



Cisco Unity Express Features

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The Interactive Voice Response (IVR) option is a separate, add-on license package that integrates with Cisco Unity Express. The functionality described for IVR is only available if you purchase a separate IVR software license (see the [Release Notes for Cisco Unity Express 7.0](#)

This guide describes the set of Cisco Unity Express Interactive Voice Response (IVR) command-line interface (CLI) commands and tasks for configuring the Cisco Unity Express IVR applications. Use this guide in conjunction with the [Cisco Unity Express 7.0 CLI Administrator Guide](#)

This guide complements the graphical user interface (GUI) administration tasks described in the [Cisco Unity Express 7.0 GUI Administrator Guide](#).

The focus of this guide is the Cisco Unity Express IVR application. It does not provide information on installation of Cisco routers, Cisco network modules, Cisco Unified Communications Manager Express router, or Cisco Unified Communications Manager Express server. For more information about those topics, see “[Additional References](#)” section on page 10.

This chapter contains the following sections:

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Platforms and Cisco IOS Software Images

software commands. However, Cisco Unity Express commands do not affect the Cisco IOS configuration.

See the [Cisco Unity Express 7.0 CLI Administrator Guide](#) for detailed information about the Cisco Unity Express hardware and software platforms.



Note

We highly recommend attaching an uninterruptible power supply (UPS) to the router housing the Cisco Unity Express module. Any reliable UPS unit provides continuous power to maintain the operation of the router and the Cisco Unity Express module. Consider the unit’s capacity and run time because power consumption differs among Cisco platforms. Ideally, a UPS should include a signaling mechanism that directs the router to shut down Cisco Unity Express properly and then powers off the router.

Cisco Unity Express Interactive Voice Response Feature List

are available in that and subsequent versions.

Table 1 *Cisco Unity Express IVR Features*

Version	Features Introduced in That Version ¹	Feature Description	Feature Information
IVR 3.0	IVR Autoattendant Integration	Cisco Unity Express IVR supports all Autoattendant features.	Cisco Unity Express supports Interactive Voice Response (IVR) as a major component of the system in addition to Voice-Mail and Autoattendant.
	Enterprise and SMB Database Integration	Cisco Unity Express supports the following enterprise and SMB databases: <ul style="list-style-type: none"> Oracle 10g IBM DB2 8.2/9.0/9.1 Microsoft SQL 2000 Microsoft MSDE 2000 Sybase Active Server 1.2 	Callers can run queries to gather information from a database, or manipulate the data stored in the database.
	IVR Web Application Deployment	Enables users to deploy VoiceXML scripts, which represent the static content of the IVR application, and JSP and Java files, which generate the dynamic content of the IVR application.	IVR applications are packages using the Web Archive (WAR) file format, which contain VoiceXML, compiled version of the JSP and Java files, including their property and configuration files.
	Outbound E-Mail Notification Support	Cisco Unity Express IVR supports Outbound E-mail Notification, which allows customers to send an e-mail to users to confirm receipt of their IVR order.	The outbound e-mail notification steps in the script allow you to: <ul style="list-style-type: none"> Create e-mail messages Attach files to an outbound e-mail message Send e-mail messages from Cisco Unity Express scripts

IVR 3.0	Outbound Fax Notification Support	IVR enables customers to integrate outbound fax notifications using Cisco Unity Express. Outbound faxes are generated using a specially formatted e-mail address. The fax subsystem generates an e-mail notification to describe the disposition of the fax message.	Faxes are sent to a configurable Fax SMTP server. The Fax SMTP server configuration is different from the SMTP server configuration you use for sending outbound e-mails.
	Cisco Unity Express Script Editor IVR Support	The IVR scripting tool provides interactive debugging support within the IVR script creation device or Editor.	For more information on creating Cisco Unity Express IVR scripts, see the to Writing and Editing Scripts .

1. Features that are introduced in a particular version are available in that and subsequent versions.

