



Configuring Auto Attendants

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This chapter contains the following procedures for configuring Cisco Unity Express system components:

- [“Configuring and Managing the Auto-Attendant Application” section on page 137](#)
- [“Configuring Auto-Attendant Scripts” section on page 145](#)

Configuring and Managing the Auto-Attendant Application

After the Cisco Unity Express software is installed on the system, the auto-attendant application that ships with Cisco Unity Express must be configured using the procedures described in this section.

Default Prompts

The administrator can download, copy, and upload only the following prompts: **AAWelcome.wav**, **AAHolidayPrompt.wav**, **AABusinessOpen.wav**, and **AABusinessClosed.wav**.

To customize the default welcome prompt, see [“Customizing the Default Auto-Attendant Welcome Prompt” on page 143](#).

Triggers

After you configure the auto-attendant application, you must configure the system must to start the auto-attendant application when a specific signal, or trigger, is invoked. The trigger is a telephone number and can be configure for either the SIP or JTAPI subsystems. When a caller dials a specified telephone number, the SIP or JTAPI subsystem starts the auto-attendant application. To configure SIP and JTAPI triggers for the auto-attendant application, see [“Managing Triggers” on page 64](#).

Cisco Unity Express supports a maximum of 8 SIP triggers for all applications combined. This applies to the NME-CUE, NM-CUE-EC, NM-CUE, and CUE-AIM. See [“Advanced Configuration” on page 195](#) for procedures to configure multiple triggers for an application.

This configuration is required for Cisco Unified CME and Cisco Unified Communications Manager (SRST mode).

Default Auto-Attendant Script aa.aef

The default auto-attendant script provided with Cisco Unity Express is named **aa.aef**. This file resides in the system directory, and cannot be downloaded, copied, or uploaded. This default auto-attendant application is also known as the “system script” or “system AA.” This default script supports basic functions such as dial-by-extension, dial-by-spelling username, and call operator functions. If additional functionality is required, then you must create a customized auto-attendant script.

The aa.aef script supports holiday lists and business-hours schedules. When a call reaches the auto attendant, the system checks if the current day is a holiday. If it is, the system plays a holiday prompt called **AAHolidayPrompt.wav**, which states “We are closed today. Please call back later.” The script then executes the next operation in the script.

If the current day is not a holiday, the system checks if the business is open or not. If the business is open, the system plays the **AABusinessOpen.wav** prompt, which is an empty file. If the business is closed, the system plays the **AABusinessClosed.wav** prompt, which states “We are currently closed. Please call back later.”

Following are the parameters that may be configured for the aa.aef script:

- welcomePrompt—default: AAWelcome.wav
- operExtn—default: none
- holidayPrompt—default: AAHolidayPrompt.wav
- businessOpenPrompt—default: AABusinessOpen.wav
- businessClosedPrompt—default: AABusinessClosed.wav
- businessSchedule—default: systemschedule
- disconnectAfterMenu—default: false
- allowExternalTransfers—default: false

To modify any of these prompts, see [“Configuring Auto-Attendant Prompts” on page 142](#).

To create customized script files, see [“Configuring Auto-Attendant Scripts” on page 145](#).

To create a business-hours schedule, see [“Configuring Business Hours” on page 77](#).

To create a holiday list, see [“Configuring Holiday Lists” on page 72](#).

Simple Auto-Attendant Script aasimple.aef

Another simple system script **aasimple.aef** is available for the auto-attendant application. This script can be associated with an auto-attendant application and cannot be deleted or downloaded.

This script makes the same checks for an alternate greeting, holiday hours, and business schedule as does the **aa.aef** script.

The initial greeting prompt is a configurable parameter. Use the GUI options or CLI commands to configure the prompt with the names and extensions of the people who can be reached with the auto-attendant application. For example, the prompt may play “For Al, press 10. For Bob, press 20. For the operator, press 0.”

The caller can enter an extension without pressing the pound key (#). After the caller enters the extension, the script attempts to transfer to that extension. The script does not attempt to validate the extension before the transfer.

The script has another parameter (`extensionLength`) that specifies the length of the extension used by the Cisco Unity Express system. This parameter must be configured correctly for the script to be able to do a successful transfer.

Following are the parameters that may be configured for the `aasimple.aef` script:

- `welcomePrompt`—default: `AAWelcome.wav`
- `operExtn`—default: `0`
- `MaxRetry`—default: `3`
- `holidayPrompt`—default: `AAHolidayPrompt.wav`
- `businessOpenPrompt`—default: `AABusinessOpen.wav`
- `businessClosedPrompt`—default: `AABusinessClosed.wav`
- `playExtensionsPrompt`—default: `AASPlayExtensions.wav`
- `extensionLength`—default: `1`
- `businessSchedule`—default: `systemschedule`
- `disconnectAfterMenu`—default: `false`
- `allowExternalTransfers`—default: `false`

To modify any of these prompts, see [“Configuring Auto-Attendant Prompts” on page 142](#).

To create customized script files, see [“Configuring Auto-Attendant Scripts” on page 145](#).

To create a business-hours schedule, see [“Configuring Business Hours” on page 77](#).

To create a holiday list, see [“Configuring Holiday Lists” on page 72](#).

Configuring Other Auto-Attendant Parameters

To configure the auto-attendant access telephone number, see [“Configuring SIP Triggers for the Applications” on page 64](#) or [“Configuring JTAPI Triggers for the Applications \(Cisco Unified Communications Manager Only\)” on page 67](#).

The commands are used in both EXEC and configuration modes.

See [“Configuring Application Parameters” on page 196](#) for procedures to configure user-defined parameters.

Required Data for This Procedure

The following information is required to configure auto-attendant:

- To use your own welcome greeting, create a `.wav` file containing the prerecorded welcome greeting. This file must be uploaded to the Cisco Unity Express module so that it can be located and saved in the auto-attendant script. Alternatively, you can use the Administration via Telephone (AvT) application to record the welcome greeting. See [“Recording an Auto-Attendant Greeting or Prompt File” on page 143](#) for guidelines on recording a greeting. See [“Uploading the Auto-Attendant Greeting or Prompt File” on page 143](#) for the procedure to upload the prompt to Cisco Unity Express.
- Application name.

- Number of times the auto-attendant will replay instructions to a caller before the call is disconnected. This count begins when the caller moves past the main menu and starts to hear instructions for a submenu. The main menu will play five times and then, if the caller makes no choice or incorrect choices, will transfer to the operator.
- Extension number of the operator. Auto attendant dials this extension when the caller presses the zero (“0”) button.
- The customized .wav filename if you change the default Auto Attendant welcome prompt.
- Telephone number that the caller must dial to reach the auto-attendant. In many cases, this number is your company telephone number.
- Maximum number of callers that auto-attendant can handle simultaneously. See [“Sharing Ports Among Applications and Triggers” on page 114](#) for guidelines on assigning this value.

SUMMARY STEPS

1. **config t**
2. **ccn application autoattendant**
3. (Optional) **description “text”**
4. **maxsessions number**
5. **parameter “name” “value”**
6. **end**
7. **exit**
8. **show ccn application**
9. **copy running-config startup-config**

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t Example: se-10-0-0-0# config t	Enters configuration mode.
Step 2	ccn application autoattendant Example: se-10-0-0-0(config)# ccn application AutoAttendant	Specifies the application to configure and enters application configuration mode. Use the full name of the application for the <i>full-name</i> argument.
Step 3	description “text” Example: se-10-0-0-0(config-application)# description “Auto Attendant”	(Optional) Enters a description of the application. Use double quotes around the text.
Step 4	maxsessions number Example: se-10-0-0-0(config-application)# maxsessions 4	Specifies the number of callers who can access this application simultaneously. See “Sharing Ports Among Applications and Triggers” on page 114 for guidelines on assigning this value.

Command or Action	Purpose
<p>Step 5</p> <p>parameter <i>"name" "value"</i></p> <p>Example:</p> <pre>se-10-0-0-0(config-application)# parameter operExtn "1000" se-10-0-0-0(config-application)# parameter MaxRetry "3" se-10-0-0-0(config-application)# parameter welcomePrompt "ciscowelcome.wav"</pre>	<p>Specifies parameters for the application. Each parameter must have a name and a value, which is enclosed in double quotes. The parameters below are case-sensitive. For more information, see the “Configuring Application Parameters” section on page 196.</p> <p>For the auto-attendant application, the parameters are:</p> <ul style="list-style-type: none"> • “operExtn”—Extension that the system dials when a caller presses “0” to reach the auto-attendant operator. This is also the extension where the call will be transferred to if there is no caller input (timeout). • “MaxRetry”—Maximum number of times a caller can incorrectly choose a submenu option before the application disconnects the call. The default is 3. • “welcomePrompt”—The .wav filename containing the customized AA welcome prompt that is uploaded to the Cisco Unity Express module. • “busOpenPrompt”—The .wav filename containing the customized AA business open prompt. The default is AABusinessOpen.wav. • “busClosedPrompt”—The .wav filename containing the customized AA business closed prompt. The default is AABusinessClosed.wav. • “businessSchedule”—The .filename containing the business open and closed times. The default is systemschedule. • “holidayPrompt”—The .wav filename containing the customized AA holiday message prompt. The default file is AAHolidayPrompt.wav. • “disconnectAfterMenu”—Indicator that disconnects the caller after the menu is played. The default status is false. • “allowExternalTransfers”—Indicator that permits external transfers. The default status is false.
<p>Step 6</p> <p>end</p> <p>Example:</p> <pre>se-10-0-0-0(config-application)# end</pre>	<p>Exits application configuration mode.</p>

	Command or Action	Purpose
Step 7	exit Example: se-10-0-0-0(config)# exit	Exits configuration mode.
Step 8	show ccn application Example: se-10-0-0-0# show ccn application	Displays details about each configured application.
Step 9	copy running-config startup-config Example: se-10-0-0-0# copy running-config startup-config	Copies the configuration changes to the startup configuration.

Examples

The following example illustrates the auto-attendant information from the **show ccn application** output:

```
se-10-0-0-0# show ccn application

Name:                autoattendant
Description:         autoattendant
Script:              aa.aef
ID number:           3
Enabled:             yes
Maximum number of sessions: 8
busOpenPrompt:      AABusinessOpen.wav
operExtn:            1000
welcomePrompt:      AAWelcome.wav
disconnectAfterMenu: false
busClosedPrompt:    AABusinessClosed.wav
allowExternalTransfers: false
holidayPrompt:      AAHolidayPrompt.wav
businessSchedule:   systemschedule
MaxRetry:            3
se-10-0-0-0#
```

Configuring Auto-Attendant Prompts

Cisco Unity Express supports customized greeting and prompt files. The NME-CUE, NM-CUE-EC, and NM-CUE support up to 120 prompts; the AIM-CUE supports up to 25 prompts.

Customizing prompts requires the following procedures:

- [Recording an Auto-Attendant Greeting or Prompt File, page 143](#) (Required)
- [Customizing the Default Auto-Attendant Welcome Prompt, page 143](#) (Required)
- [Uploading the Auto-Attendant Greeting or Prompt File, page 143](#) (Required)
- [Downloading an Auto-Attendant Greeting or Prompt File, page 144](#) (Optional)
- [Renaming an Auto-Attendant Greeting or Prompt File, page 144](#) (Optional)
- [Deleting an Auto-Attendant Greeting or Prompt File, page 144](#) (Optional)

Recording an Auto-Attendant Greeting or Prompt File

Two methods are available to create auto-attendant greeting and prompt files:

- Create a .wav file with the following format: G.711 u-law, 8 kHz, 8 bit, Mono. The file cannot be larger than 1 MB (about 2 minutes). After recording the greeting, use the GUI or Cisco Unity Express CLI **ccn copy url** command to copy the file in to the Cisco Unity Express system. See the next section, “[Uploading the Auto-Attendant Greeting or Prompt File](#),” for the upload procedure.
- Use the AvT on the TUI to record the greeting or prompt. Dial the AvT telephone number and select the option to record a greeting. When finished recording, save the file. AvT automatically saves the file in Cisco Unity Express.

The AvT prompt filename has the format `UserPrompt_DateTime.wav`, for example: `UserPrompt_11152003144055.wav`. You may want to use CLI commands or GUI options to rename the file with a meaningful name.

Cisco recommends using the AvT on the TUI to record greetings and prompts because the AvT provides higher sound quality compared to .wav files recorded using other methods.

Uploading the Auto-Attendant Greeting or Prompt File

After recording the .wav greeting or prompt file, upload the file using the **ccn copy url** command in Cisco Unity Express EXEC mode:

```
ccn copy url source-ip-address prompt prompt-filename
```

Example:

```
se-10-0-0-0# ccn copy url ftp://10.100.10.123/AAprompt1.wav prompt AAprompt1.wav  
se-10-0-0-0# ccn copy url http://www.server.com/AAgreeting.wav prompt AAgreeting.wav
```

This command is equivalent to using the GUI option **Voice Mail > Prompts** and selecting **Upload**.

An error message appears if you try to upload more than the maximum number of prompts allowed on your Cisco Unity Express module.

Customizing the Default Auto-Attendant Welcome Prompt

The default AA greeting included with the system lasts two seconds and plays the prompt “Welcome to the AutoAttendant.” You can record a custom welcome prompt specifically for your system to welcome callers. The default .wav filename is **AAWelcome.wav**. While the default welcome prompt in the .wav file lasts two seconds long, you can record a new welcome prompt up to 120 seconds long. The welcome prompt .wav file can be up to 1 MB in G.711 u-law format.

If you create a customized welcome prompt, use a different .wav filename and upload the new .wav file to the Cisco Unity Express module. Do not overwrite the default **AAWelcome.wav** filename. For information about uploading the welcome prompt .wav file, see the “[Uploading the Auto-Attendant Greeting or Prompt File](#)” section on page 143.



Note

The .wav file for the welcome prompt is not interruptible, meaning that the longer the recorded welcome prompt is, the longer callers must wait before being able to enter digits to reach other extensions. We recommend you record a short welcome prompt so that callers can access the voicemail system quickly.

Following this welcome prompt, the default script plays the menu announcement listing the menu options for callers. These are not customizable prompts within the default auto-attendant provided with the system. Note that if a caller uses the dial-by-extension option, the system will attempt to transfer to any extension, including extensions not defined using Cisco Unity Express. To prevent callers from transferring to extensions not defined using Cisco Unity Express, configure class of restrictions (COR) on the dial-peer, or develop a custom script to prevent the option.

Downloading an Auto-Attendant Greeting or Prompt File

Greetings and prompts can be copied from the auto-attendant and stored to another server or PC.

To copy a greeting or prompt file, use the **ccn copy prompt** command in Cisco Unity Express EXEC mode:

```
ccn copy prompt prompt-filename url ftp://destination-ip-address/prompt-filename
[language xx_YY] [username name password password]
```

where *prompt-filename* is the file to be copied, *destination-ip-address* is the IP address of the FTP server, *xx_YY* is the language of the prompt file, *name* is the FTP server login ID, and *password* is the FTP server password.

Example:

```
se-10-0-0-0# ccn copy prompt AAprompt2.wav url ftp://10.100.10.123/AAprompt2.wav
```

Renaming an Auto-Attendant Greeting or Prompt File

To rename an auto-attendant greeting or prompt file, use the **ccn rename prompt** command in Cisco Unity Express EXEC mode:

```
ccn rename prompt old-name new-name
```

where *old-name* is the existing filename and *new-name* is the revised name.

Example:

```
se-10-0-0-0# ccn rename prompt AAmyprompt.wav AAmyprompt2.wav
```

Deleting an Auto-Attendant Greeting or Prompt File

To delete an auto-attendant greeting or prompt file from Cisco Unity Express, use the **ccn delete** command in Cisco Unity Express EXEC mode:

```
ccn delete prompt prompt-filename
```

where *prompt-filename* is the file to be deleted.

Example:

```
se-10-0-0-0# ccn delete prompt AAgreeting.wav
```

Configuring Auto-Attendant Scripts

Cisco Unity Express supports customized script files. The NME-CUE, NM-CUE-EC, and NM-CUE support up to eight scripts; the AIM-CUE supports up to four scripts.

Customizing scripts involves the following procedures:

- [Creating an Auto-Attendant Script File, page 145](#)
- [Uploading the Auto-Attendant Script File, page 145](#)
- (Optional) [Downloading an Auto-Attendant Script File, page 146](#)
- (Optional) [Deleting an Auto-Attendant Script File, page 146](#)

Creating an Auto-Attendant Script File

You can create an autoattendant script file using either the:

- Full-featured Cisco Unity Express GUI script editor, which is based on Microsoft Windows
- Editor Express

For guidelines and procedures for using the full-featured Cisco Unity Express GUI script editor to create a script file, see [Cisco Unity Express 3.0 Guide to Writing and Editing Scripts](#).

For instructions on how to use Editor Express, see “[Using Editor Express to Create and Edit Basic Scripts](#)” section on page 146.

The script file cannot be larger than 256 KB.

After creating the script, use the GUI or Cisco Unity Express **ccn copy** command to copy the file to the Cisco Unity Express system. See the next section, “[Uploading the Auto-Attendant Script File](#),” for the upload procedure.

Uploading the Auto-Attendant Script File

After recording the .wav greeting or prompt file, upload the file using the **ccn copy url** command in Cisco Unity Express EXEC mode:

```
ccn copy url ftp://source-ip-address/script-filename.aef script script-filename.aef [username  
username password password]
```

Example:

```
se-10-0-0-0# ccn copy url ftp://10.100.10.123/AVTscript.aef script AVTscript.aef  
se-10-0-0-0# ccn copy url http://www.server.com/AVTscript.aef script AVTscript.aef
```

This command is equivalent to using the GUI option **Voice Mail > Scripts** and selecting **Upload**.

An error message appears if you try to upload more than the maximum number of scripts allowed on your Cisco Unity Express module.

Downloading an Auto-Attendant Script File

Scripts can be copied from the auto-attendant and stored on another server or PC.

To copy a script file, use the **ccn copy script** command in Cisco Unity Express EXEC mode:

```
ccn copy script script-filename url ftp://destination-ip-address/script-filename
```

Example:

```
se-10-0-0-0# ccn copy script AVTscript.aef url ftp://10.100.10.123/AVTscript.aef
```

Deleting an Auto-Attendant Script File

To delete an auto-attendant script file from Cisco Unity Express, use the **ccn delete** command in Cisco Unity Express EXEC mode:

```
ccn delete script script-filename
```

Example:

```
se-10-0-0-0# ccn delete script AVTscript.aef  
Are you sure you want to delete this script? (y/n)
```

Using Editor Express to Create and Edit Basic Scripts

Editor Express is a simplified web-based GUI editor with fewer options compared to the full-featured Cisco Unity Express GUI script editor, which is based on Microsoft Windows.

Editor Express provides high-level steps that enable you to create or modify auto attendant scripts that you can then open and view using the full-featured Cisco Unity Express GUI script editor. These high-level steps are the equivalent of a set of steps in the full-featured GUI script editor. For example, features, such as the Dial-by-Name feature, are represented as one option. You can access these options easily by using drop-down menus.

When you create a new script, Editor Express also provides you with a basic script template that you can customize.

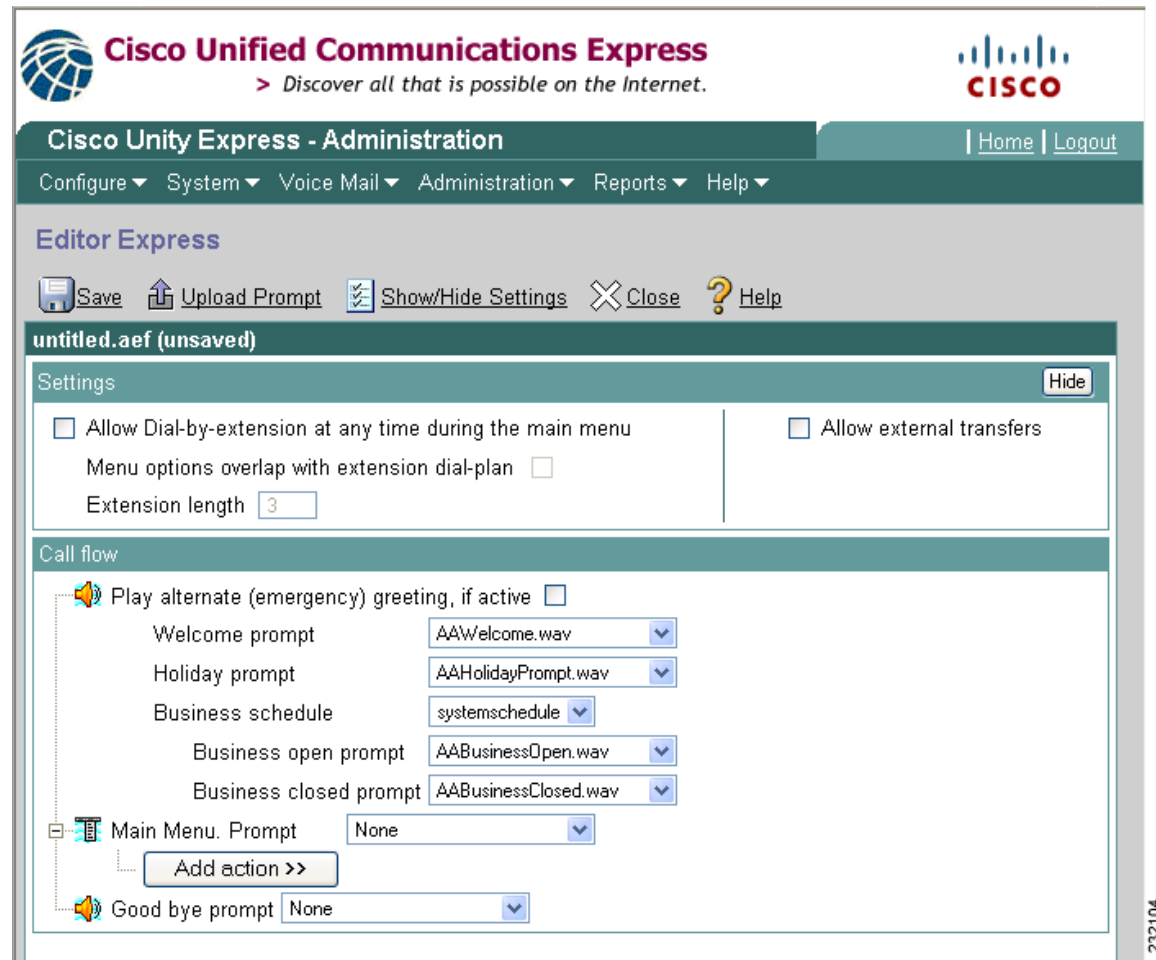
You can save incomplete scripts and return to them later. In a few situations in which an incomplete script is saved, it might not be usable with the Cisco Unity Express autoattendant application. For example, if a script requests a transfer without providing the number, Editor Express sends an error message and does not allow the user to save the script.

Editor Express uses the same AEF file format as the full-featured GUI script editor. Therefore, you can use the full-featured GUI script editor to open and modify a script generated by Editor Express. However, you cannot use Editor Express to open and modify a script generated by the full-featured GUI script editor.

Creating a New Script

When you create a new script, Editor Express displays a basic template on the main window, as shown in Figure 1. When customizing this basic template, you do not need to drag-and- drop the steps.

Figure 1 Editor Express Main Window



Prerequisites

You must have superuser privileges.

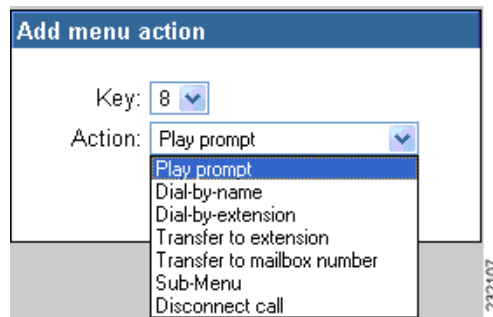
Procedure

Follow these steps to create a new script with Editor Express.

- Step 1** Start Editor Express, by using the **System > Scripts** menu of the Cisco Unity Express GUI and click the **New** button.
The Editor Express window opens, which contains an untitled.aef (unsaved) script.
- Step 2** To enable the ability to dial-by-extension at any time, click the corresponding check box.

- Step 3** If you enabled the ability to dial-by-extension, and you want to allow menu options to overlap with the extension dial-plan, click the corresponding check box.
- Step 4** If you enabled the ability to dial-by-extension, enter the desired extension length.
- Step 5** To allow external transfers, click the corresponding check box.
- Step 6** To play the alternate (emergency) greeting, the click the corresponding check box.
- Step 7** Choose any prompt from the drop-down list to use as the welcome message;
- Step 8** Choose any prompt from the drop-down list to use as the holiday message.
- Step 9** Choose a preconfigured schedule from the drop-down list to use as the business schedule.
The default business schedule is **systemschedule**.
- Step 10** Choose any prompt from the drop-down list to use as the “business open” message.
- Step 11** Choose any prompt from the drop-down list to use as the “business closed” message.
- Step 12** Choose any prompt from the drop-down list to use as the Main Menu prompt.
- Step 13** To assign additional keys and menu actions, click the **Add Action** button and repeat these steps for as many times as needed to configure the actions you want.

The Add Menu Action window appears, as shown below:



- a. Select the Key from the drop-down list to assign a Key to an Action.
You can choose the numbers 0-9, the * symbol, or the # symbol.
- b. Select the Action from the drop-down list to assign an Action to the Key.
You can choose from one of the following actions:
 - Play message
 - Dial-by-name
 - Dial-by-extension
 - Transfer to extension
 - Transfer to mailbox number
 - Submenu
 - Disconnect call



Tip

For more information about how to configure these actions, see [Table 3 on page 150](#). For example entries, see [Figure 2 on page 149](#).

- c. For each action, click **Ok** to save your settings or click **Cancel**.
- Step 14** Choose any prompt from the drop-down list to use as the good-bye prompt.
- Step 15** To delete any unwanted items, click the **Delete** button next to the item, as shown in [Figure 2 on page 149](#).
- Step 16** Click **Save**. A pop-up appears prompting you to enter a script name.
- Step 17** Enter a script name and save the file (an .aef extension is automatically added if you save the file).
- Step 18** Click **Ok** to save your settings or click **Cancel**.

Figure 2 Example Call Flow Configuration

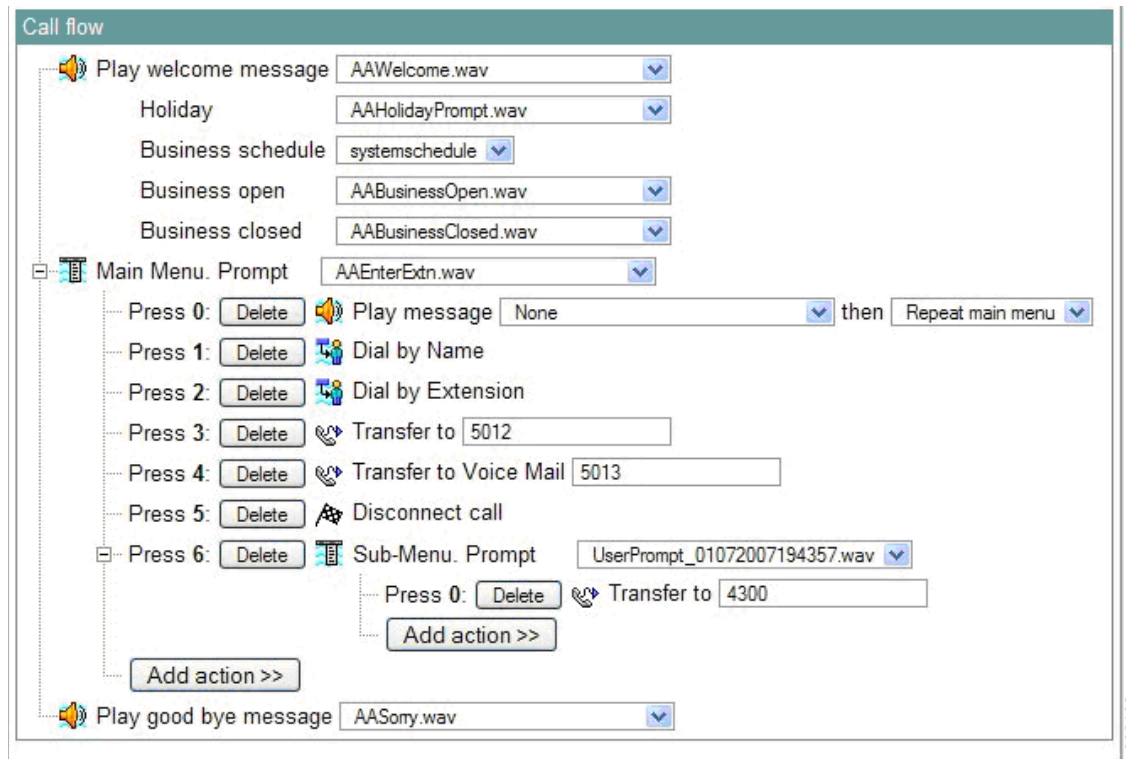


Table 3 Menu Actions

Action	Configuration and Behavior	Defaults
Play Prompt	<p>Select the WAV file for the prompt from a drop-down menu. The menu is automatically populated with any loaded prompts, from all the languages.</p> <p>If this action is part of a submenu, the user is given a choice to either:</p> <ul style="list-style-type: none"> Return to the top of the main menu Disconnect call 	<ul style="list-style-type: none"> Interruptible — Yes Flush input buffer — If you configure this action under a submenu, the input buffer is flushed. The user can access a menu action by pressing a digit during the playback of welcome prompt. Barge In — Yes Continue on prompt errors — Yes
Dial by Name	<p>Select whether the user can search for the name by first name or last name.</p> <p>If the call is unsuccessful, the user is returned to the top of the main menu or submenu.</p>	<ul style="list-style-type: none"> Announce when number of matches is less than 5 Interruptible — Yes Flush input buffer — same as the “play prompt” action Barge in — Yes Flush input buffer — No Continue on prompt errors — Yes Input length — 10 Terminating key — # Cancel key — * Maximum retries — 5 Initial timeout — 5 seconds Inter-digit timeout — 3 seconds
Dial by Extension	<p>Select whether to allow external transfers.</p> <p>If the call is unsuccessful, the user is returned to the top of the main menu or submenu.</p>	<ul style="list-style-type: none"> Interruptible — Yes Barge in — Yes Flush input buffer — No Continue on prompt errors — Yes Maximum retries — 5
Transfer to Extension	<p>Enter any phone number to which to transfer.</p> <p>If the transfer fails, the user is returned to the top of the main menu or submenu.</p>	None.
Transfer to Mailbox Number	<p>Enter the primary extension number of the user.</p> <p>If the transfer fails, the user is returned to the top of the main menu or submenu.</p>	None.

Action	Configuration and Behavior	Defaults
Submenu	Select a prompt for the submenu and add the submenu actions as described in Step 13 . The only action that you cannot add under a submenu is another submenu.	For these hidden properties: <ul style="list-style-type: none"> • Maximum retries — 3 • Timeout — 3 seconds • Interruptible — Yes. • Flush input buffer — Yes • Barge In — Yes • Continue on prompt errors — Yes
Disconnect Call	There are no configurable properties.	None.

Editing an Existing Editor Express Simple Script

Prerequisites

You must have superuser privileges.

Procedure

Follow these steps to edit an existing simple script with Editor Express.

-
- Step 1** Start Editor Express, by using the **System > Scripts** menu of the Cisco Unity Express GUI. A list of scripts appears. Scripts that can be edited with Editor Express have an **Edit** button.
 - Step 2** Click the **Edit** button next to the script that you want to edit, as shown in [Figure 3](#).

Figure 3 Configured Scripts

The screenshot shows the Cisco Unity Express Administration web interface. The page title is "Cisco Unity Express - Administration" with a navigation menu including "Configure", "System", "Voice Mail", "IVR", "Administration", "Reports", and "Help". The current page is "System > Scripts".

At the top, there are icons for "New", "Upload", "Delete", "Download", and "Help". A caution message states: "Caution: This function is for advanced users only." Below this, it indicates "1 - 10 of 11 result(s)".

<input type="checkbox"/>	<u>Script Name</u>	<u>Privilege</u>	<u>Creation Date</u>	<u>Last Modified Date</u>	<u>Size (Bytes)</u>
<input type="checkbox"/>	aa.aef *	AA	Thu Dec 14 15:40:50 CST 2006	Thu Dec 14 15:40:50 CST 2006	70288
<input type="checkbox"/>	aasimple.aef *	AA	Thu Dec 14 15:41:02 CST 2006	Thu Dec 14 15:41:02 CST 2006	34679
<input type="checkbox"/>	checkaltgreet.aef *	AA	Thu Dec 14 15:41:00 CST 2006	Thu Dec 14 15:41:00 CST 2006	11876
<input type="checkbox"/>	msgnotify.aef *	AA	Thu Dec 14 15:40:29 CST 2006	Thu Dec 14 15:40:29 CST 2006	38199
<input type="checkbox"/>	new1.aef <input type="button" value="Edit"/>	AA	Thu Dec 14 19:26:09 CST 2006	Thu Dec 14 19:56:03 CST 2006	185716
<input type="checkbox"/>	promptmgmt.aef *	AA	Thu Dec 14 15:40:58 CST 2006	Thu Dec 14 15:40:58 CST 2006	111670
<input type="checkbox"/>	setmwi.aef *	AA	Thu Dec 14 15:32:13 CST 2006	Thu Dec 14 15:32:13 CST 2006	27666
<input type="checkbox"/>	untitled.aef <input type="button" value="Edit"/>	AA	Thu Dec 14 17:13:37 CST 2006	Thu Dec 14 17:33:05 CST 2006	185716
<input type="checkbox"/>	voicebrowser.aef *	AA	Thu Dec 14 15:40:35 CST 2006	Thu Dec 14 15:40:35 CST 2006	14819
<input type="checkbox"/>	webapp.aef	IVR	Thu Dec 14 15:58:07 CST 2006	Thu Dec 14 15:58:07 CST 2006	9275

At the bottom of the table, there is a pagination control showing "1 | 2" and "Rows per page: 10". A note below the table states: "* indicates a System Script."

Step 3 Add, delete, or change the settings as described in the “Creating a New Script” section on page 147.