



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 [16-28](#)

configuring [16-21](#)

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 [20-19](#)

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 [2-18](#)
 - SUBSCRIBE (for Presence) [20-9, 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 [4-6](#)
 - configuration checklist [4-8](#)
 - 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 [4-10](#)
 - softkey template [4-9](#)
 - suspend/resume functionality [4-4](#)
 - system requirements [4-5](#)

- 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 [1-23](#)
 - system requirements [1-7](#)
 - user device profile, associating [1-22](#)
- 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, 3-24](#)
 - assistant console interface [2-4, 3-4](#)
- assistant interfaces [2-5, 3-5](#)
- bulk administration tool [2-7, 3-7](#)
- calling search space and partitions
 - configuration tips [2-18](#)
- Cisco Unified IP Phone interface [2-5, 3-4](#)
- Cisco Unified IP Phone Services, configuration tips [2-23](#)
- configuration checklist for proxy line support (table) [2-11](#)
- configuration checklist with shared line support (table) [3-10](#)
- configuration wizard for proxy line [2-15](#)
- configuring assistant phones
 - tips [2-25](#)
- configuring assistant proxy and incoming intercom lines [2-30](#)
- configuring manager and assigning assistant for proxy line [2-27](#)
- configuring manager and assigning assistant for shared line [3-17](#)
- configuring manager phones
 - tips [2-24](#)
- configuring manager primary and incoming intercom lines [2-27, 3-17](#)
- configuring shared and incoming intercom lines for assistant [3-20](#)
- database and directory access architecture
 - understanding [2-5, 3-4](#)
- deleting assistant information [2-32, 3-21](#)
- deleting manager information [2-29, 3-18](#)
- dial rules configuration [2-33, 3-23](#)
- extension mobility [2-8, 3-7](#)
- installing and activating [2-10, 3-9](#)
- installing the assistant console application [2-34, 3-23](#)
- IPMASecureSysUser [2-22, 3-14](#)
- manager and assistant phone configuration [2-23, 3-14](#)
- manager assistant administration interface [2-6, 3-5](#)
- manager configuration [2-35, 3-24](#)
- manager interfaces [2-5, 3-4](#)
- message waiting indicator [2-10](#)
- multilevel precedence and preemption [2-9](#)

- Multilevel Precedence and Preemption (MLPP) **3-8**
- phones
- configuration tips **2-26, 3-16**
- providing information to managers and assistants **2-34, 3-23**
- reporting tools **2-8, 3-7**
- restrictions **2-10**
- route point
- configuration tips **2-19**
- security **2-22, 3-14**
- See Cisco Unified CallManager Assistant*
- setting service parameters **2-20, 3-12**
- softkeys **2-6, 3-5**
- starting the Cisco IP Manager Assistant service **2-23, 3-14**
- system configuration with proxy line **2-14**
- system requirements **2-6, 3-6**
- time-of-day routing **2-9**
- understanding **2-2, 3-2**
- updating assistant information **2-32, 3-22**
- updating manager information **2-29, 3-19**
- 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 **16-28**
 - client configuration settings (table) **16-36**
 - configuration checklist **16-16**
 - configuring **16-16**
 - configuring attendant settings **16-36**
 - configuring held icon timers **16-38**
- CorporateDirectory.txt file
- creating and uploading **16-32**
 - deleting **16-33**
 - dependency records **16-39**
 - directory **16-9**
 - hunt groups
 - configuration settings (table) **16-30**
- deleting members **16-31**
- understanding **16-2**
- viewing members **16-31**
- installation and activation **16-15**
- installing **16-34**
- interactions **16-13**
- overview **16-1**
- pilot points
- configuration settings **16-24**
 - configuring **16-23**
 - deleting **16-26**
 - finding **16-22**
 - resetting **16-27**
 - understanding **16-2**
- redundancy **16-11**
- restrictions **16-14**
- starting after installing Windows XP SP2 **16-35**
- system requirements **16-12**
- users
- configuration settings **16-20**
 - configuring **16-18**
 - configuring the ac user **16-21**
 - 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 [2-23](#)
 - 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 [16-32](#)
 - 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 [16-39](#)
 - 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 [20-13](#)

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, 3-4](#)

assistant interfaces [2-5, 3-5](#)

bulk administration tool [2-7, 3-7](#)

calling search space and partitions [2-18](#)

Cisco Unified IP Phone interface [2-5, 3-4](#)

Cisco Unified IP Phone Services [2-23](#)

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](#)

message waiting indicator [2-10](#)

multilevel precedence and preemption [2-9](#)

Multilevel Precedence and Preemption (MLPP) [3-8](#)

phones [2-26, 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 [16-38](#)
 hunt groups
 broadcast, understanding [16-8](#)
 circular, understanding [16-6](#)
 configuration settings (table) [16-30](#)
 configuring [16-28](#)
 deleting members [16-31](#)
 linked, understanding [16-5](#)
 understanding [16-2](#)
 viewing members [16-31](#)

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 [13-7](#)
 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 [13-7](#)
- 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 [6-30](#)
 - 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 **13-7**
 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
- restrictions [3-9](#)

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 **20-3**
- pilot points
- associating with the ac user **16-28**
 - configuration settings **16-24**
 - configuring **16-23**
 - deleting **16-26**
 - finding **16-22**
 - resetting **16-27**
 - 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 **20-19**
 - BLF/SpeedDial buttons
 - configuring **20-19**
 - configuration checklist (table) **20-11**
 - feature interactions and restrictions **20-10**
 - groups **20-5**
 - applying **20-17**
 - configuration example **20-5**
 - configuration settings (table) **20-16**
 - interaction examples **20-7**
 - interaction with Cisco Extension Mobility **20-9**
 - interaction with phones and trunks **20-3**
 - interaction with route lists **20-4**
 - more information **20-21**
 - overview **20-1, 20-2**
 - request
 - examples **20-3, 20-4**
 - SUBSCRIBE calling search space **20-9, 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 [4-5](#)

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 [2-22, 3-14](#)

 IPMASecureSysUser [2-22, 3-14](#)

 Presence authorization [20-7](#)

service parameters

 barge [8-10](#)

 CDR [12-5](#)

 external call transfer restrictions [19-7](#)

 MLPP [13-23](#)

 Presence [20-13](#)

 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 [20-3](#)

selection for MLPP
 example (figure) [13-22](#)
 explained [13-21](#)

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 [16-18](#)
 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](#)
 interactions and restrictions [15-3](#)
 overview [15-1](#)
 redirector servlet [15-2](#)
 redundancy [15-2](#)

