



INDEX

A

AAR

MLPP interaction **13-26**

access

restricting with partitions **10-3**

access control

MLPP numbering plan

example (figure) **13-20**

explained **13-19**

precedence patterns

example (figure) **13-20**

explained **13-19**

ac user

associating with devices and pilot points **16-27**

configuring **16-20**

alternate party diversion (APD)

example (figure) **13-10**

explained **13-9**

announcements

blocked precedence **13-18**

blocked precedence (figure) **13-18**

busy station **13-18**

MLPP **13-16**

unauthorized precedence **13-17**

unauthorized precedence (figure) **13-17**

application dial rules

configuring for WebDialer **15-10**

Attendant Console

See Cisco Unified CallManager Attendant Console

audio sources

configuring **6-16**

creating for MOH **6-9**

default MOH sample **6-9**

for MOH **6-8**

managing for MOH **6-10**

multicast **6-10**

storing for MOH **6-9**

unicast **6-10**

auto call pickup **10-2**

automated alternate routing (AAR)

MLPP interaction **13-26**

B

bandwidth

insufficient with AAR for MLPP **13-26**

barge

activating with built-in conference bridge **8-8**

configuration checklist (table) **8-9**

installing and activating **8-8**

interactions and restrictions **8-6**

overview **8-1**

service parameters **8-10**

softkey **8-3**

system requirements **8-5**

BLF/SpeedDial

buttons **20-19**

configuration settings (table) **20-20**

configuring **20-18**

built-in conference bridge

barge **8-8**

C

- call display restrictions
 - configuration checklist (table) **17-5**
 - configuring **17-5**
 - configuring in user device profile **1-18**
 - enabling **17-2**
 - interactions **17-3**
 - introduction **17-1**
 - overview **17-1**
 - sample configurations **17-8**
 - scenarios **17-3**
 - system requirements **17-3**
- call forward
 - MLPP interaction **13-24**
- calling search spaces
 - Cisco Unified CallManager Assistant
 - configuration tips **2-17**
 - SUBSCRIBE (for Presence) **20-8, 20-13**
- call park
 - configuration checklist (table) **9-6**
 - configuration settings (table) **9-10**
 - configuring **9-6**
 - configuring a number **9-9**
 - deleting a number **9-11**
 - example with MOH **6-5**
 - finding a number **9-7**
 - installing and activating **9-6**
 - interactions **9-4**
 - introduction **9-1**
 - overview **9-1**
 - restrictions **9-6**
 - setting service parameters **9-7**
 - system requirements **9-4**
 - troubleshooting **9-11**
 - usage example **9-2**
- call pickup group
 - assigning call pickup group to a directory number **10-14**
 - auto call pickup **10-2**
- configuration checklist (table) **10-6**
- configuration settings (table) **10-12**
- configuring **10-1, 10-11**
- defining a pickup group for other group call pickup **10-13**
- deleting **10-13**
- finding **10-10**
- installing and activating **10-1**
- interactions and restrictions **10-4**
- introducing **10-1**
- restricting access **10-3**
- setting the service parameters **10-9**
- system requirements **10-1, 10-3**
- using with partitions **10-3**
- call preservation
 - with MLPP **13-26**
- call queuing **16-9**
- call transfer
 - MLPP interaction **13-25**
- call waiting
 - MLPP interaction **13-25**
- cBarge
 - activating with shared conference bridge **8-8**
 - softkey **8-4**
- CDR
 - recording for precedence calls **13-24**
- channel nonpreemptable **13-12**
- Cisco Call Back
 - additional information for Cisco Call Back notification with SIP phones **4-5**
 - configuration checklist **4-7**
 - description **4-1**
 - interactions and restrictions **4-5**
 - interactions with Call Forward, iDivert, and Voice-Mail System features **4-6**
 - overview **4-1**
 - setting service parameters **4-9**
 - softkey template **4-8**
 - suspend/resume functionality **4-4**
 - system requirements **4-4**

- understanding **4-2**
- Cisco CallManager Attendant Console Server service
service parameters **16-31**
understanding **16-10**
- Cisco CallManager Unified AutoAttendant
configuration checklist (table) **7-5**
- Cisco CRS engine **7-9**
adding Cisco Unified CallManager AutoAttendant **7-16**
configuring for Cisco Unified CallManager
AutoAttendant **7-9**
- Cisco Customer Response Platform
components **7-3**
- Cisco Extension Mobility
adding **1-14**
bulk administration tool **1-8**
configuration checklist **1-12**
configuration example **1-11, 1-12**
configuring **1-10**
description **1-3**
device profiles **1-2**
illustrated (figure) **1-3**
information for users **1-25**
installing **1-10**
interaction with Presence **20-9**
login call flow **1-6**
logout call flow **1-6**
overview **1-1**
subscribing **1-22**
system requirements **1-7**
user device profile, associating **1-22**
- Cisco IPMA
See Cisco Unified CallManager Assistant
- Cisco Unified CallManager
configuring for Cisco Unified CallManager
AutoAttendant **7-5**
creating user **7-5**
MOH servers **6-7**
- Cisco Unified CallManager Assistant
architecture overview **2-2, 3-2**
- assistant console dialog options **2-34, 3-23**
assistant console interface **2-4, 3-3**
assistant interfaces **2-5, 3-4**
bulk administration tool **2-7, 3-6**
calling search space and partitions
configuration tips **2-17**
- Cisco Unified IP Phone interface **2-5, 3-4**
- Cisco Unified IP Phone Services, configuration
tips **2-22**
configuration checklist for proxy line support
(table) **2-11**
configuration wizard for proxy line **2-14**
configuring assistant phones
tips **2-24**
configuring assistant proxy and incoming intercom
lines **2-29**
configuring manager and assigning assistant for proxy
line **2-26**
configuring manager and assigning assistant for shared
line **3-16**
configuring manager phones
tips **2-23**
configuring manager primary and incoming intercom
lines **2-26, 3-16**
configuring shared and incoming intercom lines for
assistant **3-19**
database and directory access architecture
understanding **2-5, 3-4**
deleting assistant information **2-31, 3-21**
deleting manager information **2-28, 3-18**
dial rules configuration **2-33, 3-22**
extension mobility **2-8, 3-7**
installing and activating **2-10**
installing the assistant console application **2-33, 3-23**
IPMASecureSysUser **2-21, 3-13**
manager and assistant phone configuration **2-22, 3-14**
manager assistant administration interface **2-6, 3-5**
manager configuration **2-34, 3-24**
manager interfaces **2-5, 3-4**
multilevel precedence and preemption **2-9**
Multilevel Precedence and Preemption (MLPP) **3-8**

- phones
- configuration tips **2-25, 3-16**
 - providing information to managers and assistants **2-33, 3-23**
 - reporting tools **2-8, 3-7**
 - restrictions **2-10**
 - route point
 - configuration tips **2-19**
 - security **2-21, 3-13**
 - setting service parameters **2-19, 3-12**
 - softkeys **2-6, 3-5**
 - starting the Cisco IPMA service **2-22, 3-14**
 - system configuration with proxy line **2-14**
 - system requirements **2-6, 3-5**
 - time-of-day routing **2-9**
 - understanding **2-2, 3-2**
 - updating assistant information **2-32, 3-21**
 - updating manager information **2-28, 3-18**
 - with proxy line support
 - overview **2-1**
 - with shared line support
 - overview **3-1**
- Cisco Unified CallManager Attendant Console
- associating devices and pilot points with ac user **16-27**
 - client configuration settings (table) **16-36**
 - configuration checklist **16-16**
 - configuring **16-15**
 - configuring attendant settings **16-35**
 - configuring held icon timers **16-37**
 - CorporateDirectory.txt file
 - creating and uploading **16-31**
 - deleting **16-33**
 - dependency records **16-38**
 - directory **16-9**
 - hunt groups
 - configuration settings (table) **16-29**
 - deleting members **16-30**
 - understanding **16-2**
 - viewing members **16-30**
- installation and activation **16-15**
- installing **16-33**
- interactions **16-13**
- overview **16-1**
- performance monitors **16-38**
- pilot points
 - configuration settings **16-24**
 - configuring **16-23**
 - deleting **16-26**
 - finding **16-22**
 - resetting **16-26**
 - understanding **16-2**
- redundancy **16-11**
- restrictions **16-14**
- starting after installing Windows XP SP2 **16-35**
- system requirements **16-12**
- users
 - configuration settings **16-19**
 - configuring **16-17**
 - configuring the ac user **16-20**
 - deleting **16-20**
 - finding **16-18**
 - understanding **16-2**
- Cisco Unified CallManager AutoAttendant **7-5**
- adding a JTAPI call control group **7-11**
 - adding to Cisco CRS **7-16**
 - choose media types **7-15**
 - Cisco Unified CallManager and the CRS engine **7-4**
 - cluster setup **7-10**
 - components **7-3**
 - configuration (table) **7-5**
 - configuring welcome prompt **7-22**
 - creating user **7-5**
 - customizing **7-20**
 - description **7-1**
 - installation requirements **7-3**
 - installing **7-4**
 - installing or upgrading **7-4**
 - installing the CRS engine **7-3**

- JTAPI trigger **7-17**
 managing **7-24**
 modifying instance **7-20**
 modifying prompts **7-21**
 overview **7-2**
 provisioning Cisco media termination subsystem **7-15**
 recording welcome prompt **7-21**
 script **7-2**
 server setup **7-11**
 understanding **7-1**
 uploading spoken name **7-23**
- Cisco Unified IP Phone Services
 Cisco Unified CallManager Assistant
 configuration tips **2-22**
- Cisco WebDialer **15-1**
- Client Matter Codes
 configuration checklist (table) **5-5**
 configuration settings (table) **5-8**
 configuring **5-7**
 CTI, JTAPI, and TAPI usage **5-4**
 deleting **5-8**
 described **5-2**
 enabling for route patterns **5-8**
 finding **5-6**
 installation **5-5**
 interactions **5-3**
 requirements **5-5**
 restrictions **5-3**
 system requirements **5-5**
 user information **5-13**
- common network facility preemption
 example (figure) **13-13**
 example with retry timer Trr (figure) **13-14**
 explained **13-13**
- CorporateDirectory.txt file
 creating and uploading **16-31**
 deleting **16-33**
 creating
 Cisco Unified CallManager user **7-5**
- CRS
 server setup **7-11**
- CRS engine
 hardware and software requirements **7-3**
- CTI route points
 Cisco Unified CallManager Assistant configuration tips **2-19**
- Customer Response Solutions
 server **7-11**
- Customer Response Solutions engine
 installing and upgrading **7-3**
- custom phone rings
 creating **14-3**
 customizing files **14-2**
 introduction **14-1**
 overview **14-1**
 PCM file requirements **14-3**
-
- D**
- database
 scalability **6-7**
- dependency records
 Cisco Unified CallManager Attendant Console **16-38**
- device profiles
 and Cisco Extension Mobility **1-2**
- directory
 Cisco Unified CallManager Attendant Console,
 understanding **16-9**
- directory number
 assigning a call pickup group **10-14**
- directory server settings, Cisco Unified CallManager
 AutoAttendant **7-10**
- domain
 identifier for MLPP **13-6**

E

enterprise parameters

MLPP **13-30**

Presence **20-12**

external call transfer restrictions

block offnet to offnet transfer service parameter **19-7**

call classification service parameter **19-7**

configuration checklist (table) **19-6**

gateway configuration **19-7**

installing and activating **19-5**

interactions **19-5**

overview **19-1**

restrictions **19-5**

route pattern configuration **19-8**

service parameters **19-7**

system requirements **19-4**

trunk configuration **19-8**

F

features

barge **8-1**

call display restrictions **17-1**

call park **9-1**

Cisco Extension Mobility

bulk administration tool **1-8**

Cisco Unified CallManager Assistant

assistant console interface **2-4, 3-3**

assistant interfaces **2-5, 3-4**

bulk administration tool **2-7, 3-6**

calling search space and partitions **2-17**

Cisco Unified IP Phone interface **2-5, 3-4**

Cisco Unified IP Phone Services **2-22**

configuration checklist for proxy line support
(table) **2-11**

extension mobility **2-8, 3-7**

manager assistant administration interface **2-6, 3-5**

manager interfaces **2-5, 3-4**

multilevel precedence and preemption **2-9**

Multilevel Precedence and Preemption (MLPP) **3-8**

phones **2-25, 3-16**

reporting tools **2-8, 3-7**

route point **2-19**

softkeys **2-6, 3-5**

time-of-day routing **2-9**

understanding **2-2, 3-2**

understanding architecture **2-2, 3-2**

understanding database and directory access
architecture **2-5, 3-4**

external call transfer restrictions **19-1**

immediate divert **11-1**

Malicious Call ID (MCID) **12-1**

Multilevel Precedence and Preemption (MLPP)

using with Cisco Unified CallManager Assistant **3-8**

Presence **20-1, 20-2**

privacy **8-1**

QRT **18-1**

WebDialer **15-1**

file format

`Ringlist.xml` **14-2**

fixed audio source

configuration settings (table) **6-23**

configuring **6-21, 6-22**

deleting **6-22**

Forced Authorization Codes

configuration checklist (table) **5-5**

configuration settings (table) **5-11**

configuring **5-10**

CTI, JTAPI, and TAPI usage **5-4**

deleting **5-11**

described **5-2**

enabling for route patterns **5-12**

finding **5-9**

installation **5-5**

interactions **5-3**

requirements **5-5**

restrictions **5-3**

system requirements **5-5**
user information **5-13**

G

group call pickup
configuration settings (table) **10-12**

H

held icon timers, configuring **16-37**
hunt groups
 broadcast, understanding **16-8**
 circular, understanding **16-6**
 configuration settings (table) **16-29**
 configuring **16-28**
 deleting members **16-30**
 linked, understanding **16-4**
 understanding **16-2**
 viewing members **16-30**

I
immediate divert

 configuration checklist (table) **11-7**
 installing and activating **11-7**
 interactions **11-5**
 more information **11-8**
 overview **11-1**
 restrictions **11-6**
 setting service parameters **11-8**
 system requirements **11-2**
 using **11-4**
indication enabled **13-8**
insufficient bandwidth
 AAR for MLPP **13-26**

L

lines
 interaction with MLPP **13-24**
login call flow
 Cisco Extension Mobility **1-6**
logout call flow
 Cisco Extension Mobility **1-6**

M

malicious call ID
 adding a softkey template **12-6**
 configuration checklist (table) **12-5**
 configuring alarms **12-6**
 explained
 giving MCID to users **12-7**
 installing **12-4**
 interactions **12-3**
 overview **12-1**
 removing MCID feature **12-7**
 restrictions **12-4**
 services **12-1**
 setting service parameters **12-5**
 system requirements **12-2**
 troubleshooting **12-8**
 using feature with Cisco Unified CallManager **12-2**
 feature code **12-2**
Malicious Call Identification (MCID), see malicious call ID
MCGP
 and MLPP **13-26**
MLPP
 activating **13-28**
 announcements
 blocked precedence **13-18**
 blocked precedence (figure) **13-18**
 busy station **13-18**
 explained **13-16**

- unauthorized precedence **13-17**
- unauthorized precedence (figure) **13-17**
- automated alternate routing (AAR) **13-26**
- call forward **13-24**
- call preservation **13-26**
- call transfer **13-25**
- call waiting **13-25**
- CDR recording **13-24**
- configuration checklist (table) **13-29**
- described **13-1**
- domain **13-6**
- enterprise parameters **13-30**
- hierarchical configuration **13-23**
- indication **13-8**
- installing **13-28**
- interactions **13-26, 13-27**
- introducing **13-1**
- line feature interaction **13-24**
- MGCP **13-26**
- numbering plan
 - example (figure) **13-20**
 - explained **13-19**
- precedence
 - alternate party diversion (APD) **13-9**
 - alternate party diversion example (figure) **13-10**
 - call setup **13-8**
 - explained **13-3**
 - patterns **13-7**
- precedence patterns
 - example (figure) **13-20**
 - explained **13-19**
- preemption
 - common network facility **13-13**
 - common network facility example (figure) **13-13**
 - common network facility example with retry timer Trr (figure) **13-14**
 - details **13-11**
 - enabled **13-10, 13-11**
 - explained **13-6**
- receiving **13-10**
- user access **13-11**
- user access channel nonpreemptable **13-12**
- user access example (figure) **13-12**
- PRI **13-26**
- restrictions **13-26, 13-27**
- service parameter **13-23**
- shared lines **13-25**
- terminology **13-2**
- trunk selection
 - example (figure) **13-22**
 - explained **13-21**
- modifying files **14-2**
- MOH
 - audio files
 - deleting **6-29**
 - displaying **6-28**
 - managing **6-28**
 - uploading **6-29**
 - audio sources **6-16**
 - configuration settings (table) **6-19**
 - configuring **6-18**
 - deleting **6-19**
 - explained **6-8**
 - finding **6-17**
 - call park example **6-5**
 - characteristics **6-3**
 - configuration checklist (table) **6-14**
 - configuring **6-23**
 - creating audio sources **6-9**
 - database scalability **6-7**
 - default MOH sample **6-9**
 - definitions **6-2**
 - described **6-1**
 - failover and fallback **6-13**
 - features
 - database requirements **6-7**
 - database scalability **6-7**
 - manageability **6-7**

- MOH servers **6-5**
 - server manageability **6-6**
 - server redundancy **6-6**
 - server scalability **6-6**
 - fixed audio source **6-21**
 - configuration settings (table) **6-23**
 - configuring **6-22**
 - deleting **6-22**
 - functionality **6-4**
 - list of topics **6-1**
 - managing audio sources **6-10**
 - monitoring performance
 - overview (table) **6-15**
 - service states **6-16**
 - requirements and limits **6-12**
 - server configuration settings (table) **6-26**
 - servers
 - characteristics **6-5**
 - configuring **6-24**
 - database requirements **6-7**
 - explained **6-8**
 - finding **6-23**
 - manageability **6-6**
 - perfmon counters **6-15**
 - redundancy **6-6**
 - resetting **6-25**
 - scalability **6-6**
 - storing audio sources **6-9**
 - supported features **6-5**
 - transfer hold example **6-5**
 - understanding **6-1**
 - user hold example **6-5**
 - multicast
 - audio sources for MOH **6-10**
 - configuration checklist (table) **6-12**
 - explained **6-10**
 - multilevel precedence and preemption
 - activating **13-28**
 - announcements
 - blocked precedence **13-18**
 - blocked precedence (figure) **13-18**
 - busy station **13-18**
 - explained **13-16**
 - unauthorized precedence **13-17**
 - unauthorized precedence (figure) **13-17**
 - automated alternate routing (AAR) **13-26**
 - call forward **13-24**
 - call preservation **13-26**
 - call transfer **13-25**
 - call waiting **13-25**
 - CDR recording **13-24**
 - configuration checklist (table) **13-29**
 - described **13-1**
 - domain **13-6**
 - enterprise parameters **13-30**
 - hierarchical configuration **13-23**
 - indication **13-8**
 - installing **13-28**
 - interactions **13-26, 13-27**
 - introducing **13-1**
 - line feature interaction **13-24**
 - MGCP **13-26**
 - numbering plan
 - example (figure) **13-20**
 - explained **13-19**
 - precedence
 - alternate party diversion (APD) **13-9**
 - alternate party diversion example (figure) **13-10**
 - call setup **13-8**
 - explained **13-3**
 - patterns **13-7**
 - precedence patterns
 - example (figure) **13-20**
 - explained **13-19**
 - preemption
 - common network facility **13-13**
 - common network facility example (figure) **13-13**

common network facility example with retry timer Trr
 (figure) **13-14**

details **13-11**

enabled **13-10, 13-11**

explained **13-6**

receiving **13-10**

user access **13-11**

user access channel nonpreemptable **13-12**

 user access example (figure) **13-12**

restrictions **13-26, 13-27**

service parameter **13-23**

shared lines **13-25**

terminology **13-2**

trunk selection

- example (figure) **13-22**
- explained **13-21**

Multilevel Precedence and Preemption (MLPP)

- using with Cisco Unified CallManager Assistant
- configuration checklist with shared line support (table) **3-10**
- installing and activating **3-9**
- restrictions **3-8**

music on hold (MOH)

- audio sources **6-8**
- call park example **6-5**
- characteristics **6-3**
- configuration checklist (table) **6-14**
- creating audio sources **6-9**
- default MOH sample **6-9**
- definitions **6-2**
- described **6-1**
- failover and fallback **6-13**
- functionality **6-4**
- list of topics **6-1**
- managing audio sources **6-10**
- monitoring performance

 - overview (table) **6-15**
 - service states **6-16**

- requirements and limits **6-12**

servers

- characteristics **6-5**
- database requirements **6-7**
- explained **6-8**
- manageability **6-6**
- perfmon counters **6-15**
- redundancy **6-6**
- scalability **6-6**
- storing audio sources **6-9**
- supported features **6-5**
- transfer hold example **6-5**
- understanding **6-1**
- user hold example **6-5**

N

nonpreemptable user access channel **13-12**

numbering plan

- MLPP (figure) **13-20**
- MLPP access control **13-19**

O

other call pickup

- configuration checklist (table) **10-8**

P

parameters, service

- CDR **12-5**

partitions

- restricting access **10-3**
- using call pickup **10-3**

partition support

- overview **15-10**

PCM file requirements

- for custom ring types **14-3**

perfmon counters
 counter descriptions (table) **6-16**
 using to view MOH servers **6-15**

phones
 custom rings
 creating **14-1, 14-3**
 overview **14-1**
 PCM file requirements **14-3**
 interaction with Presence **20-2**

pilot points
 associating with the ac user **16-27**
 configuration settings **16-24**
 configuring **16-23**
 deleting **16-26**
 finding **16-22**
 resetting **16-26**
 understanding **16-2**

precedence
 alternate party diversion (APD)
 example (figure) **13-10**
 explained **13-9**
 blocked **13-18**
 blocked (figure) **13-18**
 busy station **13-18**
 call setup **13-8**
 CDR recording **13-24**
 explained **13-3**
 patterns
 access control **13-19**
 MLPP (figure) **13-20**
 setup **13-7**
 unauthorized **13-17**
 unauthorized (figure) **13-17**

preemption
 common network facility **13-13**
 common network facility example (figure) **13-13**
 common network facility example with retry timer Trr
 (figure) **13-14**
 details **13-11**

enabled **13-10, 13-11**
 explained **13-6**
 receiving **13-10**
 user access **13-11**
 user access channel nonpreemptable **13-12**
 user access example (figure) **13-12**

Presence
 authorization **20-7**
 BLF/SpeedDial
 configuration settings (table) **20-20**
 configuring **20-18**
 BLF/SpeedDial buttons
 configuring **20-19**
 configuration checklist (table) **20-10**
 feature interactions and restrictions **20-9**
 groups **20-4**
 applying **20-17**
 configuration example **20-5**
 configuration settings (table) **20-15**
 interaction examples **20-6, 20-7**
 interaction with Cisco Extension Mobility **20-9**
 interaction with phones and trunks **20-2**
 interaction with route lists **20-4**
 more information **20-21**
 overview **20-1, 20-2**
 request
 examples **20-3**
 SUBSCRIBE calling search space **20-8, 20-13**
 tips for presence group and presence
 authorization **20-18**

PRI
 and MLPP **13-26**

privacy
 activating **8-8**
 configuration checklist (table) **8-10**
 installing and activating **8-8**
 interactions and restrictions **8-6**
 overview **8-1**
 service parameters **8-10**

system requirements **8-5**
prompts, Cisco Unified CallManager AutoAttendant **7-21**
proxy user
 creating for WebDialer **15-11**

Q

QRT

 adding softkey template to phones **18-20**
 Cisco Extended Functions service **18-5**
 configuration checklist **18-16**
 configuring **18-15**
 creating softkey template **18-16**
 description **18-2**
 extended menu choices **18-9**
 installing **18-14**
 interactions and restrictions **18-14**
 IP phone support **18-5**
 overview **18-1**
 problem categories and reason codes **18-10**
 QRT reports **18-26**
 securing signaling connections **18-7**
 serviceability features **18-21**
 setting service parameters **18-24**
 system requirements **18-5**
 user interface **18-8**
 using **18-8**
 using the QRT Viewer **18-26**
Quality Report Tool (QRT) **18-1**

R

redirector servlet
 configuring **15-10**
redundancy
 Cisco Unified CallManager Attendant Console **16-11**
MOH servers **6-6**
WebDialer **15-2**

requirements
 Cisco Call Back **4-4**
 Cisco Extension Mobility **1-7**
retry timer Trr example (figure) **13-14**
Ringlist.xml file format **14-2**
route list
 interaction with Presence **20-4**

S

security
 Cisco Unified CallManager Assistant **2-21, 3-13**
 IPMASecureSysUser **2-21, 3-13**
 Presence authorization **20-7**
service parameters
 barge **8-10**
 CDR **12-5**
 external call transfer restrictions **19-7**
 MLPP **13-23**
 Presence **20-12**
 privacy **8-10**
 WebDialer **15-6**
services
 Cisco Extension Mobility, adding **1-14**
shared conference bridge
 cBarge **8-8**
shared lines
 MLPP interaction **13-25**
softkey
 barge **8-3**
 cBarge **8-4**
 templates for MCID **12-6**
spoken name, uploading **7-23**
standard Cisco Unified CallManager end users group
 adding users for WebDialer **15-11**

T

templates, softkey
 MCID **12-6**
 trace settings
 WebDialer **15-13**
 transfer
 external call transfer restrictions **19-1**
 transfer hold, example with MOH **6-5**
 Trr retry timer preemption example (figure) **13-14**
 trunks
 interaction with Presence **20-2**
 selection for MLPP
 example (figure) **13-22**
 explained **13-21**

interactions and restrictions **15-3**
 overview **15-1**
 redirector servlet **15-2**
 redundancy **15-2**
 service parameters **15-6**
 servlet
 configuring **15-6**
 described **15-1**
 system requirements **15-3**
 trace settings **15-13**

U

unicast
 audio sources for MOH **6-10**
 explained **6-10**
 user
 creating Cisco Unified CallManager **7-5**
 user hold, example with MOH **6-5**
 users
 Cisco Unified CallManager Attendant Console
 configuring **16-17**
 understanding **16-2**

W

WebDialer
 adding users to standard Cisco Unified CallManager end
 users group **15-11**
 configuration checklist (table) **15-5**
 configuring application dial rules **15-10**
 configuring Webdialer servlet **15-6**
 creating a proxy user **15-11**
 installing and activating **15-4**

