配置思科統一話務台10.5.x標準版

目錄

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簡介

本檔案介紹思科整合應答主控台10.5.x標準版的基本設定步驟。

必要條件

需求

本文件沒有特定需求。

採用元件

本文中的資訊係根據以下軟體和硬體版本:

- 思科整合應答主控台10.5.1.1543
- •思科整合通訊管理員8.6.2.23900-10
- Microsoft Windows 7專業版(64位)

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

設定

請完成以下步驟:

1. 確保已建立應用程式使用者,該使用者將控制操作員要引用的裝置以進行登入和忙燈欄位

(BLF)。**附註**:不要將此應用程式使用者與實際的操作員混淆。當運營商提出需要時,應用使 用者將作為電話服務提供商(TSP)的資源來獲得裝置資訊/控制。此圖顯示了此應用程式在其受 控裝置部分中包括的裝置。請注意,其中包括操作員將用於「登入」和BLF的裝置。

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此應用程式使用者還需要包含以下角色:標準AXL API訪問標準CTI允許修改呼叫號碼標準 CTI允許呼叫駐留監控標準CTI允許控制所有裝置標準CTI允許接收SRTP金鑰材料已啟用標準 CTI將引用此使用者通過Cisco TAPI客戶端(TSP)登入到CallManager。確保在此使用者的受控 裝置部分輸入了所有必需的裝置。如果未執行此操作,則無法登入到Cisco Unifed Attendant Console標準客戶端。

- 2. 按兩下安裝檔案。
- 3. 輸入在步驟1中設定的應用程式使用者的使用者ID和密碼。按一下下一步。

Cisco Unifi	ed Attendant Console Standard - InstallShield Wizard	—
Cisco Uı	nified Communications Manager Connection Details.	2
Please e Console	enter the following information that will allow the Cisco Unified Attendant Standard to connect to Cisco Unified Communications Manager.	
Please e appropri	ensure that you have set up the required application user profile and assigned iate roles to it in Cisco Unified Communications Manager before proceeding.	
	Cisco Unified Communications Manager Host Name / FQDN / IP	
	10.201.217.3	
	Cisco Unified Communications Manager Application User ID:	
	cueacs	
	Password:	
	••••••	
InstallShield		
	< Back Next >	Cancel

4. 從下拉選單中選擇適當的語言。按「Next」(下一步)。

Cisco Unified Attendant Console Standard - I	InstallShield Wizard	×
Language Information		Z
Please choose the language for your Cisco U	nified Attendant Console Standard .	
English	•	
InstallShield —	< Back Next > (Cancel

5. 輸入思科線上狀態伺服器詳細資訊。按「Next」(下一步)。附註:將此登入螢幕更像 Jabber登入螢幕,因為您不需要輸入Cisco Presence管理員ID和密碼。請改為輸入將管理 Cisco Unified Attendant Console標準軟體的操作員的UID和密碼。需要為此使用者啟用/許可 IM和線上狀態,以便從Cisco Presence/IM和線上狀態節點獲取適當的線上狀態資訊。

Cisco Unifie Cisco Un	ed Attendant Console Standard - InstallShield Wizard
Please e installed.	enter the following connection information where Cisco Unified Presence Server is These fields must be filled in to proceed.
	Server Address:
	10.201.217.4
	Domain:
	amitdomain.test.com
	Cisco Unified Presence User Name:
	nupurk
	Cisco Unified Presence Password:
	••••••
InstallShield -	
	K Back Next > Cancel

6. 選擇適當的安裝位置。按「Next」(下一步)。

Select folder where setup will install files.		
Setup will install Cisco Unified Attendant C	onsole Standard in the followi	ng folder.
To install to this folder, click Next. To insta another folder.	ll to a different folder, click Br	owse and select
Destination Folder		(Decime
U: \Program Files (X86)\UISCO\		Blowse
stallShield		
	< Back Nex	kt > Cancel
[查在以上步驟中輸入的資訊。如果一切]	E常,請按一下 下一步 以完	成安裝。
查在以上步驟中輸入的資訊。如果一切ī sco Unified Attendant Console Standard	E常,請按一下 下一步 以完 - InstallShield Wizard	3成安裝。
查在以上步驟中輸入的資訊。如果一切ī sco Unified Attendant Console Standard Start Copying Files	E常,請按一下 下一步 以完 - InstallShield Wizard	3成安裝。
查在以上步驟中輸入的資訊。如果一切ī sco Unified Attendant Console Standard Start Copying Files Review settings before copying files.	E常,請按一下 下一步 以完 - InstallShield Wizard	3成安裝。
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8. 完成此安裝後重新啟動Windows PC。按一下Finish以啟動PC重新啟動。 Cisco Unified Attendant Console Standard - InstallShield Wizard



Installation Complete

The InstallShield Wizard has successfully installed Cisco Unified Attendant Console Standard. Before you can use the program, you must restart your computer.

Yes, I want to restart my computer now.

< Back

No, I will restart my computer later.

Remove any disks from their drives, and then click Finish to complete setup.

Finish

Cancel

9. PC在重新啟動後啟動後,按兩下Cisco Unified Attenant Console standard 10.5圖示以啟動軟 體。輸入運算子的分機。在本示例中,運算子UID為「nupurk」,副檔名為「1008」。一旦 輸入分機,TSP就會解析裝置資訊。這僅隨TSP用於控制此裝置的應用使用者ID一起提供(這 來自步驟1)。找到裝置資訊後,只需按一下裝置即可完成。自動進行登入。**附註**:紅色警告



如果按照「配置」部分中的步驟執行所有操作,則會顯示此登入螢幕。與CallManager的同步完成 後,立即顯示包含線上狀態資訊的目錄填充。目錄同步過程通常非常快。

Case Uni	Cauce Unified Attendent Connote Standard						10 🔳			
caro (Inde File Edit View Call Controls Help 1008 *									
Call Control				Parked Calls				×		
1008				C Park Extension	Caller ID	= Parked By	Duration			
0,	Search the Directory or E	nter a Number to Call	Search Preferences							
Search	Results Directory	F								
	Last Name	© First Name	C Telephone	© Department	Notes					
\sim	kumar 🕴	nupur	1008	tac						
	abcd	test	9272056767							
	assistant	assistant								
	lant	test1								
	manager	manager								
	Xamar	ant								
	i kunar	samaira	2123291002							

疑難排解

目前尚無適用於此組態的具體疑難排解資訊。

相關資訊

- CUAC 10.5標準版管理指南
- 技術支援與文件 Cisco Systems