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Profiles offer different levels of service to different users, track use for billing purposes, maintain better security on your system, and provide effective ways for your users to conduct secure meetings.

You can define two types of profiles:

- User groups, which include information about groups of Cisco Unified MeetingPlace users that have common profiles. (To define user groups, see the About User Groups.)
- User profiles, which include information about individual Cisco Unified MeetingPlace users. (To define user profiles, see the About User Profiles.)

Define the user groups first, and then define the user profiles. User profiles within a group inherit many of the same group settings, which minimizes the work of duplicating those settings for each user in the group.

We recommend that you create a profile for every user in the system. Create a profile for each user who sets up meetings and attends meetings regularly.

Contents

Benefits of Assigning Profiles

Users who have profiles established for them can use the following important features:

- Schedule meetings
- Query the system for a list of their meetings
- Attend meetings secured by profile
- Be invited as a speaker to lecture-style meetings
- Be paged or dialed at the time of their meetings
- Have the system reach them by dialing up to three different phone numbers at the time of their meeting
- Access meeting-related documents or voice comments that are secured by profile
- Be notified of meetings and changes to meetings (if the Notification option is installed)
- Gain access to Cisco Unified MeetingPlace over the LAN or WAN through MeetingTime or Cisco Unified MeetingPlace Web Conferencing

Planning and Maintaining Profiles

You can define profiles for the following:

- Targeted meeting schedulers (see the Providing Profiles for Targeted Meeting Schedulers).
- Only those who ask for profiles (see the Providing Profiles on Request).
- Your entire user community.

  We recommend defining profiles for your entire user community.

Providing Profiles for Targeted Meeting Schedulers

To minimize the number of profiles you maintain on your system, define profiles only for people who schedule conferences and create reservationless meetings. For example, these people might be departmental administrators, company operators, or specific "power users" within your organization. Everyone else is a guest. (For more information about guest users, see the Profile Properties.)

Using this strategy, anyone can attend the conference as a guest user if the meeting scheduler allows guest participation. Providing guest access to meetings allows vendors, customers, and other partners to participate

in conferences. However, you can have users who do not need to schedule conferences attend all meetings as guests.

Although this approach requires the least planning, it limits the features that users without profiles can use.

Providing Profiles on Request

You can provide profiles only for users who request them. This strategy may be similar to the process you already have in place for requesting other types of information systems or telecommunications resources.

If you provide profiles on request, define the process for creating them. For example, assign this task to the help desk staff so that you, the system administrator, have time for other responsibilities.

Profile Properties

A profile contains all the information about known users in the system. Table: User Profile Information shows the types of information that profiles contain.

Table: User Profile Information

Profile Information	Section
Class of user	User Class
User ID and passwords	User ID and Password
Address information, including phone and e-mail	User Contact Information
Billing information	Billing Information
Class of Service privileges	Class of Service Privileges
Outdialing privileges	Outdialing Privileges
Whether to allow guests to join meetings from the Web	Letting Guests Join Meetings from the Web and Creating Guest Profiles
Departmental support contacts	Departmental Support Contacts
Time zone	Time Zone
Meeting preferences	Meeting Preferences
Video Terminal Parameters	Video Terminal Fields

To define user groups, see the About User Groups. To define user profiles, see the About User Profiles.

User Class

You can control the level of access that each user has to Cisco Unified MeetingPlace by assigning each user to a class. Table: User Classes describes the four classes of users.

Table: User Classes

User Class	Description
End user	End users can schedule meetings, attend meetings they have been invited to, and change certain settings in their profile.
Delegate (also Contact)	Delegates use the "Act As" feature in MeetingTime to schedule and manage meetings for a group of end users. (NOTE: Delegates *cannot* schedule and manage meetings by using the "On Behalf Of" feature in the Cisco Unified MeetingPlace Web Conferencing interface. Only Attendants or higher can access that feature.) Delegates schedule and reschedule meetings on behalf of certain end users and manage these users' profiles. Delegates also have access to the In-session tab in MeetingTime, to monitor meetings that have been scheduled by them or their end users. Delegates are often administrative assistants in a company.
Attendant	Attendants support all end users and delegates. They can view all meetings that have been scheduled on Cisco Unified MeetingPlace and can use the In Session tab in MeetingTime to monitor end meetings that are currently taking place. Attendants may also create and delete profiles, lock and unlock profiles, run reports, monitor capacity management, and view alarms if a system administrator has given them these privileges. Attendants are typically the "zero out" position that users connect to when they need help during a meeting, and are often Cisco Unified MeetingPlace help desk staff in the company.
System manager	System administrators set up and maintain the system. As such, they need access to all information in the Cisco Unified MeetingPlace Audio Server database, including system configuration information and information about the user community.

User ID and Password

Cisco Unified MeetingPlace identifies users based on their user ID. The user ID is a unique alphanumeric string of 3 to 17 characters. MeetingTime identifies users by their user IDs in all its screens and reports.

Users also need their user ID and a corresponding alphanumeric password to use MeetingTime and Cisco Unified MeetingPlace Web Conferencing over a Local Area Network (LAN) or Wide Area Network (WAN). Assign users Cisco Unified MeetingPlace user IDs that are the same as either their network or e-mail user names.

In addition to the user ID, Cisco Unified MeetingPlace profiles have a unique profile number. The profile number-3 to 17 digits-identifies users over the phone. Typically, the profile number is the same as a user phone number, extension, or voice-mail box. Profile numbers have corresponding numeric passwords that are

independent of the alphanumeric passwords associated with the user ID for LAN or WAN access.

Remember the following important information:

- Do not set the user ID and profile numbers to the same value. Using numeric-only user IDs makes reports difficult to read. Also, because MeetingTime consistently refers to conference participants by user ID, managing conferences from within MeetingTime becomes difficult when you assign numeric-only user IDs.
- When the Reservationless Meetings feature is turned on, profile numbers cannot match existing meeting IDs (because reservationless meetings use profile numbers as reservationless meeting IDs). If you try to create a profile number that matches an existing meeting ID, you receive an error message about the conflict. To resolve the conflict, either change the existing meeting ID or select another profile number for the user. (For more information, see the About Reservationless Meetings.)

User Contact Information

Cisco Unified MeetingPlace maintains directory information for use with advanced features, such as automated outdialing (automatically dialing a participant at the time of the meeting) and paging.

For each user, the system tracks the following:

- Phone number to use for system outdials
- Pager type and phone number for start-of-meeting notification
- E-mail address to use for notifications
- Internet e-mail address used by Cisco Unified MeetingPlace Web Conferencing

For phone and pager numbers, the system uses its internal translation tables to map phone numbers stored in Cisco Unified MeetingPlace profiles to actual dialing strings. Do not put in extra digits required for dialing strings (such as 9 to dial out from your PBX) in the profile entries.

To make the best use of Cisco Unified MeetingPlace capabilities, enter all the address information that applies to your system. This information might be available if you import profiles from a company directory or other source.

For e-mail addresses, enter the e-mail addresses used by your e-mail system. Table: E-Mail Address Formats by E-Mail System shows the e-mail addresses to use.

Table: E-Mail Address Formats by E-Mail System

E-Mail System	E-Mail Address	Example
cc:Mail	User Name at Post Office	Chris Lee at MyCompany
Microsoft Mail	User Name	Chris Lee

IBM Lotus Notes	User Name/Server	Chris Lee/MyCompany
Microsoft Exchange	User Name	Chris Lee
Netscape Messenger	Internet address	ChrisLee@MyCompany.com
Qualcomm Eudora	Internet address	ChrisLee@MyCompany.com
Other	Internet address	ChrisLee@MyCompany.com

Remember the following information:

- When an Internet mail system is not the primary mail system communicating with your e-mail system, do not enter Internet e-mail addresses in the E-mail address field.
- Customers cannot configure the Cisco Unified MeetingPlace translation tables.

Billing Information

You can assign billing codes to profiles and meetings, which allows companies to choose billing schemes based on scheduling or meeting participation.

You assign a billing code to user profiles. Meeting schedulers can override their default billing code for each meeting. Typically, user profiles inherit their billing codes from their user group.

Class of Service Privileges

You can limit the resource usage of a user based on what user group they are placed in and how that user group is configured. These permissions and rights extend to ability of the user or group to schedule, outdial from, and record meetings.

Typically, user profiles inherit their class of service privileges from their user group. For more information on using class of service privileges to control resource use, see the About Managing Ports. For more information on securing the system through class of service privileges, see the About Establishing Security.

Outdialing Privileges

Outdialing allows users to quickly and easily join meetings and add other users to meetings they are attending. By using the Outdial feature, users can:

- Add a user, team, missing invitees, or another Cisco Unified MeetingPlace server to a meeting in progress
- Join a meeting over the Web by clicking the Join Voice Conference button and having the system outdial to their phone
- Have the system call invited participants at the start of a meeting

Table: E-Mail Address Formats by E-Mail System   6

For Cisco Unified MeetingPlace to perform these functions, a user must have outdial privileges. To provide outdial privileges to users, set the Can Call Out from Mtgs attribute to *Yes* in their user profile.

Caution! Toll fraud can occur if unauthorized users gain access to Cisco Unified MeetingPlace. For information on protecting your system from toll fraud, see the Preventing Toll Fraud.

Using the "Find Me" Feature

NOTE: The "Find Me" feature only works for scheduled meetings and is not supported for reservationless meetings. This is because the "Have System Find User" feature is not supported for reservationless meetings.

You can configure Cisco Unified MeetingPlace Audio Server to outdial to up to three numbers to reach a user (or user group members) to join meetings. This section describes the "Find Me" feature and shows examples of various configurations.

If a Find Me outdial is initiated and there is a First Search Method field value, the system uses that number as the initial outdial destination. If there is no such value, the Phone Number value (from the user profile) is used. (This is also the Main value that you can choose to configure various fields.)

If the system has not located the user after the initial outdial attempt, it proceeds based on the # of Retry Attempts field value (in the system Usage Parameters), according to the following rules:

- If the parameter is 0, outdials continue to the Second Search Method and Third Search Method field values (if they exist), and then stop.
- If the parameter is greater than 0, the system counts retries as a set of outdials: to Second Search Method if it exists, then Third Search Method if it exists, and then back to First Search Method. After First Search Method is outdialed again, one retry has occurred.

The following restrictions apply to the Find Me settings:

- All values except None can be set in any order.
- None can occur only after a non-None value.
- No values other than None can follow None.
- No values other than None can be repeated.

Table: Allowable Values in Search Field shows the allowable values in each search field.

Table: Allowable Values in Search Field

First Search Method	Second Search Method	Third Search Method
None	None	None

Primary	None	None
Primary	Alternate	None
Primary	Pager	None
Primary	Alternate	Pager
Primary	Pager	Alternate
Alternate	None	None
Alternate	Primary	None
Alternate	Pager	None
Alternate	Primary	Pager
Alternate	Pager	Primary
Pager	None	None
Pager	Primary	None
Pager	Alternate	None
Pager	Primary	Alternate
Pager	Alternate	Primary

Table: Invalid Values in Search Field shows some invalid settings.

Table: Invalid Values in Search Field

First Search Method	Second Search Method	3rd Search Method
None	Primary	None
None	None	Pager
None	Alternate	Primary
Primary	Primary	Alternate

There must be a corresponding number for each value that is set. For example, if Pager is specified as a Find Me setting, there must be a pager number and type specified for the user in the profile.

Examples of Find Me Settings

The following examples show the sequence followed for a Find Me outdial with various combinations of settings, including None. The format is:

[FindMe settings: 1st, 2nd, 3rd], "# of retry attempts" Outdial Destination

The examples apply to the following actions in MeetingTime and voice user interface (VUI), as noted:

- Team outdial (MeetingTime: Search For Users option selected)

Table: Allowable Values in Search Field   8

- Get missing invitees (MeetingTime: Search For Users option selected)
- Have system find user (MeetingTime: Meeting Attendance options)
- #32 (VUI Team Outdial)
- #33 (VUI Get Missing Invitees)

Table: Find Me Settings Example

Call Number, # of Retry Attempts	Outdial Destination
[None, None, None], 0	Main
[None, None, None], 1	Main Main
[None, None, None], 2	Main Main Main
[Main, None, None], 0	Main
[Main, None, None], 1	Main Main
[Main, None, None], 2	Main Main Main
[Alternate, None, None], 0	Alternate
[Alternate, None, None], 1	Alternate Alternate
[Alternate, None, None], 2	Alternate Alternate Alternate
[Main, Alternate, None], 0	Main Alternate
[Main, Alternate, None], 1	Main Alternate Main
[Main, Alternate, None], 2	Main Alternate Main Alternate Main
[Main, Alternate, None], 3	Main Alternate Main Alternate Main Alternate Main
[Alternate, Main, None], 0	Alternate Main
[Alternate, Main, None], 1	Alternate Main Alternate
[Alternate, Main, None], 2	Alternate Main Alternate Main Alternate
[Main, Alternate, Pager], 0	Main Alternate Pager
[Main, Alternate, Pager], 2	Main Alternate Pager Main Alternate Pager Main

When Find Me Settings Are Not Used

The following example shows when Find Me settings are not used.

The examples apply to the following actions in MeetingTime:

- Team Outdial (MeetingTime: Search for users option cleared)
- Get Missing Invitees (MeetingTime: Search for users option cleared)
- Have System Call User (MeetingTime: Meeting Attendance options)

Table: Example Without Find Me

Call Number, # of Retry Attempts	Outdial Destination
[Alternate, None, None], 0	Main

[Alternate, None, None], 1	Main Main
[Alternate, Main, None], 0	Main

Departmental Support Contacts

To each Cisco Unified MeetingPlace profile, you assign a delegate (also called a contact)-a departmental support person or administrator who can represent the profile user. With each user profile, you must specify the Cisco Unified MeetingPlace user ID of the contact. Typically, user profiles inherit their contacts from their user group.

You can configure the system to let users get assistance before they enter a meeting if they do not enter a number at the first voice prompt or if they try to access an inactive profile. For more information on getting assistance, see the About Assisting Users.

Time Zone

Each profile has a time zone setting. Set the time zone for the geographical location in which the user does business. For all meetings the user schedules or is invited to, the system accepts and reports start times in the time zone of that user.

When participants in different time zones are invited to the same meeting, the times reported to each participant are converted to their time zones.

When you schedule a recurring meeting, all instances of that meeting are at the same time of day in the scheduler time zone. So, for example, if someone in Arizona schedules a weekly meeting, callers from New York must adjust their schedules during daylight savings time.

Meeting Preferences

Each user profile has default meeting preferences. Whenever users schedule a new meeting, these default meeting preferences initially determine the behavior of the meeting, such as whether it will be recorded. Users can override their default meeting preferences for each meeting.

Because users set up different types of meetings, select default meeting preferences for a user group that make sense for their application.

Video Terminal Fields

Each video terminal has a user profile that includes the following fields for scheduling, reporting, and other functions.

Table: Video Terminals Fields

Field	Setting
Video Terminal ID	The unique identifier that the Cisco Unified MeetingPlace Video Administration has associated with the video terminal.
Video Terminal Name	The name that the Cisco Unified MeetingPlace Video Administration uses to identify the video terminal.
Video Terminal Classification	The list of classifications, if any, that are associated with the video terminal. Each classification must be individually defined as a Meeting Category.