



Overview of Cisco Unity Express Interactive Voice Response

Last Updated: March 16, 2010

IVR allows a telephone caller to select options from a voice menu and otherwise interact with the system. After the system plays a prerecorded voice prompt, the caller presses a number on a telephone keypad to select an option.

The Cisco Unity Express IVR applications work with Cisco Unified Communications Manager Express or Cisco Unified Communications Manager to provide small- and medium-sized companies the ability to:

- Enable callers to run queries to gather information from a customer database and to control the information stored in the database.
- Confirm orders placed using the IVR application by sending outgoing e-mails or faxes from within the IVR application.
- Use incoming HTTP request-based trigger applications to initiate IVR applications to send an e-mail, fax, or phone call notification that an order has been filled and shipped.

Guidelines and procedures for installing and upgrading the Cisco Unity Express software are described in the [Cisco Unity Express 7.1 Installation and Upgrade Guide](#).

The Cisco Unity Express voice-mail and autoattendant applications work with Cisco Unified Communications Manager Express (Cisco Unified CME) or Cisco Unified Communications Manager to provide small- and medium-sized companies with the capability to:

- Create and maintain voice mailboxes for onsite or remote telephone subscribers. The maximum number of mailboxes depends on the hardware module and license agreement purchased for Cisco Unity Express. See “[Software Licenses](#)” section on [page 10](#) for the system limits.
- Record and upload messages for callers to hear when they dial the company’s telephone number and prompts to guide the callers to specific extensions or employees.

Guidelines and procedures for installing and upgrading the Cisco Unity Express software are described in the [Cisco Unity Express 7.1 Installation and Upgrade Guide](#).

Contents

- [Software Licenses, page 10](#)
- [Administration Interfaces, page 10](#)

- [Additional References, page 10](#)
- [Obtaining Documentation and Submitting a Service Request, page 11](#)

Software Licenses

For details on obtaining a license for Cisco Unity Express optional add-on license packages for Interactive Voice Response (IVR) Support, see the [Release Notes for Cisco Unity Express 7.1](#).

Administration Interfaces

Cisco Unity Express offers two administration interfaces:

- Graphical user interface (GUI)—This user-friendly, web-based interface permits administration of all voice-mail and autoattendant functions.

The GUI is targeted for administrators who are familiar with web-based applications and who have little or no experience with Cisco IOS command structure. See the [Cisco Unity Express 7.1 GUI Administrator Guide](#) for the configuration procedures using the GUI menus and screens.

- Command-line interface (CLI)—This text-based interface has the same administration and configuration capabilities as the GUI. Installation, upgrade, and troubleshooting functions are available only through the CLI commands. The administrator accesses this interface through a Telnet session to the router.

The CLI is targeted for installers, resellers, support personnel, and others familiar with Cisco IOS command structure and routers. For them, accessing the system using the CLI may be easier than using the GUI, especially for troubleshooting, scripting, and bulk provisioning of many sites.

The Cisco Unity Express CLI commands have a structure similar to Cisco IOS CLI commands. However, the Cisco Unity Express CLI commands do not affect Cisco IOS configurations. After you have logged in to the Cisco Unity Express module, the command environment is no longer the Cisco IOS environment.

Error messages in Cisco Unity Express are not always the same as error messages in the Cisco IOS environment.

The GUI and CLI are accessible from a PC or server anywhere in the IP network. To access the GUI, use Microsoft Internet Explorer 6.0 or a later version. Cisco Unity Express does not support any other browser. To access the CLI, Telnet to the router, and then use the **service-module** command.

Additional References

The following sections provide references related to Cisco Unity Express.

Documents Related to Cisco Unity Express

See [Cisco Unity Express Documentation, By Version](#) for links to documents related to Cisco Unity Express.

MIBs

MIBs	MIBs Link
<ul style="list-style-type: none"> • CISCO-UNITY-EXPRESS-MIB • CISCO-VOICE-CONNECTIVITY-MIB • CISCO-VOICE-APPLICATIONS-OID-MIB • CISCO-PROCESS-MIB • SNMPv2-MIB • IF-MIB • IP-MIB • SYSAPPL-MIB 	<p>To locate and download MIBs for selected platforms, Cisco IOS releases, and feature sets, use Cisco MIB Locator found at the following URL: http://www.cisco.com/go/mibs</p>

RFCs

RFCs	Title
1869	SMTP Service Extensions
1893	Enhanced Mail System Status Codes
2045	<i>Multipurpose Internet Mail Extensions Part One: Format of Internet Message Bodies, RFC</i>
2421	Voice Profile for Internet Mail - Version 2
2821	Simple Mail Transfer Protocol
2833	RTP Payloads for DTMF Digits, Telephony Tones and Telephony Signals
3261	SIP: Session Initiation Protocol
3501	Internet Message Access Protocol - Version 4rev1

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

