Unified IP IVR Management

Manage Prompt, Grammar, and Document Files

Unified CCX applications might use auxiliary files that interact with callers, such as scripts, pre-recorded prompts, grammars, and custom Java classes. Depending on each implementation, Unified CCX applications use some or all of the following file types:

- **Prompts**. Many applications make use of pre-recorded prompts, stored as .wav files, which are played back to callers in order to provide information and elicit caller response.

- **Grammars**. The Unified CCX system uses specific grammars when recognizing and responding to caller response to prompts. A grammar is a specific set of all possible spoken phrases and/or DTMF digits to be recognized by Unified CCX applications and acted upon during run time.

- **Documents**. Documents might consist of .txt, .doc, .jsp, or .html files. Documents can also include custom classes and Java Archive (JAR) files that allow you to customize the performance of your Unified CCX system. Several system-level prompt, grammar, and document files are loaded during Unified CCX installation. However, any file you create needs to be made available to the Unified CCX engine before a Unified CCX application can use them. This is done through the Unified CCX cluster's repository detester, where the prompt, grammar, and document files are created, stored, and updated.

> **Note** The Unified CCX Server local disk prompt, grammar, and document files are synchronized with the central repository during Unified CCX engine startup and during run-time when the Repository detester is modified. For more information, refer to the *Cisco Unified Contact Center Express Administration and Operations Guide* .

Unified CCX Datastores

Datastores are components that allow you to manage and monitor historical, repository, and configuration data in the Unified CCX cluster.

The Datastore Control Center allows you to configure and manage the following data in the cluster:

- Historical records

- Repository data, such as prompts, grammars and documents

- Configuration data for historical reporting

Access the Datastore Control Center by selecting **Applications** > **Datastore Control** from the Unified CCX administration menu bar.

You can use the Datastore Control Center to obtain an overview of the datastores in the cluster and their relationships, manage the datastore read/write access, monitor and control the replication agents (only available for agent, historical, and repository datastores), and activate the Publisher.

Note   For more information, refer to the *Cisco Unified Contact Center Express Administration and Operations Guide* .