend that when a user is deleted from the network, you also delete their Personal Assistant account information.

You might also delete a user account if 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.

Note that you cannot use the Personal Assistant interface to reset a user password, because the password Personal Assistant uses is the same as the one used for accessing the Cisco CallManager user interface. To change the password, use the Cisco CallManager user interface.

For more information about using the Reset User Information page, see the [“Reset User Information” section on page A-15](#).

How Administrative Changes Affect Users

Some of the changes you make by using the Personal Assistant Administrative interface directly affect how users can use Personal Assistant. For example:

- Stopping or restarting servers—If you do not have multiple Personal Assistant servers and speech recognition servers configured on your network, stopping or restarting servers can temporarily disrupt user access to Personal Assistant.
- Configuring dial rules—Both you and users have the ability to configure dial rules. Administrative dial rules take priority over user-configured dial rules.
- Configuring directory hierarchies—You can create locations and departments to help users narrow a dial-by-name directory search. For example, if you create a location called NewYork, users can tell Personal Assistant to search the NewYork location for Roger Smith. This is useful when dialing a person with a common name.
- Setting call pickup duration—Both you and users can modify the call pickup timeout. The user-configured setting takes priority.



Note The value specified for call pickup duration must be less than the Call Forward No Answer (CFNA) value set in Cisco CallManager. Because users do not have access to this information, you should notify them of the maximum timeout value to set.

- Allowing calls only from Cisco CallManager users—You can configure Personal Assistant to restrict access to users who are registered in the Cisco CallManager directory.
- Disallowing calls from unknown phones—You can configure Personal Assistant to accept user calls only from user work, home, mobile, and personal destination numbers that are listed in the corporate directory.

- Enforcing Authentication by PIN from personal destinations—Both you and users can configure Personal Assistant to require a PIN when users call from any phone except their work phone listed in the corporate directory. When you configure Personal Assistant to do this, your setting takes priority over the user-configured setting. Otherwise, the user setting is used.
- Configuring Personal Assistant to apply rules only to calls to corporate destinations—You can configure Personal Assistant to apply active call-forwarding rules only to calls to destinations listed in the corporate directory.
- Allowing callers to transfer directly to voice mail—You can have Personal Assistant allow a caller to transfer to voice mail when the call is not picked up at the first user destination.
- Notifying users of PIN changes—If the system is configured to use the Cisco CallManager PIN, you can have Personal Assistant automatically send users e-mail notification when their PINs have changed.

Both you and users have the ability to change the PIN. When you reset the PIN, you must enter a non-blank PIN, therefore, you should let the user know the new PIN, if applicable.

- Disabling rules on calls made through Personal Assistant—You can configure Personal Assistant to allow another JTAPI application (such as IPMA) to intercept a call before Personal Assistant does. When this option is set and a call is made through Personal Assistant, call-routing rules are not applied.
- Setting up systemwide rules—Both you and users have the ability to create and activate call-routing rules. Whether Personal Assistant applies your rule or the user-configured rule to an incoming call depends on the rule-application condition you set. Because user rules can be overridden, this feature should be used with caution.