



Inserting Managers/Assistants

You can use Cisco Unified CallManager Bulk Administration (BAT) to manage the Cisco Unified CallManager Assistant feature in Cisco Unified CallManager. BAT allows you to add IP phones for managers and assistants.

The Cisco Unified CM Assistant feature works with several Cisco Unified IP Phone models and device profiles. Cisco Unified CM Assistant provides two modes for configuring managers and assistants lines for use with Cisco Unified CM Assistant features.

- Proxy mode—The manager's primary line associates with a proxy line that has a different directory number on the assistant's phone. See the [“Configuring Phones in Proxy Line Mode for Cisco Unified CM Assistant”](#) section on page 26-2.
- Shared line mode—The manager and assistant have a shared line on their phones that uses the same directory number and partition. See the [“Configuring Phones in Shared Line Mode for Cisco Unified CM Assistant”](#) section on page 26-7.

You can use BAT to set up the manager and assistant phones with either proxy lines or shared lines.

Inserting Manager-Assistant Associations to Cisco Unified CallManager

To insert new manager-assistant associations or update existing associations, you need a CSV data file. See the [“Creating the CSV Data File for Manager-Assistant Associations”](#) section on page 26-9 for information.

When BAT updates manager assistant associations, it does not change existing Cisco Unified CM Assistant line configurations for the intercom directory number or associated devices.



Caution

The Manager-Assistant association fails when the assistant phone does not have enough lines to support the minimum Cisco Unified CM Assistant configuration.

Before you Begin

Make sure that you have configured manager and assistant phones by using one of the following two procedures:

- [Configuring Phones in Proxy Line Mode for Cisco Unified CM Assistant, page 26-2](#)
- [Configuring Phones in Shared Line Mode for Cisco Unified CM Assistant, page 26-7](#)

To add or update new manager-assistant associations to Cisco Unified CallManager database, use the following procedure.

Procedure

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- Step 1** Choose **Bulk Administration > Managers/Assistants > Insert Managers/Assistants**. The Manager/Assistant Options window displays.
- Step 2** In the **File Name** field, choose the CSV data file that you created for this bulk transaction.
- Step 3** If the managers use extension mobility to log in, check the **Configure managers as mobile managers** check box.
- Step 4** When all the phones have shared lines, check the **Uses shared lines** check box.
- Step 5** In Insert Options area, choose the type of CSV data file that you created:
- **Default**—If you created a standard CSV data file, choose the type of associations for this transaction based on the data in the CSV file.
 - **Associate one or more assistants to a manager**
 - **Associate one or more managers to an assistant**
 - **Custom**—If you created a custom CSV data file for proxy mode.
- Step 6** In the Job Information area, enter the Job description.
- Step 7** To insert the managers/assistants immediately, click the **Run Immediately** radio button or, to insert the managers/assistants at a later time, click Run Later.
- Step 8** To create a job for inserting the managers/assistants records, click **Submit**.
- Step 9** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 51, “Scheduling Jobs.”](#)



Note For information on log files, see [“BAT Log Files” section on page 54-3](#). When BAT performs an update to an assistant or manager configuration and the changes are only partially completed—because there were not enough available lines—the whole transaction record fails.

- Step 10** For changes to take effect, you must restart Cisco Unified CM Assistant service.
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Additional Topics

See the [“Related Topics” section on page 27-2](#).

Related Topics

- [Configuring Phones in Proxy Line Mode for Cisco Unified CM Assistant, page 26-2](#)
- [Configuring Phones in Shared Line Mode for Cisco Unified CM Assistant, page 26-7](#)
- [Creating the CSV Data File for Manager-Assistant Associations](#)
- [Scheduling Jobs, page 51-1](#)
- [BAT Log Files, page 54-3](#)

