



# Personal Assistant Administration Page Reference

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These topics describe the fields on the pages of the Personal Assistant administrator's interface.

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# Speech Services Configuration

The Speech Services Configuration page is opened when you select **System > Speech Services**.

## Description

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.

Personal Assistant comes preconfigured for dialing by name, so you only need to change these 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 accents in your group 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 has too many problems understanding a caller, the caller is sent to the operator. Select **System > Miscellaneous Settings** to enter the operator extension.

Table A-1 Speech Services Configuration Page

Field	Description	Notes
Refresh User Information from Directory	<p>The schedule for Personal Assistant to update user information from the corporate directory.</p> <p>Designate the time you desire for Personal Assistant to update its user information. Pick a time when directory updates are complete for the day, and there is reduced user access to Personal Assistant and the directory.</p> <p>Click <b>Refresh</b> to force Personal Assistant to update user information immediately. You might want to force a refresh if a large number of updates have been made to the directory and Personal Assistant is encountering a large number of speech-recognition errors.</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 telephone numbers for call routing.</p> <p>The default time is 2:00 a.m.</p> <p>Refresh can take several minutes.</p>
<b>Speech License Configuration</b>		
License Code	The license key for the speech-recognition software. You must enter a valid key to enable speech recognition.	<p>Cisco provides this based on how many speech-recognition license ports you purchased.</p> <p>Changes to this setting take effect only after refresh.</p>
Max License Capacity	Shows the maximum number of simultaneous speech ports available using this license code.	If users complain that they are too frequently routed to touch-tone dialing rather than dial-by-name, consider adding additional speech ports.

Table A-1 Speech Services Configuration Page (continued)

Field	Description	Notes
<b>Speech Recognition Parameters</b>		
Max Disambiguate	<p>The number of selections to present the user when more than one party matches the spoken name.</p> <p>For example, if you enter 3, and the user tries to call John Smith, if there are two or three John Smiths in the directory, Personal Assistant plays the spoken name or extension, allowing the user to choose the correct one.</p> <p>If more numbers match the spoken name than the Max Disambiguate 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>Whether a user can interrupt Personal Assistant's prompts before they are finished. If you select <b>true</b>, a user can enter commands in the middle of a Personal Assistant prompt. If you select <b>false</b>, users must always wait until Personal Assistant finishes speaking.</p>	<p>The default setting is true.</p> <p>Use caution in disabling this feature. Typically, you should not disable it unless there is excessive background noise at the users' locations.</p>

Table A-1 Speech Services Configuration Page (continued)

Field	Description	Notes
Rejection Confidence Level	<p>The percentage confidence level below which the user's request is rejected. 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>The speech-recognition software assigns a percentage confidence level to every session. If the software 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>The default is 45. Enter a number between 0 and 100. Do not include the percentage sign in the field.</p>
Reconfirm Confidence Level	<p>The percentage confidence level below which the user is asked to confirm the speech-recognition software's interpretation of the request.</p> <p>If the software's 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 speech-recognition software's confidence level is higher than the Reconfirm Confidence Level, Personal Assistant completes the speaker's request without asking 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>The default is 60. Enter a number between 0 and 100. Do not include the percentage sign in the field.</p>

Table A-1 Speech Services Configuration Page (continued)

Field	Description	Notes
Max Error Count	<p>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 would be a single dialog.</p> <p>If the user exceeds this error count, Personal Assistant transfers the user to the operator.</p>	
Max Total Error Count	<p>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 Total Error Count must be larger than Max Error Count.</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>
Max Help Count	<p>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>
Max Total Help Count	<p>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 Total Help Count must be larger than Max Help Count.</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>

Table A-1 Speech Services Configuration Page (continued)

Field	Description	Notes
Speech Recognition Server Hosts	<p>A list of the speech servers. This list creates the speech-recognition server cluster.</p> <ul style="list-style-type: none"> <li>To add a speech-recognition server to the cluster, enter the server's DNS name or IP address in the left edit box and click <b>Add</b>.</li> <li>To remove a speech-recognition server, select it in the right list box, and click <b>Remove</b>.</li> </ul>	<p>Use the Control Center to manage which speech servers are active. See the <a href="#">“Control Center” section on page A-28</a>.</p> <p>Changes to this setting take effect only after refresh.</p>
Speech Recognition License Manager Hosts	<p>A list of the speech-recognition license managers. This 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> <ul style="list-style-type: none"> <li>To add a license manager to the cluster, enter the associated Personal Assistant server's DNS name or IP address in the left edit box, and click <b>Add</b>.</li> <li>To remove a license manager, select it in the right list box, and click <b>Remove</b>.</li> </ul>	<p>Cisco recommends that you identify two license managers. This ensures that a backup is available if one manager is disabled.</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-28</a>.</p> <p>Changes to this setting take effect only after refresh.</p>
Save button	Click <b>Save</b> to save and activate changes.	

**Related Topics**

- [Configuring Speech Recognition, page 4-5](#)
- [Server Configuration, page A-31](#)

# Telephony Configuration

The Telephony Configuration page is opened when you select **System > Telephony**.

## Description

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's telephone numbers are defined). See the [“Server Configuration” section on page A-31](#) for more information on server configuration.

**Table A-2 Telephony Configuration Page**

Field	Description	Notes
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's characteristics.	
Insert button	Click <b>Insert</b> , after filling in the fields, to add the provider to the provider's list.	This button only appears when you first enter the Telephony Configuration page, when you click the New button, or after you delete a provider.
New button	Click <b>New</b> to open a clear page so that you can add a new provider.	This button only appears if you click on a provider in the Providers List (left column).
Save button	Click <b>Save</b> to save and activate your changes.	This button only appears if you click on a provider in the Providers List (left column).

Table A-2 Telephony Configuration Page (continued)

Field	Description	Notes
Delete button	Click <b>Delete</b> to delete the provider that you are currently viewing. You are prompted to confirm the deletion.	This button only appears if you click on a provider in the Providers List (left column).
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 this 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>	You must create one JTAPI provider and one Skinny provider for every Cisco CallManager cluster in which Personal Assistant server's have their telephone numbers and route points defined. For example, if you have 5 Cisco CallManager clusters in which Personal Assistant servers have numbers defined, you must define at least 10 providers (5 JTAPI, 5 Skinny).
Provider Type	The type of telephony provider, JTAPI or Skinny.	<p>Personal Assistant uses both JTAPI and Skinny protocols, and must have providers for both.</p> <p>JTAPI is used for interceptor ports and route points; Skinny is used for media ports.</p>

Table A-2 Telephony Configuration Page (continued)

Field	Description	Notes
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 <b>Add</b>.</p> <p>To remove a provider, select the provider in the list and click <b>Remove</b>.</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>

**Related Topics**

- [Configuring Telephony Providers, page 4-8](#)

# AA Prompt Configuration

The AA Prompt Configuration page is opened when you select **System > AA Prompt**.

## Description

Use the AA Prompt Configuration page to upload the prompt for a simple automated attendant, if you create one. A Personal Assistant automated attendant can only support dialing by name: you cannot use it to provide access to conferencing, voice mail, or other Personal Assistant features.



### Note

You must identify the automated attendant telephone number in the Personal Assistant server configuration. See the [“Server Configuration” section on page A-31](#) for more information.

**Table A-3 AA Prompt Configuration Page**

Field	Description	Notes
Prompt File Name	<p>The file to use as the automated attendant prompt. Click Browse to locate the file on a local or network-attached file system.</p> <p>The file must be a .wav file in CCITT u-Law format (G.711 u-Law).</p> <p>Because the Personal Assistant automated attendant only supports dial by name, your prompt should at least tell the caller to say the name of the person they are trying to reach.</p>	<p>Personal Assistant does not include a recording facility: you must create this file with an appropriate voice recording application.</p>

**Table A-3 AA Prompt Configuration Page (continued)**

Field	Description	Notes
Upload button	Click Upload to upload the prompt file into the directory.	After the file is uploaded, and you have configured an AA number in the Personal Assistant server configuration, callers to AA number will hear your prompt and can then ask Personal Assistant to dial an employee by saying the employee's name.

**Related Topics**

- [Creating a Simple Automated Attendant, page 4-10](#)

## Messaging Configuration

The Messaging page is opened when you select **System > Messaging**.

**Description**

Use the Messaging page to enable paging and calendar-based dial rule processing, and to configure the connection with the voice-mail system.

**Table A-4 Messaging Configuration Page**

Field	Description	Notes
<b>Calendar Server Attributes</b>		
Calendar Server Name	DNS name or IP address of the Microsoft Exchange Server.	

Table A-4 Messaging Configuration Page (continued)

Field	Description	Notes
Calendar Mailbox Name	<p>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 Unity with an embedded or external Exchange server, use “Unity Messaging” unless you have configured the account using a different name.</li> <li>If you are not using 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’s first and last name:</p> <ul style="list-style-type: none"> <li>For Exchange 5.5, run Exchange Administrator and select <b>Recipients</b> under your exchange site. Double-click the <b>Administrator</b> user to bring up the properties.</li> <li>For Exchange 2000, run Active Directory Users and Computers and select <b>Users</b>. Double-click the <b>Administrator</b> user to bring up the properties.</li> </ul>
<b>Paging Server Attributes</b>		
Paging SMTP Server Name	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	The SMTP port used to send messages to the SMTP server.	The default setting is 25.
Paging SMTP Domain Name	The domain to which the paging SMTP server belongs.	
<b>Voice-mail Server Attributes</b>		
Mailbox Name	The Exchange mailbox name for the Unity profile created on every Personal Assistant server, for example, “Unity Messaging System.”	This name is required if you are using any Cisco Unity voice-mail servers, optional otherwise.

**Table A-4 Messaging Configuration Page (continued)**

<b>Field</b>	<b>Description</b>	<b>Notes</b>
Number of Unity Licenses	<p>The number of voice-mail ports allowed by your Cisco Unity license, which indicates the maximum number of simultaneous voice-mail sessions in Personal Assistant.</p> <p>You must determine the number of ports on the Cisco Unity system and enter this value for Personal Assistant.</p>	<p>The default setting is 2.</p> <p>This field is only required if you are using at least one Cisco Unity voice-mail server.</p>
Redirection Delay	<p>The delay (in milliseconds) between making a connection to the voice-mail system and submitting the DTMF redirection sequence for transferring a caller to the appropriate voice mailbox. The delay ensures that the connection to the voice-mail system is successful before entering the DTMF sequence.</p> <p>Redirection is used when processing call routing rules that transfer calls to voice-mail.</p>	<p>If you make this delay too long, the caller might get confused and hang up before getting the voice-mail for the party.</p> <p>If you make it too short, calls might get dropped due to a missed connection.</p> <p>Try 2000 for Cisco Unity systems, and 3000 for Octel systems. Experiment to determine if the setting is appropriate.</p>
Voice-mail Server Name	<p>The unqualified DNS name of the voice-mail server you want to add, for example, unity1.</p> <p>Do not use fully-qualified names (such as unity1.domain.com) or IP addresses for the server name. If you use one of these, users will not be able to access voice-mail from Personal Assistant.</p>	<p>This field is optional for non-Cisco Unity servers. For Octel systems, leave the field blank.</p>
Pilot Number	<p>The telephone extension used to access the voice-mail system you are adding.</p>	<p>This field is required for all voice-mail servers.</p>

Table A-4 Messaging Configuration Page (continued)

Field	Description	Notes
DTMF Redirection Sequence (Internal)	<p>The redirection DTMF sequence for transferring a call internal to the corporate telephone 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, #X#2 for the Cisco Unity system, indicates that internal calls can be transferred to voice mail by pressing #, then the extension (represented by the variable X), # again, and then 2. Personal Assistant issues this DTMF sequence when a user's call processing rule says to transfer a call directly to voice mail.</p>	See the documentation for your voice-mail system to determine the appropriate DTMF sequence.
DTMF Redirection Sequence (External)	<p>The redirection DTMF sequence for transferring a call external to the corporate telephone 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.</p>	
Add Server button	Click <b>Add Server</b> to add the server to the list.	You must fill in the voice-mail server name (for Unity systems only), pilot number, and both DTMF fields before you can add a server.
List of Voice-mail Servers	<p>A list of the voice-mail servers you have configured for use with Personal Assistant.</p> <p>To modify a server, change the server's attributes and click <b>Update</b>.</p> <p>To delete a server, click the trash can icon.</p>	

Table A-4 Messaging Configuration Page (continued)

Field	Description	Notes
Synchronize with Unity Spoken Name	Click <b>Synchronize</b> to force Personal Assistant to load the spoken names kept in Cisco Unity for each user to the Personal Assistant spoken name for each user. By synchronizing the spoken names with Cisco Unity, users only need to record their spoken name once.	Synchronization is not supported with other voice-mail systems.
Save button	Click <b>Save</b> to save and activate your changes.	

**Related Topics**

- [Configuring Messaging, page 4-11](#)

## Dial Rules Configuration

The Dial Rules Configuration page is opened when you select **System > Dial Rules**.

**Description**

Use the Dial Rules Configuration page to create global dialing rules. These rules can help you automatically strip numbers from or add numbers to telephone numbers that your users dial. For example, you could automatically add 9 in front of seven-digit numbers to permit users to access an outside line. These rules are applied when a user is dialing a number through Personal Assistant.

Table A-5 Dial Rules Configuration Page

Field	Description
Add Rule	<p>The section at the top of the page, which contains a fill-in-the-blanks sentence, where you can create a new dialing rule. Fill in the necessary blanks (you do not have to fill in every blank) and click <b>Add Rule</b>.</p> <p>A rule is only applied to a dialed number if all the conditions are met.</p> <p>The available conditions are:</p> <ul style="list-style-type: none"> <li>• <b>If the phone number begins with <i>blank</i></b>—This is one or more digits at the beginning of the number the user dialed. For example, if you enter 1, 1500, or 1500555, each would match the dialed number 1-500-555-6262.</li> <li>• <b>and the number of digits is <i>blank</i></b>—The total number of digits in the telephone number your user dialed. For example, if the user dials 9-1-500-555-6262, the number of digits is 12.</li> </ul> <p>The available actions are:</p> <ul style="list-style-type: none"> <li>• <b>then remove <i>blank</i> digits from the beginning</b>—Personal Assistant should delete this number of digits from the front of the dialed number. For example, if you specify 4, and the dialed number is 1-500-555-6262, 1500 is removed, leaving 555-6262.</li> <li>• <b>and prefix it with <i>blank</i></b>—After removing the specified number of digits, this string of numbers is added to the front of the dialed number. For example, adding a 9 to dial an external number.</li> </ul>
List of Rules section	<p>An ordered list of the rules you have created. The rules are applied top to bottom, and the first rule that matches the dialed number is applied. Once a rule is applied, no subsequent rules are processed. You can modify, rearrange their priority, or delete rules:</p> <ul style="list-style-type: none"> <li>• To modify a rule, change the rule and click <b>Update</b>.</li> <li>• Click the up or down arrows to move the rule within the list, changing its priority.</li> <li>• Click the trash icon to remove a rule.</li> </ul>

#### Related Topics

- [Creating Dialing Rules, page 4-13](#)

# Directory Lookup Rules

The Directory Lookup Rules page is opened when you select **System > Directory Lookup Rules**.

## Description

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.

The directory lookup rules only apply to incoming calls that are internal to the corporate telephone network.

Table A-6 Directory Lookup Rules Page

Field	Description
Add Rule	<p>The section at the top of the page, which contains a fill-in-the-blanks sentence, where you can create a new directory lookup rule. Fill in the necessary blanks (you do not have to fill in every blank) and click <b>Add Rule</b>.</p> <p>A rule is only applied to an incoming number if all conditions are met.</p> <p>The available conditions are:</p> <ul style="list-style-type: none"> <li>• <b>If the phone number begins with <i>blank</i></b>—This is one or more digits at the beginning of the incoming number. For example, if you enter 1, 1500, or 1500555, each would match the number 1-500-555-6262.</li> <li>• <b>and the number of digits is <i>blank</i></b>—The total number of digits in the incoming telephone number. For example, if the number is 56565, the number of digits is 5.</li> </ul> <p>The available actions are:</p> <ul style="list-style-type: none"> <li>• <b>then remove <i>blank</i> digits from the beginning</b>—Personal Assistant should delete this number of digits from the front of the number. For example, if you specify 4, and the number is 1-500-555-6262, 1500 is removed, leaving 555-6262.</li> <li>• <b>and prefix it with <i>blank</i></b>—After removing the specified number of digits (if any), this string of numbers is added to the front of the number. 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.</li> </ul>
List of Rules section	<p>An ordered list of the rules you have created. The rules are applied top to bottom, and the first rule that matches the incoming number is applied. Once a rule is applied, no subsequent rules are processed. You can modify, rearrange their priority, or delete rules:</p> <ul style="list-style-type: none"> <li>• To modify a rule, change the rule and click <b>Update</b>.</li> <li>• Click the up or down arrows to move the rule within the list, changing its priority.</li> <li>• Click the trash icon to remove a rule.</li> </ul>

**Related Topics**

- [Configuring Directory Lookup Rules, page 4-15](#)

# Directory Hierarchy

The Directory Hierarchy page is opened when you select **System > Directory Hierarchy**.

**Description**

Use the Directory Hierarchy page to create locations and departments that a client can use to narrow a dial by name directory search. For example, if you create a location called NewYork, clients can tell Personal Assistant to search the NewYork location for Roger Smith. This can help clients get the correct party when dialing a person with a common name.

**Table A-7** Directory Hierarchy Page

Field	Description	Notes
Hierarchy Type	Whether you are defining a location or a department.  The selection you make here determines what is listed at the bottom of the page in the list of nodes in the hierarchy.	When talking to Personal Assistant, clients will use this feature by saying “location” or “department.” Choose the type most users will associate with the directory search you are creating here.
<b>Node Configuration</b>		
Name	The name for the location or department. This is only displayed in the list at the bottom of the page; it is not part of the spoken interface to Personal Assistant.	
Primary Spoken Response	The primary phrase a client would use to access this location or department search. This can be the same as the name.	For example, if you are creating a location, and enter NewYork here, clients can use this feature by saying “location NewYork.”

Table A-7 Directory Hierarchy Page (continued)

Field	Description	Notes
Alternate Spoken Name	<p>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 could be:</p> <pre>BigApple NYC MainOffice TheCity</pre> <p>To enter an alias, type the alias in the edit box and click <b>Add</b>. The alias is added to the list on the right.</p> <p>To remove an alias, select it in the list and click <b>Remove</b>.</p>	<p>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 client's might use.</p>
DTMF Sequence	<p>The keypad sequence a user can enter to select the node.</p>	<p>A DTMF sequence is optional.</p>
LDAP Search Filter	<p>An LDAP expression for limiting the search to directory entries that satisfy the filter.</p> <p>For example, if you are creating a NewYork location, and your directory has a "city" field, the filter might be:</p> <pre>(city=newyork)</pre> <p>Click <b>Test Filter</b> to test if the filter works against the corporate directory. Personal Assistant will tell you if the query worked, and display some matching entries.</p>	<p>The expression you enter must be valid for the directory you are using. See the documentation supplied with the directory, and your directory administrator, for information on valid LDAP expressions for your corporate directory.</p>
Save button	<p>Click <b>Save</b> to save and activate your changes. Personal Assistant adds the location or department to the list at the bottom of the page</p>	

Table A-7 Directory Hierarchy Page (continued)

Field	Description	Notes
List of Nodes in Hierarchy	<p>A list of the locations or departments defined in Personal Assistant. The list includes the number of matches for the node in the corporate directory.</p> <p>To view or change a node, click 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). Make your changes and click <b>Update</b>. You cannot change the name or type of the node.</p> <p>To delete a node, click the trash can icon on the same line as the node.</p>	Whether locations or departments are listed depends on what you select in the Hierarchy Type field.

**Related Topics**

- [Configuring Directory Hierarchies, page 4-17](#)

## Corporate Directory Settings

The Corporate Directory Settings page is opened when you select **System > Corporate Directory Settings**.

**Description**

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 using the employee's name.

Table A-8 Corporate Directory Settings Page

Field	Description	Notes
Unique User Attribute Name	<p>The field within the directory that is unique for each record. This helps Personal Assistant correctly locate numbers when your users attempt to dial a person by name.</p> <p>If you are using the Cisco CallManager DC directory as your corporate directory, the unique user attribute name is <b>cn</b>. If you are using a different directory, ask the directory administrator for the unique name.</p>	See the <a href="#">“Understanding How Personal Assistant Uses Directories”</a> section on page 1-7 for an explanation of how Personal Assistant uses directories.
Directory Server URL	The URL for the corporate directory, for example, ldap://server.domain.com.	
Directory Admin DN	The administrator name for the directory if authentication is required for accessing the directory.	
Directory Admin Password and Reconfirm Password	The administrative password for the directory if authentication is required for accessing the directory.	
Directory Search Base DN for Users	The Distinguished Name (DN) for the user node of your corporate directory.	
Directory Search Filter	<p>An LDAP expression for limiting the number of entries retrieved. For example, you could limit Personal Assistant’s directory lookups to a specific location, thus only allowing clients to use name dialing for employees in the selected area. For example, 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 might be:</p> <p>(location=newyork)</p>	The expression you enter must be valid for the directory you are using. See the documentation supplied with the directory, and your directory administrator, for information on valid LDAP expressions for your corporate directory.

**Table A-8 Corporate Directory Settings Page (continued)**

Field	Description	Notes
Save button	Click <b>Save</b> to save and activate your changes.	

**Related Topics**

- [Understanding How Personal Assistant Uses Directories, page 1-7](#)
- [Understanding the Role of Personal Assistant in the Cisco IP Telephony Network, page 1-8](#)
- [Configuring the Corporate Directory, page 4-18](#)

# User Settings Administration

The User Settings Administration page opens when you select **System > User Settings**.

**Description**

Use the User Settings Administration page to manage Personal Assistant users.

**Note**

You cannot reset the user's password through Personal Assistant. Personal Assistant uses the Cisco CallManager password for the user. To change or reset the password, you must use the Cisco CallManager interface.

**Table A-9 User Settings Administration Page**

Field	Description	Notes
User ID	One or more users who you want to administer. If you enter more than one user ID, separate them with commas or spaces. For example:  jones, smith	The User ID is the unique name used in the corporate directory, for example, email address.

Table A-9 User Settings Administration Page (continued)

Field	Description	Notes
Reset Pin	Click <b>Reset</b> in Reset Pin to clear the user's Personal Identification Number for Personal Assistant. The user must select a new PIN the next time he logs into Personal Assistant.	Resetting the PIN does not affect the user's data.
Reset Spoken Name	Click <b>Reset</b> in Reset Spoken Name to erase the user's spoken name for Personal Assistant. The user must record his name again the next time he logs into Personal Assistant.	The user can also reset the spoken name through the Personal Assistant user interface.
Delete Users	Click <b>Delete</b> to delete the users from the Personal Assistant directory. For example, if an employee leaves the company, deleting the employee's record from the corporate directory will not clear the Personal Assistant data from the directory.  Similarly, if a cell phone is transferred from one employee to another, the cell phone number might stick with the old employee. Deleting the employee will clear the data.	Revise your company's procedures to ensure you delete the Personal Assistant data for former employee's along with the directory record.

**Related Topics**

- [Managing Users, page 5-3](#)

# Miscellaneous Settings

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

## Description

Use the Miscellaneous Settings page to configure some system-wide settings for Personal Assistant.

**Table A-10 Miscellaneous Settings Page**

Field	Description	Notes
Operator Extension	<p>The phone extension of the telephone operator for your organization. Enter 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 (for example, 12345).</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-2.</p>
Call Pickup Timeout	<p>The time, in seconds, that the receiver of a call is allotted to answer a call when Personal Assistant is processing a rule that requires Personal Assistant 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>
Peer Keep-Alive Interval	<p>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 30 seconds. Only change this setting 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>

Table A-10 Miscellaneous Settings Page (continued)

Field	Description	Notes
Peer TCP Port	The TCP port on which Personal Assistant servers listen for Personal Assistant inter-server communication.	The default is 2000. Only change this if another application on the server is already using this TCP port.
CiscoWorks2000 Host Name	The fully-qualified DNS name of the CiscoWorks2000 server, for example, server.domain.com.	This name is only required if you select true for Write to Syslog. Do not use an IP address.
Write to Syslog	Whether Personal Assistant should write log messages to the CiscoWorks2000 Syslog facility (true), or simply write messages to a local log on the Personal Assistant server (false).	Personal Assistant must be able to contact the server for you to enable syslog. If the server is not reachable, Personal Assistant resets this setting to false.
Number of Buffered Trace Lines	The number of messages 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.	The default is 4 messages.
Save button	Click <b>Save</b> to save and activate changes.	

#### Related Topics

- [Collecting System Logs with Syslog, page 6-21](#)

# Control Center

The Control Center page is opened when you select **System > Control Center**.

## Description

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-11 Control Center Page**

Field	Description	Notes
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 <b>Start All</b> button for the server group.</li> <li>To stop the Personal Assistant servers on all listed systems, click the <b>Stop All</b> button for the Personal Assistant server group.</li> <li>To start an individual Personal Assistant server, click the <b>Start</b> button on the same line as the server name.</li> <li>To stop an individual Personal Assistant server, click the <b>Stop</b> 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>

Table A-11 Control Center Page (continued)

Field	Description	Notes
Speech License Manager	<p data-bbox="387 289 856 444">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 data-bbox="400 461 856 876" style="list-style-type: none"><li data-bbox="400 461 856 558">• To start the license managers on all listed systems, click the <b>Start All</b> button for the license manager group.</li><li data-bbox="400 574 856 672">• To stop the license managers on all listed systems, click the <b>Stop All</b> button for the license manager group.</li><li data-bbox="400 688 856 786">• To start an individual license manager, click the <b>Start</b> button on the same line as the server name.</li><li data-bbox="400 802 856 876">• To stop an individual license manager, click the <b>Stop</b> button on the same line as the server name.</li></ul>	<p data-bbox="866 289 1224 386">The license manager controls how many simultaneous speech requests can be handled.</p>

Table A-11 Control Center Page (continued)

Field	Description	Notes
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 <b>Start All</b> button for the speech server group.</li> <li>• To stop the speech servers on all listed systems, click the <b>Stop All</b> button for the speech server group.</li> <li>• To start an individual speech server, click the <b>Start</b> button on the same line as the server name.</li> <li>• To stop an individual speech server, click the <b>Stop</b> 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>

**Related Topics**

- [Starting and Stopping the Servers and License Manager, page 6-16](#)
- [Servers Displaying Connectivity Problem, page 6-10](#)

# Server Configuration

The Server Configuration page is opened when you select **Servers>Server Configuration**.

## Description

Use the Server Configuration page to add Personal Assistant servers to the Personal Assistant server cluster and configure them. These settings determine which user telephone extensions are assigned to each server, as well as how the server manages its resources.

**Table A-12 Server Configuration Page**

Field	Description	Notes
Server List	A list of the Personal Assistant servers that you have inserted into the Personal Assistant server cluster (shown in the left column).  Click a server to view or change its configuration.	
Insert button	Click <b>Insert</b> , after filling in the fields, to add the Personal Assistant server to the server cluster.	The Insert button only appears when you first enter the Server page, or when you click the New button.
New button	Click <b>New</b> to add a new Personal Assistant server to the cluster. If the New button is not displayed on the page (and the Insert button is displayed), then you can add a server without first clicking <b>New</b> .	The New button only appears if you click on a server in the Personal Assistant server list (left column).
Save button	Click <b>Save</b> to save and activate your changes.	The Save button only appears if you click on a server in the Personal Assistant server list (left column).

Table A-12 Server Configuration Page (continued)

Field	Description	Notes
Delete button	Click <b>Delete</b> when viewing the configuration of a Personal Assistant server that you want to remove from the server cluster. You must click on the server you want to delete, in the server list, before you can delete it.	The Delete button only appears if you click on a server in the Personal Assistant server list (left column).
Server Name	A unique name for the Personal Assistant server. This is not the same as the server's DNS name or IP address. It is a name that Personal Assistant uses internally for identifying the server.	The name must be unique within the Personal Assistant cluster. Choose a naming convention that is meaningful to you.
Hostname or IP Address	The DNS name or IP address of the Personal Assistant server.	
Media Termination UDP Port Begin	The start of the range of UDP ports that the Personal Assistant server will use for telephone 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.	The number of UDP ports used is based on the Personal Assistant Number of Telephony Ports setting.
Route Address Provider	The CTI Manager that will provide the JTAPI service required for the Personal Assistant and automated attendant CTI route points (telephone number).  You must select a provider that resides in the same Cisco CallManager cluster in which the CTI route points are configured.	You must first configure a JTAPI provider. See the <a href="#">“Telephony Configuration”</a> section on <a href="#">page A-8</a> for more information.

Table A-12 Server Configuration Page (continued)

Field	Description	Notes
Route Address	The telephone extension for the Personal Assistant server, which you must define as a CTI route point in Cisco CallManager.	Users call this number to reach Personal Assistant.  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 page 1-23.
AA Route Address	The telephone extension for a simple auto-attendant that will use Personal Assistant to allow callers to reach a user by saying the user’s name. You must define this extension as a CTI route point in Cisco CallManager.	You must also record and configure a prompt for the auto-attendant. See the <a href="#">“Creating a Simple Automated Attendant”</a> section on page 4-10 for more information.
Media Port Provider	The Cisco CallManager server that will provide the Skinny service required for the media ports.  You must select a provider that resides in the same Cisco CallManager cluster in which the Personal Assistant’s CTI route point is configured.	You must first configure a Skinny provider. See the <a href="#">“Telephony Configuration”</a> section on page A-8 for more information.
Media Port Begin Address	The start of the range of ports 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.	The number of telephony ports used is based on the Personal Assistant Number of Telephony Ports setting.

Table A-12 Server Configuration Page (continued)

Field	Description	Notes
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 (see the <a href="#">“Fail-over Server Names”</a> section on page A-36 setting).</p> <p>See the <a href="#">“Creating Server Clusters”</a> section on page 1-18 for information about the maximum available ports for the various hardware platforms and installation configurations.</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>
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’s 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-8 for more information.</p>

Table A-12 Server Configuration Page (continued)

Field	Description	Notes
Interceptor Port Range	<p>The telephone extensions of the users that 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 variable placeholders, 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 it or them in the edit box and click <b>Add</b>.</li> <li>• To remove an extension or range, select it in the list box and click <b>Remove</b>.</li> </ul>	<p>Calls are directed to Personal Assistant so that the users' call-routing rules can be evaluated for incoming calls.</p> <p>Configuring an extension for Personal Assistant Interceptor Port Range is not enough to get a user's calls transferred to Personal Assistant. 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 1-33 and the <a href="#">"Setting Up Personal Assistant to Intercept Calls"</a> section on page 3-5 for more details.</p>

Table A-12 Server Configuration Page (continued)

Field	Description	Notes
Fail-over 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 server's Personal Assistant name in the edit box and click <b>Add</b>. You must use the Personal Assistant's name for the server (the name that appears in the left column); do not use the server's DNS name or IP address.</li> <li>To remove a server, select it in the list box, and click <b>Remove</b>.</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 1-18 and the <a href="#">“Creating Server Clusters”</a> section on page 1-18.</p>
Trace Package List	<p>A selection of subsystems for which you need to collect brief trace information. Only select subsystems at the request of Cisco Technical Support; the trace information is for Cisco's use to help resolve 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 6-17 for an explanation of each field.</p>
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. Only select subsystems at the request of Cisco Technical Support; the debug information is for Cisco's use to help resolve problems that you cannot solve yourself.</p>	<p>See the <a href="#">“Collecting Trace and Debug Information”</a> section on page 6-17 for an explanation of each field.</p>

**Related Topics**

- [Configuring Personal Assistant Servers, page 4-20](#)
- [Configuring Telephony Providers, page 4-8](#)



- [Configuring Cisco CallManager for Personal Assistant](#), page 3-1
- [Creating Server Clusters](#), page 1-18
- [Understanding Partitions and Calling Search Spaces](#), page 1-6
- [Defining Partitions and Call Search Spaces for Personal Assistant](#), page 1-33
- [Collecting Trace and Debug Information](#), page 6-17

## Server Status

The Server Status page is opened when you select **Servers>Server Status**.

### Description

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. The status is given using icons:

Icon	Meaning
	Up. The server, port, or other item is running correctly.
	Down. The server, port, or other item is not running correctly.

**Table A-13** Server Status Page

Field	Description	Notes
Server List	A list of the Personal Assistant servers that you have inserted into the Personal Assistant server cluster (shown in the left column).  Click a server to view its status.	

**Table A-13 Server Status Page (continued)**

Field	Description	Notes
Server	Whether the Personal Assistant server is available (up) or unavailable (down).	If the server is unavailable, try restarting it using the Control Center (see <a href="#">Control Center, page A-28</a> ). If that does not solve the problem, check the server itself to determine the problem. The problem might also be the network connection to the server or the subnet where the server resides.
Fail Over Server	The name of the server that has taken over for this server if it is unavailable and you have configured a failover server.	
Route Point	The status of the Personal Assistant route point.	If the route point is unavailable, check it in Cisco CallManager to determine the problem.
AA Route Point	The status of the automated attendant route point.	If the route point is unavailable, check it in Cisco CallManager to determine the problem.
Media Ports	The status of each media port you defined.	
Interceptor Ports	The status of each interceptor port you defined.	
Active Calls	The number of calls the server is currently handling.	

**Related Topics**

- [Monitoring Server Status, page 6-12](#)