

[Cisco Unified MeetingPlace Release 6.1](#) > [Cisco Unified MeetingPlace Audio Server](#) > [Configuring](#) > [Setting Up the Audio Server](#)

You can customize the top-level touchtone menu trees that callers use to access their meetings by using Flex Menu applications.

Flex Menu applications provide quick access to do any of the following:

- Join meetings
- Listen to recordings
- Access one or all voice comments
- Access one or all attachments

You can also incorporate standard Cisco Unified MeetingPlace menu trees into your Flex Menu applications, such as the standard attend, schedule, and MeetingNotes branches.

For example, you could define a Flex Menu application to play the following top-level prompts:

- Welcome to Cisco Unified MeetingPlace.
- To attend today's brokerage call, press 1.
- To listen to the recording of yesterday's brokerage call, press 2.
- To review analyst meetings, press 3.
- For other options, press 4.

Note: The Welcome to Cisco Unified MeetingPlace prompt cannot be changed. If you want to customize this prompt, contact Cisco Unified MeetingPlace Customization Services.

Cisco Unified MeetingPlace can support multiple Flex Menu applications in a single system. You assign Flex Menu applications on a port group basis. As such, Cisco Unified MeetingPlace can play different menus to parties depending on the port group that users dial into.

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Accessing Flex Menus

You access Flex Menu features from the System tab in MeetingTime. From this tab, you can do the following:

- Design Flex Menu applications
- Load Flex Menu applications into the phone interface of the Cisco Unified MeetingPlace Audio Server
- Delete Flex Menu applications from the Cisco Unified MeetingPlace Audio Server
- Import Flex Menu applications created elsewhere

Creating Flex Menus

Creating Flex Menus consists of the following steps:

- Designing a Flex Menu application
- Saving the application
- Completing the application
- Loading the application

To Design a Flex Menu Application

1. From the list of Actions in the MeetingTime System tab, choose **Manage Flex Menus** .
2. In the Attributes list, choose the Flex Menu to use. For a new Flex Menu, choose **New Flex Menu** .
3. In the Attributes list, choose the Action to perform. For this field, select **Design** .
4. Click **Execute** .

Flex Menus requires three basic elements:

- Custom Flex Menu prompts
- Programming controls (macros)
- Specifications for past, present, or future meetings that are to be held based on meeting ID or meeting category

To Define a Custom Flex Menu Prompt

Custom Flex Menu prompts are voice prompts not normally part of the Cisco Unified MeetingPlace system. In the previous example, the prompt "To attend today's brokerage call" would be a custom Flex Menu prompt played to the users.

You can create custom flex menu prompts while you are designing Flex Menus.

1. From the Flex Menu Designer window, click **Prompts** .
2. In the Prompts window, click **New** .
3. To name the prompt, click **Edit** and enter the name. The new name appears in the Custom Prompts window.
4. Repeat Step 2 and Step 3 for all the prompts in your Flex Menu application.

To Record a Custom Flex Menu Prompt

1. By using your phone, dial into Cisco Unified MeetingPlace.
2. Press **2** to access your profile.
3. Enter the profile number and profile password for your system manager account.
4. From the profile main menu, press **9** then **2** to access custom Flex Menu prompts.
5. Enter the Flex Menu prompt number as shown in the Custom Prompts window in MeetingTime.
6. Follow the voice prompts to record the prompt.

Flex Menu Macros

Each Flex Menu application consists of a set of states. Each state consists of an action to perform, parameters specifying what to perform that action on, and "go to" instructions indicating what the next state should be under both normal and error conditions.

Table: Macro Types Supported describes which actions or macro types are supported.

Table: Macro Types Supported

Macro Type	Description	Parameters
Play Prompt	Plays custom prompts	Prompt number

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Go To Standard Application	Jumps to standard MeetingPlace menus	One of DID meeting, MeetingNotes, Profile Access, Combined Access, or Loop Through Transfer
Option	Plays a menu of up to 9 choices	For each choice, you specify: <ul style="list-style-type: none"> • Touchtone key that selects the option • Prompt to describe this option • State to jump to if this option is selected • Whether option is currently available
Hang up the call	Hangs up	None
Find meeting	Selects the meeting to attend or review	<ul style="list-style-type: none"> • Choose whether to access current, past, or future meetings • Choose how meetings are defined (by ID or category)* Number of meetings to find • Presentation style of meetings
Access MeetingNotes	Chooses which objects of selected meeting to review	<ul style="list-style-type: none"> • Meeting recording • All voice comments* All attachments • Specific voice comment • Specific attachment
Get Profile	Request that user enter valid profile number and password	State to jump to if successful and state to jump to on the following error conditions: <ul style="list-style-type: none"> • No valid ID • Timeout • Too many attempts • Profile in use • User presses *

To Use a Flex Menu Macro

1. From the Flex Menu Designer window, click **New** . The New Macro screen appears.
2. Choose the Macro Type you want to use, and click **OK** . The macro appears in the structure panel of the Flex Menu Designer. The Structure panel is divided into columns, which contain parameters.
3. Click each parameter and fill in the appropriate pop-ups.
4. Repeat [Step 3](#) for all parameters. You will have to return to those parameters requiring you to enter states that you have not yet programmed, after you have completed those portions of your Flex Menu application.

Finding Meetings

To access meetings to attend or review, you must first find the meetings. You can search for meetings based on their meeting ID or the meeting category.

Meeting Categories

The Find Meeting macro can find a specific meeting or generate a list of meetings based on the meeting ID or meeting category over a fixed range of time.

In the example, To Review Analyst Meetings, press 3, you would first define a meeting category titled "Analyst Meetings" and assign each relevant meeting to that category.

System managers can define meeting categories in the Configure tab.

Users assign a predefined meeting category to a meeting when they schedule meetings.

Presentation Styles

Cisco Unified MeetingPlace allows you to choose a single meeting or select from a set of meetings with the same meeting ID or meeting category. When Cisco Unified MeetingPlace generates a menu for the set of meetings, it can use one of several styles to present the list:

- Relative dates ("tomorrow")
- Dates by name ("Monday")
- Verbose (default)
- Verbose (without ID)

For example, if daily analyst meetings were held with a "by name" date presentation style, the menu might be:

- To review analyst meetings, press 3.
- For Tuesday's meeting, press 1.
- For Wednesday's meeting, press 2.
- For Thursday's meeting press 3.

Saving a Flex Menu Application

When you have finished designing a Flex Menu application, do the following procedure to save it.

To Save a Flex Menu Application

1. Enter a name for the Flex Menu application in the Name field of the Flex Menu Designer window.
2. Enter the description for the Flex Menu application in the Description field.
3. Click **Save** .

Completing a Flex Menu Application

When you have saved a Flex Menu application, mark it as Complete in the Flex Menu Designer.

Loading a Flex Menu Application

After a Flex Menu application has been marked as complete, load it into the Cisco Unified MeetingPlace system.

Note: Only those Flex Menu applications marked as complete can be loaded into Cisco Unified MeetingPlace.

To Load a Flex Menu Application in to Cisco Unified MeetingPlace

1. From the list of Actions in the MeetingTime System tab, choose **Manage Flex Menus** .
2. In the Attributes list, choose the Flex Menu to use.
3. In the Attributes list, choose the Action to perform. For this field, select **Load** .
4. Click **Execute** .

Using a Flex Menu Application

To use a Flex Menu application, do the following procedure.

To Use a Flex Menu Application

1. From the list of Views in the MeetingTime Configure tab, choose **Port Groups** .
2. Click the **Query** button to reveal selected values.
3. In the Attributes list, choose **Default Access Type** .
4. Click in the Values area of this field to select your newly defined Flex Menu Application and click **OK** .

Importing a Flex Menu Application

There are two reasons to import Flex Menu applications:

- To restore an older exported copy of a Flex Menu application to the same conference server.
- To copy an application exported from another conference server.

To Import a Flex Menu Application

1. From the list of Actions in the MeetingTime System tab, choose **Import Flex Menus** .
2. In the Attributes list, choose the file name of the import file.
3. In the Attributes list, indicate whether or not you want to create new voice prompt IDs. In general, you should create new voice prompt IDs if you are importing an application created on another conference server. If you are re-importing an application created on the same conference server, you should reuse the old voice prompt IDs.
4. Click **Execute** .

Exporting a Flex Menu Application

To use a Flex Menu application on another conference server, or to make a backup of a completed application, export the Flex Menu application to a text file by clicking **Export** .

Deleting a Flex Menu Application

To delete a Flex Menu application from Cisco Unified MeetingPlace do the following procedure.

To Delete a Flex Menu Application

1. From the list of Actions in the MeetingTime System tab, choose **Manage Flex Menus** .
2. In the Attributes list, choose the Flex Menu to use. This will be the Flex Menu that you will be deleting.
3. In the Attributes list, choose the Action to perform. For this field, select **Delete** .
4. Click **Execute** .