Documentation Overview for Cisco Customer Response Applications

Cisco Customer Response Applications (CRA) products include the following printed documents:

- *Getting Started with Cisco Customer Response Applications*
- *Release Notes for Cisco Customer Response Applications*

You can order printed versions of the following documents:

- *Cisco Customer Response Applications Administrator Guide*
- *Cisco Customer Response Applications Developer Guide*
- *Cisco Customer Response Applications Editor Step Reference Guide*
- *Getting Started with Cisco Customer Response Applications*

All documents listed in the following tables are available on the web in PDF format.

Finding Cisco CRA Documentation on the Web

You can view and order documentation for Cisco CRA products on line at the following website:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_0/index.htm

Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can also order the Documentation CD-ROM through the online Subscription Store:

  http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

CISCO SYSTEMS

78-14552-02

- A documentation package is also available via CD-ROM.

  Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Documentation for Administrators and Application Developers

Document	Description
Release Notes	Late-breaking news, new features, and known problems
Getting Started with Cisco Customer Response Applications	Provides instructions for installing the components of the Cisco Customer Response Platform, including Cisco IP Interactive Voice Response (Cisco IP IVR), Cisco IP Queue Manager, and Cisco IP Integrated Contact Distribution (IP ICD) software packages
Cisco Customer Response Applications Administrator Guide	Provides instructions for using the CRA Administration web interface to administer Cisco IP Interactive Voice Response (IP IVR), Cisco IP Integrated Contact Distribution (IP ICD), and Cisco IP Queue Manager (IP QM)
Cisco Customer Response Applications Developer Guide	Written for application developers who will be creating and modifying scripts using the Cisco CRA Editor, this manual helps you develop a wide variety of interactive scripts using the Cisco CRA Editor
Cisco Customer Response Applications Editor Step Reference Guide	Helps you use the Cisco CRA Editor to develop Cisco CRA scripts, describes how to use each step in the Cisco CRA Editor, and contains tables that describe the properties of each step customizer window in the CRA Editor
Cisco Customer Response Applications Serviceability Guide	Explains Cisco CRA serviceability and provides instructions for monitoring, discovering, and troubleshooting the installed components of a Cisco CRA system, its subsystems, and its services
Cisco Customer Response Applications Database Schema	Describes how data is organized in Cisco CRA databases and provides detailed descriptions of the fields in each database table
Cisco Desktop Administrator User's Guide	Provides in-depth information about using the Cisco Desktop Administrator software
Installation Guide—Cisco Desktop Product Suite 4.3 (ICD)	Provides instructions for installing and removing Cisco Desktop Product Suite applications
Service Information—Cisco Desktop Product Suite 4.3 (ICD)	Provides technical reference and troubleshooting information Cisco Desktop Product Suite 4.3 (ICD)
Troubleshooting Cisco Customer Response Applications	Provides information about troubleshooting the applications in the Cisco CRA line of products.

Documentation for Cisco IP Agents

Document	Description
Cisco Customer Response Applications Agent Desktop Plug-in Tasks	Describes how to install the CRA Agent Desktop, how to install the Alternative Pronunciations plug-in, and how to access the Cisco CallManager from CRA Login window.
Cisco Agent Desktop User's Guide	Provides in-depth information for agents using the Cisco Agent Desktop software
Cisco IP Phone Agent User's Guide	Provides in-depth information for IP phone agents are using the Cisco IP Phone Agent software
Cisco Agent Desktop Quick Reference Guide (Standard Version)	Quick reference for using the standard version of Cisco Agent Desktop
Cisco Agent Desktop Quick Reference Guide (Enhanced Version)	Quick reference for using the enhanced version of Cisco Agent Desktop
Cisco IP Phone Agent Quick Reference Guide	Quick reference for using the Cisco IP Phone Agent phone service

Documentation for Cisco IP Supervisors

Document	Description
Getting Started—Cisco Desktop Product Suite 4.3 (ICD)	Provides an overview of the Cisco Desktop Product Suite including a description of system components, a step-by-step description of a typical call, and hints on how Cisco Desktop Product Suite can automate your contact center
Cisco Customer Response Applications Historical Reports User Guide	Describes how to use the CRA Historical Reports system
Cisco Customer Response Applications Supervisor Desktop Plug-in Tasks	Describes how to install the CRA Supervisor Desktop and how to install the CRA Historical Reports client
Cisco Supervisor Desktop User's Guide	Provides in-depth information for supervisors using the Cisco Supervisor Desktop software
Cisco Agent Desktop Installation Quick Reference Guide	Quick reference for installing Cisco Agent Desktop
Cisco Supervisor Desktop Quick Reference Guide (Standard Version)	Quick reference for using the standard version of Cisco Supervisor Desktop
Cisco Supervisor Desktop Quick Reference Guide (Enhanced Version)	Quick reference for using the enhanced version of Cisco Supervisor Desktop

Documentation for Nuance ASR and TTS

If your Cisco CRA purchase includes the optional Nuance Automated Speech Recognition (ASR) or Text-to-Speech (TTS) components, the installation program installs Nuance documentation on your CRA Server.

To access documentation for Nuance products, open the c:\Nuance\v7.0.x\doc\index.html file on the CRA Server.