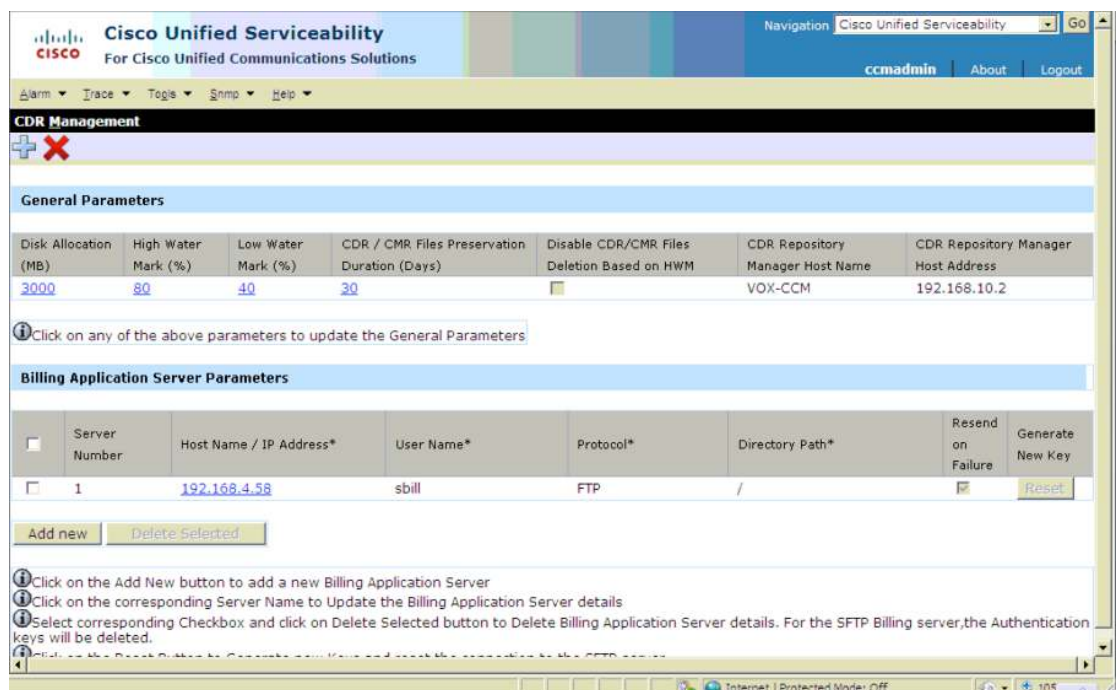SpeechLogix
Empowering Voice Solutions...
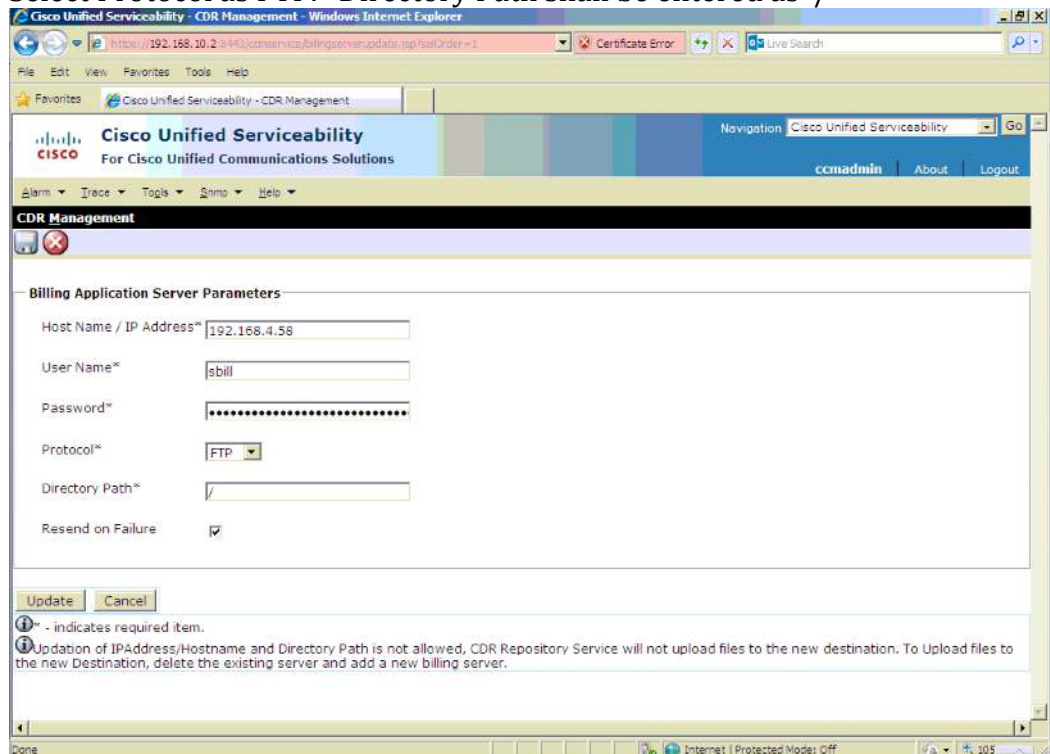
SPEECHBILL CUCM Configuration

1.   After installation of SpeechBill application software . Log in to the CUCM web interface and go to the Cisco Servicebaility page as shown below.
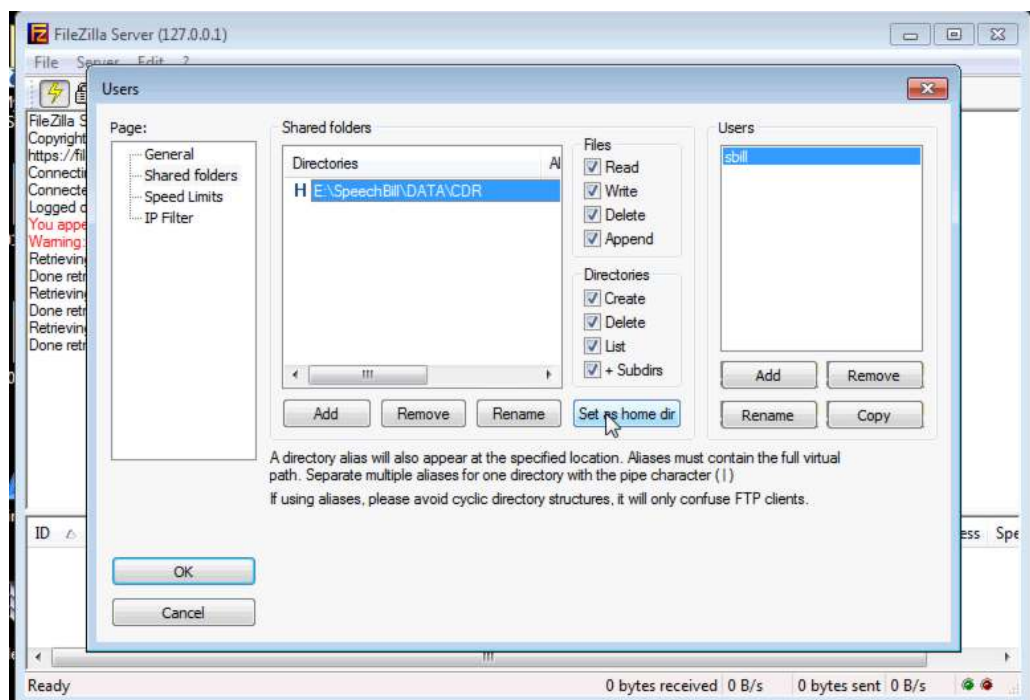

2.   Go to Tools -> CDR Management and then Click on Add New option.

3. Enter the FTP user name and password in the corresponding fields. Select Protocol as FTP. Directory Path shall be entered as /

4. In the SpeechBill application server, Install the Filezilla FTP server and set the FTP home directory as the CDR directory inside the Data Drive folder of SpeechBill . (E:\SpeechBill\Data\CDR)

Make the folder as Home directory by clicking the button "Set as home dir" as shown in the image above.

5. Once the above steps are completed , ensure that all the windows services related to SpeechBill software are running (remember to reboot the system after SpeechBill installation) and also extensions and employee details are filled in to SpeechBill . Try out test calls and verify if those calls are reflected properly using the SpeechBill reporting options.