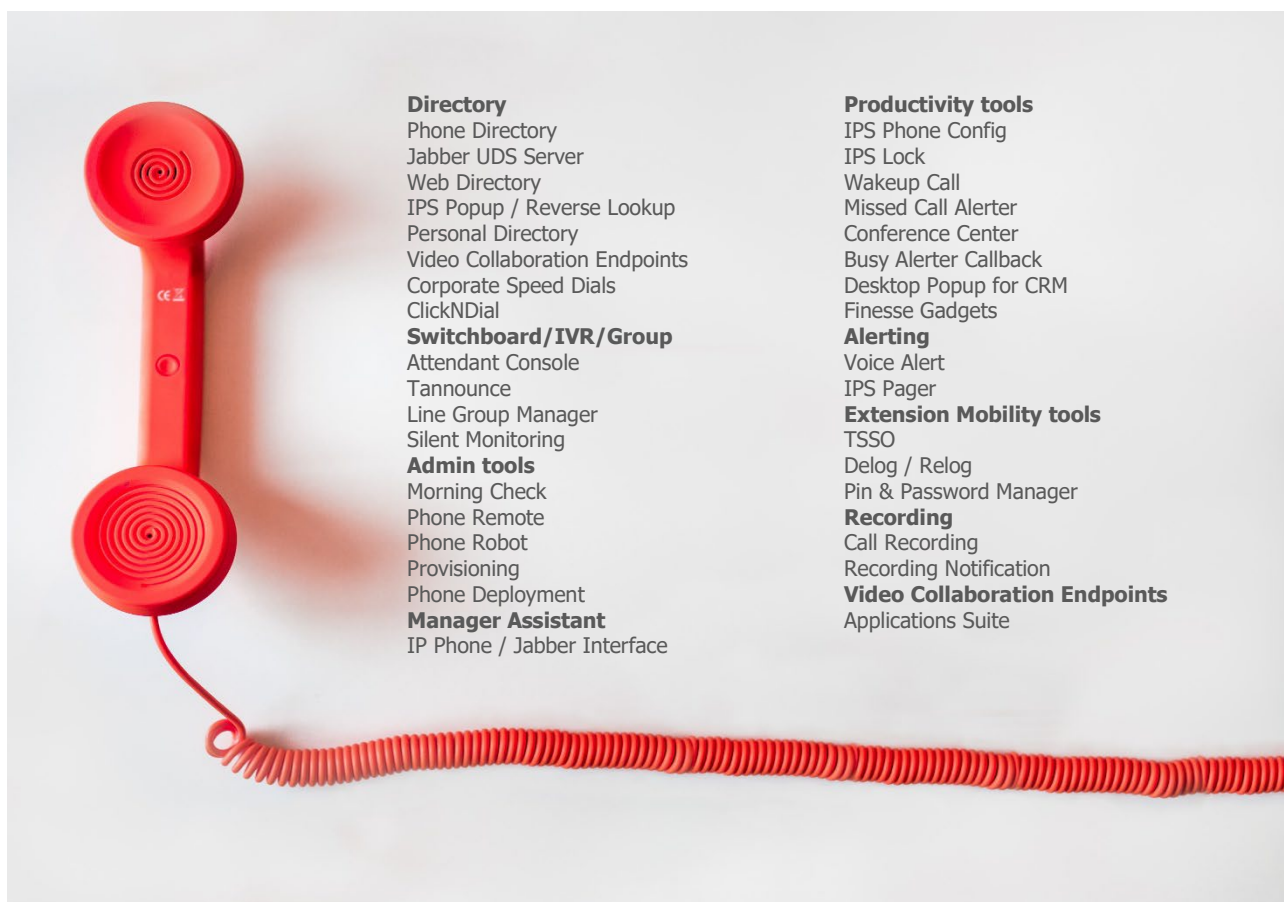


# Administration Guide

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## Agent greeting



## 1 Agent greeting description

With agent greeting, when a CUCM agent answers an incoming call an audio greeting message is played. The audio message is heard both by the calling party and the agent.

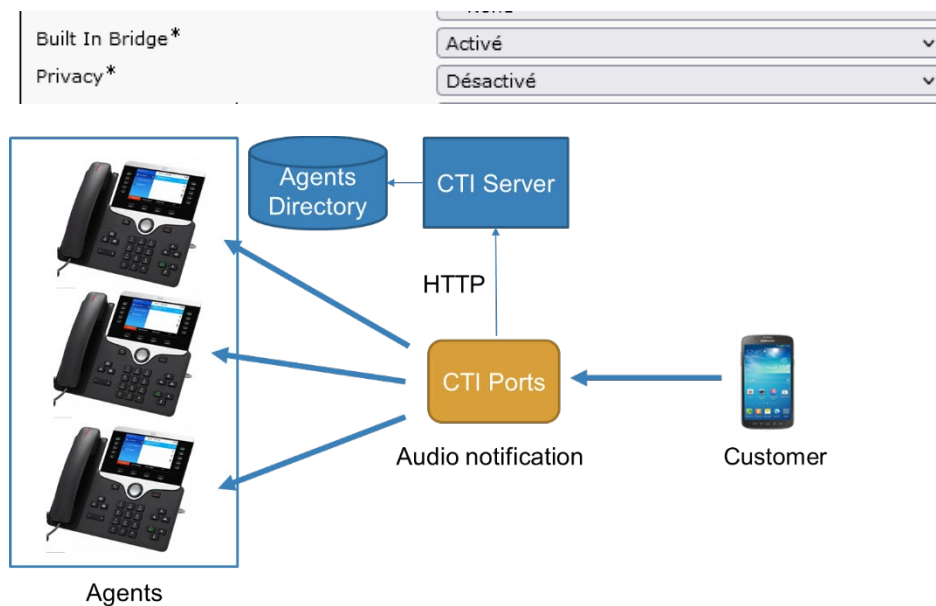
The audio message played can be personalised for each agent. This is done from the telisca administration. The administrator can load an audio message or generate it by text to speech and associate it to the internal directory number of each agent.

An alternate audio message can be defined by the administrator for each agent, for outgoing calls as well. When a called party answers the audio message will be played and both called party and agent will hear the message.

## 2 How it works

The agents' phones are monitored via CTI. On an incoming call, when the agent answers the call the media stream is added which created a virtual call to the audio server. The audio server answers and play the audio message associated to the agent number. At the end of the message the audio server drops the call. No conference call is created.

The solution is using the IP Phone Built-In-Bridge to add the medial stream. So the Built in Bridge must be enabled on all agents' phones and Privacy should be disabled.



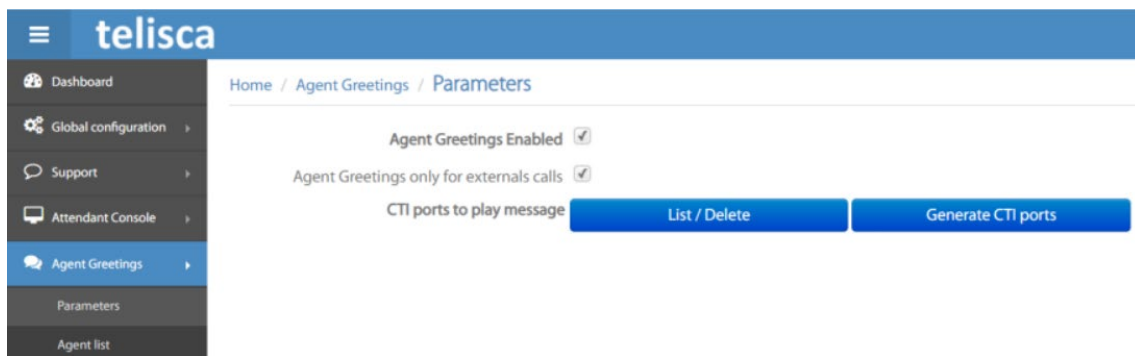
## 3 Administration

When Agent Greeting license is installed a new menu Item 'Agent Greetings' is available.

### 3.1 Parameters

The parameters' screen allows to enable Agent Greeting.

An option allows to disable the feature for internal calls.



From this screen, the administrator creates initially a pool of CTI ports that are used to play the audio messages.

CTI ports name prefix

CTI ports directory number range begin

CTI ports directory number range end

CTI Ports alerting/display name

Device pool  ▼

Device Calling Search Space  ▼

Partition  ▼

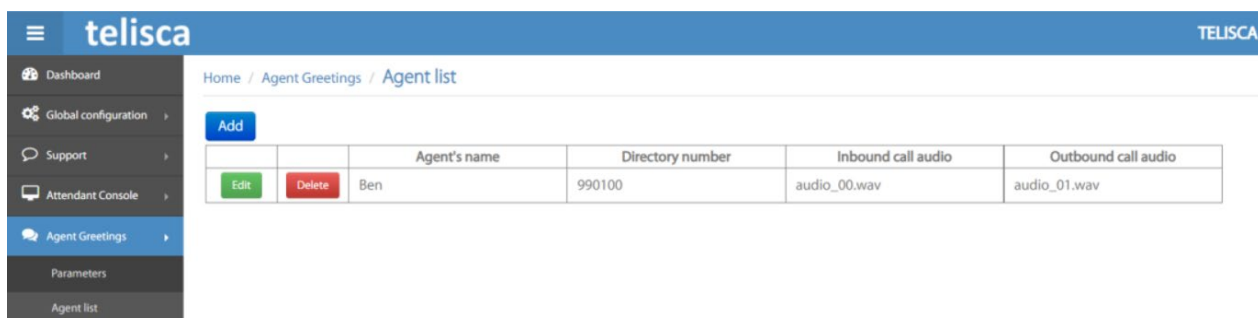
Line Calling Search Space  ▼

The number of CTI Ports should be equal to the number of simultaneous agent greetings played. For example, if they are 100 agents which receives a new call every 3mn and the greeting message duration is 12s, an average of 7 CTI Ports should be use. To allow picks of calls, 20 CTI ports should be created.

The CTI Ports are created in CUCM by the administration using AXL SOAP API. It may take by default 10 seconds per CTI ports. Then please wait 20 seconds more that all CTI Ports are registered.

### 3.2 Agents list definition

From the Agent list menu, you can define the list of the agents and assign audio messages to them.



Please enter the agent's name and internal directory number.

You can type a text that will be generated by Text to Speech or you can upload an audio file (any wav format) that will be converted as required.

## 4 Requirements

### 4.1 Requirements

Supported Cisco CUCM and IP Phones:

- CUCM version 10.5, 11.5, 12, 12.5, 14, BE 6000, BE 7000

**Available on private cloud company.telisca.cloud**

**On premise installation:**

Windows servers supported:

- Windows Server 2012 or 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard

Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk

Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E

Agent's IP Phones Built-In-Bridge must be enabled.