Agent Greeting

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Agent Greeting Overview

Agent Greeting enables Unified Communications Manager to automatically play a prerecorded announcement following a successful media connection to the agent device. Agent Greeting is audible for the agent and the customer.

The process of recording a greeting is similar to recording a message for voicemail. Depending on how your contact center is set up, you can record different greetings that play for different types of callers (for example, an English greeting for English speakers or an Italian greeting for Italian speakers).

By default, agent greeting is enabled when you log in to your agent desktop but you can turn it off and on as necessary.

Agent Greeting Prerequisites

- Install Cisco Unified Contact Center Enterprise. See Cisco Unified Contact Center Enterprise Installation and Upgrade Guide.
- Install Cisco Unified Customer Voice Portal. See Installation and Upgrade Guide for Cisco Unified Customer Voice Portal .
- Ensure that you enable Built In Bridge. To view the details, see Configure Built In Bridge, on page 3.

Agent Greeting Configuration Task Flow

Agent Greeting configuration tasks are completed in Cisco Unified Contact Center Enterprise (Unified CCE) and Cisco Unified Customer Voice Portal (Unified CVP). To view detailed steps for the following tasks, see the Agent Greeting section in the Cisco Unified Contact Center Enterprise Features Guide.

Before you begin

- Review Agent Greeting Prerequisites, on page 1

Procedure

	Command or Action	Purpose
Step 1	Configure a media server for Agent Greeting. • Configure a server to act as a media server. • Add the media server in Unified CVP. • Configure the media server to write files.	Agent Greeting uses the Unified CVP media server to store and serve prompt and greeting files.
Step 2	Republish .tcl scripts to Voice Extensible Markup Language (VXML) Gateway.	The .tcl script files that ship with Unified CVP Release 9.0(1) include updates to support Agent Greeting. You must republish these updated files to your VXML Gateway. Republishing scripts to the VXML Gateways is a standard task in Unified CVP upgrades. If you did not upgrade Unified CVP and republish the scripts, you must republish the scripts before you can use Agent Greeting.
Step 3	Set the cache size on the VXML Gateway.	To ensure adequate performance, set the size of the cache on the VXML Gateway to the maximum allowed. The maximum size is 100 megabytes; the default is 15 kilobytes. Failure to set the VXML Gateway cache to its maximum can result in slowed performance to increased traffic to the media server.
Step 4	Create voice prompts to record greetings.	Create audio files for each of the voice prompts that agents hear as they record a greeting.
Step 5	Configure call types.	Complete to record and play agent greetings.
Step 6	Configure a dialed number.	Complete to record and play agent greetings.
Step 7	Schedule the script.	
Step 8	Define network VRU scripts.	For Agent Greeting record and play scripts to interact with Unified CVP, Network VRU scripts are required.
Step 9	(Optional) Import sample Agent Greeting scripts.	
Step 10	Modify the Unified CCE call routing scripts.	Modify the Unified CCE call routing scripts to use the Play Agent Greeting script.

Configure Built In Bridge

The **Built in Bridge** field setting in the **Phone Configuration** window for an individual phone overrides the setting for the **Builtin Bridge Enable** clusterwide service parameter.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.

Step 2 Click **Find** to select the agent phone.

Step 3 From the **Built in Bridge** drop-down list, choose one of the following options:

- **On**—The Built in Bridge is enabled.
- **Off**—The Built in Bridge is disabled.
- **Default**—The setting of the clusterwide **Builtin Bridge Enable** service parameter is used.

Step 4 Click **Save**.

Agent Greeting Troubleshooting

For information about how to troubleshoot Agent Greeting issues, see “Troubleshooting Agent Greeting” chapter in the Agent Greeting and Whisper Announcement Feature Guide for Cisco Unified Contact Center Enterprise guide.