



Configure IVR

The Interactive Voice Response (IVR) option is a separately licensed option that integrates with Cisco Unity Express. IVR allows a telephone caller to select options from a voice menu and otherwise interact with the Cisco Unified Express system. The Cisco Unity Express IVR applications work with Cisco Unified Communications Manager Express or Cisco Unified Communications Manager. After the system plays a pre-recorded voice prompt, the caller presses a number on a telephone keypad to select an option.

If your system is configured with IVR, the GUI screen will have an IVR tab that you can select to configure IVR features.

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Configure IVR Applications

Add IVR Applications

Use this procedure to add IVR applications.

Step 1 Choose **IVR > IVR Applications**. The IVR Applications window appears.

Step 2 Click **Add** to begin adding IVR applications. The **Add** window appears.

Step 3 Enter the application name in lower case.

Step 4 Select one of the following trigger types:

- **Call-in number**—A number to dial in to the application.
- **HTTP trigger**—Enter a new URI. A corresponding HTTP trigger is created.

Note Entering information in this next step automatically selects Script parameter choices in the [Configure Script Parameters, on page 2](#) section.

Step 5 Select the script information from the drop-down list.

- Step 6** (Optional) Add a new script by clicking **Upload**. The Upload dialog box appears where you can upload a script. You can also manage scripts using **System > Scripts**. See [Configure System Scripts Using Editor Express](#) for more information about scripts.
- Step 7** Select the language.
- Step 8** Enter the Maximum Sessions.
- Step 9** Click to enable.
- Step 10** Click Apply to save your changes.

Note You must enter a valid string in the operExtn field to save your changes.

Configure Script Parameters

Use this procedure to configure script parameters.



Note All the steps in this section are required.

Step 1 Choose **IVR > IVR Applications**. The IVR Applications window appears.

Step 2 Click **Add** to begin configuring IVR script parameters.

or

Step 3 Click on the name of an existing IVR application. The Edit window appears.

The list of script parameters, generated dynamically, depends on your installation. The following types of scripts may be available in your installation:

- busClosedPrompt
- holidayPrompt
- welcomePrompt
- disconnectAfterMenu
- dialByFirstName
- allowExternalTransfers
- MaxRetry
- dialByExtnAnytime
- busOpenPrompt
- businessSchedule
- dialByExtnAnytimeInputLength
- operExtn*:

- Step 4** For each script parameter in your installation, select the appropriate script from the drop-down list.
- Step 5** Click **Upload**. The **Upload** dialog box appears.
- Step 6** In the **Upload** dialog box:
- Enter the source filename, or path to the file you want to upload.
Tip Click the **Browse** button to help you find the directory with the file you want to upload.
 - Enter the destination filename. Enter the same filename as shown in the Source Filename field or a new filename for the script.
 - Click the box to overwrite the destination file, if the file already exists.
 - Click **Upload** to save your settings. You can also manage scripts using **System > Scripts**. See [Configure System Scripts Using Editor Express](#).
- Step 7** Click **Add** in the IVR Applications window to save your settings.
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Delete a Script

Use this procedure to delete a script.

- Step 1** Choose **IVR > IVR Applications**. The IVR Applications window appears.
- Step 2** Check the box of the file to delete from list and click **Delete**.
- Step 3** Click **Ok** or **Cancel** to complete the task.
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Configure HTTP Triggers

Add HTTP Triggers

Use this procedure to add IVR HTTP triggers.

- Step 1** Choose **IVR > HTTP Triggers**. The IVR HTTP Triggers window appears.
- Step 2** Click **Add**. The Add an HTTP Trigger window appears.
- Step 3** Choose an application from the drop-down list. The list of applications, generated dynamically, depends on your installation.
- Step 4** Enter the URL. Use the format, `http://:8080/`
- Step 5** Enter the Maximum Sessions.
- Step 6** Choose **Yes** or **No** to indicate whether you would like this HTTP trigger to be enabled.
- Step 7** Select the language.
- Step 8** Click **Add** to save your settings.
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Delete HTTP Triggers

Use this procedure to delete an HTTP trigger.

- Step 1** Choose **IVR > HTTP Triggers**.
 - Step 2** Click in the box next to the trigger that you want to delete.
 - Step 3** Click **Delete** from the menu at the top of the screen.
 - Step 4** Click **Ok** to delete the file.
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Edit HTTP Triggers

Use this procedure to edit an HTTP trigger.

- Step 1** To edit an HTTP trigger, go to the **IVR > HTTP Triggers** window.
 - Step 2** Click the HTTP trigger name. The selected HTTP trigger profile window opens.
 - Step 3** Edit the **Application**, **Maximum Sessions**, and **Language** fields as needed.
 - Step 4** Click **Yes** or **No** whether you want this HTTP trigger to be configured.
 - Step 5** Click **Apply** to save your settings.
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View HTTP Triggers

Use this procedure to view a list of configured HTTP triggers.

Choose **IVR > HTTP Triggers**. The IVR HTTP Triggers window appears and contains a list of HTTP triggers and the following fields for each HTTP trigger.

- Name—Name of the application suffix.
 - Application—Name of the application.
 - Enabled—Whether the auto attendant is enabled.
 - Maximum Sessions
 - Language
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Configure VoiceXML Applications

Add VoiceXML Applications

Use these procedures to add VoiceXML applications.

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- Step 1** Choose **IVR > VXML Applications**. If no VXML applications are configured, you must configure a new file.
- Step 2** Click **Deploy** to add a new VXML application file. The Upload window appears.
- Note** The following steps are required.
- Step 3** In the **Upload** window, enter the source filename.
- Tip** You can search for a file on your hard drive by clicking the **Browse** button.
- Step 4** Enter the name for your source file.
- Step 5** Click **Upload** to save your settings.
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Delete VoiceXML Applications

Use this procedure to delete VXML applications.

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- Step 1** Choose **IVR > VXML Applications**.
- Step 2** Click the box to select the application to delete.
- Step 3** Click **Delete**. The system asks if you are sure that you want to delete the application.
- Step 4** Click **Ok** or **Cancel** to complete the task.
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Start VoiceXML Applications

Use this procedure to start VXML applications.

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- Step 1** Choose **IVR > VXML Applications**.
- Step 2** Click the box to select the application you want to start.
- Step 3** Click **Start**. The status of the selected application appears in the Status field.
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Stop VoiceXML Applications

Use this procedure to stop VXML applications.

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- Step 1** Choose **IVR > VXML Applications**.
- Step 2** Click the box to select the application that you want to stop.
- Step 3** Click **Stop**. The status of the selected application appears in the Status field.
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Restart VoiceXML Applications

Use this procedure to restart VXML applications.

- Step 1** Choose **IVR > VXML Applications**.
- Step 2** Click the box to select the application to restart.
- Step 3** Click **Restart**. The status of the selected application appears in the Status field.
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Configure the Enterprise Database Subsystem

Add a Database (DB) Profile

Use this procedure to add a database profile.

- Step 1** Choose **IVR > Enterprise Database Subsystem**. If no database profiles are found, you must add a new profile.
- Step 2** Click **Add** to add a new profile. The **Add DB Profile** window appears.
- Step 3** In the **Add DB Profile** window, enter the name of the profile.
- Step 4** Enter the profile description.
- Step 5** Enter the hostname. You can enter any valid hostname or IP address.
- Step 6** Enter the port number.
- Step 7** Enter the database type. Choose one of the following from the drop-down menu:
- IBM DB2
 - Microsoft SQL or MSDE (default)
 - Oracle
 - Sybase
- Step 8** Enter the database name.
- Step 9** Enter your username.
- Step 10** Enter your password.
- Step 11** Enter the number of maximum connections.

Step 12 Click **Add** to save your changes. The **Enabled** box is checked default.

Add and Delete Optional Database Driver Parameters

Use this optional procedure to add or delete database driver parameters.

- Step 1** Choose **IVR > Enterprise Database Subsystem**.
- Step 2** Click **Add**. The **Add DB Profile** window appears.
- Step 3** In the **Add DB Profile** window, enter the **name** of the database driver parameter in the **Name** field.
- Step 4** Enter the **value** of the database driver parameter in the **Value** field.
- Step 5** Click **Add More** if you would like to add more driver parameters. Additional blank fields appear. Repeat [Step 3, on page 7](#) and [Step 4, on page 7](#).
- Step 6** Delete driver parameters by checking the box next to the parameter in the list and clicking **Delete**.
- Step 7** Click **Add** to save your changes.
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Configure the IVR E-Mail Subsystem

Use this procedure to configure your IVR e-mail subsystem.

- Step 1** Choose **IVR > E-mail Subsystem**.
- Step 2** Enter the default “From” e-mail address. Default is localhost@localdomain.com. When Cisco Unity Express sends an e-mail it uses that e-mail as its own e-mail ID. Use any standard e-mail address.
- Step 3** Click **Apply** to save your settings.
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Manage IVR Documents

You can manage the following IVR document types from the **IVR Document Management** window:

- **Templates**—Plain text documents that have a “.txt” extension.
- **TIFF Images**—Image files typically used for fax that have a “.tif” or “.tiff” extension.
- **Generic Files**—Any document in any format, even plain text and TIFF files (for example, PDF, GIF, and BMP).

Configure IVR Templates

Use this procedure to configure IVR templates.

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- Step 1** Choose **IVR > Document Management > Templates**. If no documents are found, you must upload a new document.
- Step 2** Click **Upload**. The **Upload** dialog box appears.
- Step 3** In the **Upload** dialog box:
- Select the language.
 - Enter the source filename, or path to the file you want to upload.
- Tip** Click the **Browse** button to help you find the directory with the file you want to upload.
- Enter the destination filename. Enter the same filename as shown in the Source File name field or a new filename for the template.
 - Click the box to overwrite the destination file, if the file already exists.
 - Click **Upload** to save your settings.
- Step 4** Click **Ok** to save your changes.
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Configure IVR TIFF Images

Use this procedure to configure IVR TIFF images.

- Step 1** Choose **IVR > Document Management > TIFF Images**. If no documents are found, you must upload a new document.
- Step 2** Click **Upload**. The Upload dialog box appears.
- Step 3** In the Upload dialog box, perform the following tasks:
- Select the language from the drop-down list.
 - Enter the source filename, or path to the file you want to upload.
- Tip** Click the **Browse** button to help you find the directory with the file you want to upload.
- Enter the destination filename. Enter the same filename as shown in the Source Filename field or a new filename for the image.
 - Click the box to overwrite the destination file, if the file already exists.
 - Click **Upload** to save your settings.
- Step 4** Click **Ok** to save your changes.
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Configure IVR Generic Files

Use this procedure to configure IVR generic files.

- Step 1** Choose **IVR > Document Management > Generic Files**. If no documents are found, you must upload a new document.
- Step 2** Click **Upload**. The Upload dialog box appears.
- Step 3** In the Upload dialog box, perform the following tasks:
- Select the language from the drop-down list.
 - Enter the source filename, or path to the file you want to upload.

Tip Click the **Browse** button to help you find the directory with the file you want to upload.

- c) Enter the destination filename. Enter the same filename as shown in the Source Filename field or a new filename for the file.
- d) Click the box to overwrite the destination file, if the file already exists.
- e) Click **Upload** to save your settings.

Step 4 Click **Ok** to save your changes.
