# 將WebAttendant替換為CallManager話務台

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# <u>簡介</u>

Cisco CallManager Attendant Console是一個客戶端 — 伺服器應用程式,可用於將Cisco IP電話設定為話務台。Cisco CallManager Attendant Console客戶端提供圖形使用者介面,用於控制作為話務台的Cisco IP電話,包括用於查詢電話號碼、監控線路狀態和指導呼叫的快速撥號按鈕和快速目錄訪問。接待員或行政助理可以使用Cisco CallManager話務台處理部門、公司或個人的呼叫。

Cisco CallManager Attendant Console客戶端是一個外掛應用程式,安裝在與Cisco CallManager系 統具有IP連線的PC上。客戶端與註冊到Cisco CallManager的Cisco IP電話配合使用(每台電話的一 個客戶端將用作話務台)。可以將多個話務台客戶端連線到單個Cisco CallManager。

在Cisco CallManager上運行的思科電話呼叫排程程式(TCD)服務與思科話務台客戶端進行通訊,以進行呼叫路由和控制、監控和報告線路狀態以及服務客戶端資料庫請求。

使用Cisco CallManager管理執行新增使用者、配置呼叫路由的引導點和尋線組以及啟動和停止 TCD服務等管理任務。

Cisco CallManager Attendant Console伺服器應用程式也可以單獨用於為呼叫路由建立尋線組。

# <u>必要條件</u>

### <u>需求</u>

思科建議您瞭解以下主題:

- Cisco CallManager管理
- Microsoft Windows作業系統

### <u>採用元件</u>

本文中的資訊係根據以下軟體和硬體版本:

#### 伺服器要求

- Cisco CallManager 3.2(1)
- Cisco CallManager 3.1(3a)
- Cisco CallManager 3.1(2c)

#### 話務台要求

以下清單提供了話務台的PC要求:

- Microsoft Windows 98、Windows 2000或Windows NT 4.0(最高Service Pack 6)工作站或伺服器
- •與Cisco CallManager的網路連線

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。

### <u>慣例</u>

如需文件慣例的詳細資訊,請參閱<u>思科技術提示慣例。</u>

# 下載和安裝Cisco CallManager話務台

請完成以下步驟:

- 1. 從CallManager下載頁面下載最新的Cisco CallManager話務台。註:只有Cisco CallManager 3.1(2c)、3.1(3a)、3.2(1)和3.2(2)版支援此應用程式。
- 2. 將下載的自解壓應用程式安裝到群集中的所有Cisco CallManager上。**注意:**這將暫時停止 TCD服務,同時替換TCD服務和客戶端外掛。



3. 按一下下一步開始復製程式檔案。



4. 按一下**下一步**繼續安裝。



5. 按一下Finish完成安裝。



6. 在全域性目錄下新增名為*ac*(不支援其他名稱)且密碼為*12345*的使用者,並確保選中Enable CTI Application Use。關聯所有Cisco WebAttendant Pilot Points和將由話務員使用的電話。附

**註:** 如果您沒有建立任何Cisco WebAttendant引導點,請參閱<u>為Cisco CallManager 3.0配置</u> <u>Cisco WebAttendant引導和尋線組</u>。

🥶 deeps - Remote Desktop		
System Route Plan Service F	Feature Device Jser Applicatio	n Help
Cisco CallManager	Administration	Creco Systems
User Informatio	n	Personal Information Back to user list
Attendant's Application Profiles	User : Attendant Console	
of Device Association	Status: Flago astri any abarnes fai	the element user
all <u>Extension Mobility</u> all SoftPhone	Hodeta Darcol Charges for	Lie corrent over.
wi <u>corteriere</u>		
	First Name*	Attendant
	Last Name*	Console
	UserID	=⊂ 
	Usor Ressword*	
	Confirm Password*	
	PIN*	ALCONO .
	Confirm PIN*	AutockA
	Telephone Number	
	Manager	
	Department	
	Enable CTI Application Use	R
	Number of Digits Needed for	a
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	Enable Authentication Proxy Rights	Fálse
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<]		3

7. 從Cisco CallManager外掛頁面下載話務員PC上的新Cisco CallManager話務台外掛。**注意** :應用程式仍列為「外掛」頁面上的Cisco WebAttendant。

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Cisco	CallManager 3.1 Adn	ninistration - Install Plugins - Microsoft Ir	iternet Explorer		
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Cis	sco CallMa	nager Administration	Install Plugins Cisco CallManager Serviceability	CISCO SYSTEMS	
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In	istali Plug	gins			
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-	Plugin Name	Description			
<b>過</b>	Cisco Customer Directory Configuration Plugin	The Cisco Customer Directory Con configuration process for integrat Directory and Netscape Directory	nfiguration Plugin guides you th ing the Cisco CallManager with Server.	rough the Microsoft Active	
-	Cisco IP Phone Address Book Synchronizer	Cisco IP Phone Address Book Syn. Microsoft Outlook or Outlook Expr Book. The Synchronizer provides and Cisco products. Once installe configured, users access this fear page.	chronizer allows users to synch ess address books with Cisco P two-way synchronization betw d and Cisco Personal Address B ture from the Cisco IP Phone C	pronize their Personal Address een the Microsoft Jook has been onfiguration web	
룇	Cisco JTAPI	This plugin must be installed on a the CallManager via JTAPI. JTAPI telephony applications written in documentation and sample code a	ny computer that will host app is the standard programming ir the Java programming language are included.	lications that access iterface for e. Reference	
<b>遇</b>	Cisco Telephony Service Provider	This product contains the Cisco T Drivers. It can be installed on eith machine running a Microsoft Wind the Cisco CallManager machine vi for telephony applications that ru Adobe Acrobat document called t describes which TAPI interfaces a the Cisco Wave Drivers to allow T Cisco IP Telephony Solution.	API service provider (TSP) and her the Cisco CallManager mach lows operating system that can a TCP/IP. TAPI is a standard p n on the Microsoft Windows op he Cisco TAPI Developer's Guid are currently supported. Install "API applications to make and n	the Cisco Wave nine or on any other n communicate with rogramming interface terating system. An le is installed that the Cisco TSP and receive calls on the	
	Cisco Web	The purpose of Cisco WebAttenda	ant is to allow a live reception:	st to rapidly answer	
N. Contraction	Attendant	and transfer/dispatch calls within provided by the combinaton of a Telephony Call Dispatcher [TCD]. Internet Explorer browser at any server. TCD is installed on a Wind	an organization. Cisco WebAtt client application (Cisco WebAt The client application is acces PC which has IP connectivity t lows 2000 PC, typically the sam	endant is a service ttendant) and the sed through o the CallManager ne PC on which	
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- 8. 在話務員的PC上安裝下載的外掛。舊TCD/Attendant Console和新TCD/WebAttendant之間沒 有互操作性。您無需解除安裝Cisco WebAttendant Client即可安裝Cisco CallManager Attendant Console。
- 9. 按一下**下一步**開始安裝。

### 😸 Cisco CallManager Attendant Console Setup



10. 通過按一下「瀏覽」>「下一步」選**擇適當的目標檔案**夾。

Cisco CallManager Attendant Conso	ole Çetup
estination Folder	Tes
Select a folder where the application will be	installed.
The Installation Wizard will install the files the following folder.	for Cisco CallManager Attendant Console in
To install into a different folder, click the B You can choose not to install Cisco CallM to exit the Installation Wizard.	3rowse button, and select another folder. Janager Attendant Console by clicking Cancel
<ul> <li>Destination Folder</li> </ul>	
C:\Program Files\Cisco\Call Manager A	Attendant Console\ Browse
3	
	<pre>&lt; Back Next &gt; Cancel</pre>

11. 您將看到一條消息,表明安裝已成功。按一下Finish退出。

B Cisco CallManager Atter	ndant Console Setup	
	Cisco CallManager Attend Console has been succes installed. Click the Finish button to exit this installation.	lant sfully
	Ŗ	
G	K Back Finish	Cancel

12. 開啟Cisco CallManager話務台並提供所有必要資訊,如話務員將使用的電話上的Cisco CallManager IP Add或Host Name和Directory(目錄)號碼。**註:如**果電話上有多條線路 ,則您可以輸入電話線路上的任意電話號碼。

Basic Advanced	
Attendant Server Host Nam	e or IP Address:
172.16.16.16	
Directory Number of Your P	hone:
1801	Ţ
ave multiple lines on your ph SCPUUUZD9A7 3430	one, enter the directory number of one of the line

- 13. 完成後按一下**Save**。
- 14. 輸入助理登入和密碼資訊,然後選擇客戶端應用程式的語言。**注意:如**果沒有<u>新增Cisco</u> <u>CallManager 3.0的Cisco WebAttendant使用者</u>,請按照Adding Cisco WebAttendant Users for Cisco CallManager 3.0文檔操作。

User ID:	attendant1				
Password:	****				
Rememi	ber user ID and	l password	English, United	l States 🔻	
/ <del></del>		N			

- 15. 完成後按一下Log In。
- 16. Cisco CallManager話務台應用程式啟動後,您就可以使用所需的線路聯機。**注意:如**果您在 檢視線路或聯機時出現任何問題,請參閱<u>話務台故障排除指南(</u>僅限<u>註冊</u>客戶)。

Edit <u>V</u> iew (	Actions Help	t a 2.							
Call Control	Call Detail	15 <u>15 15 15</u>		Same	peed Dials - Sam	ple Group			
			β 1802 β 1803 β 1804 β 1805 β 1806	<u></u>	Name Jim Jones	Tel:	chone N	Notes This is a sample	
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Directory: (Envi	tries:6)	Firs	st Name		Depar	tment Sh	ow All Use	rs	
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# 相關資訊

- 語音技術支援
- 語音和整合通訊產品支援
- <u>Cisco IP電話故障排除</u>
- 技術支援與文件 Cisco Systems