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Auto Attend Feature

The auto attend feature simplifies how users join meetings or sign in over the phone. If a user calls the system from a phone number in the user profile, the user is immediately authenticated and placed into the relevant meeting.

You can enable or disable the auto attend feature for specific user profiles and user groups. When enabled, you can also specify these options:

- Whether the user automatically enters meetings or is only automatically signed in.
- Whether the user must enter the Profile PIN.

The feature works as follows:

1. A user calls Cisco Unified MeetingPlace.
2. The system reads the automatic number ID (ANI), which is the phone number from which the user called.
3. The system modifies the ANI according to the translation rules on the Auto Attend Translation Configuration Page, if any apply.
4. If the (modified) ANI exactly matches the Main phone number or Alternate phone number in one user profile, the system checks all meetings (except continuous meetings):
    - Whether the user owns or is invited to any meetings that are active or that are scheduled to begin.
    - Whether the user was a participant in any meetings that are still active.
    - Whether anyone is in the waiting room of the reservationless meeting owned by the user.
5. If multiple meetings or no meetings are found, the system authenticates the user and lets the user select the meeting.
6. If only one meeting is found, the caller hears the meeting ID confirmation and is prompted to do one of the following:
    - Press 1 to attend the meeting.
    - Press * to hear menu options for authenticated users.

    The caller might hear additional prompts in these situations:

    - You configure the Auto attend requires profile PIN user profile field to Yes.
    - Meeting requires a password.
    - Caller needs to record a name or location.

Related Topics

- Examples of Auto Attend Translation Rules
- Adding or Editing an Auto Attend Translation Rule
- Enabling the Auto Attend Feature

Examples of Auto Attend Translation Rules

Sample Phone Numbers in User Profiles

Suppose that an organization uses 5-digit extensions and requires callers to enter a 9 to access an outside line. A user with the phone number 555-0123 might enter any of the following in the Main phone number or Alternate phone number user profile fields:

- 50123-5-digit extension
- 95550123-7-digit phone number preceded by 9 to get an outside line
- 914085550123-10-digit phone number (including area code) preceded by 9 to get an outside line

Sample ANI Formats

Depending on where the call originated, an ANI might use one of these formats:

- 50111-call from within an organization that uses 5-digit extensions
- 5550111-local call from outside the organization using the full 7-digit number
- 4085550111-call from another area code outside the organization

Sample Auto Attend Translation Rules

Table: Sample Auto Attend Translation Rules

Combination of Field Values			How the System Would Use This Translation Rule
Digits to match	**Match string**	**Replace by**	
0	-	-	The system tries to find a user profile phone number that matches the incoming ANI exactly without adding or deleting any digits. **Note:** You cannot modify this preconfigured translation rule.
5	5	8555	The rule applies to incoming ANIs with five digits, such as 50123. The system replaces "5" with "8555" to convert the sample ANI to 85550123.
5	5	9555	The rule applies to incoming ANIs with five digits, such as 50123. The system replaces "5" with "9555" to convert the sample ANI to 95550123.
5	5	91408555	The rule applies to incoming ANIs with five digits, such as 50123. The system replaces "5" with "91408555" to convert the sample ANI to 914085550123.
7	555	5	The rule applies to incoming ANIs with seven digits, such as 5550123. The system replaces "555" with "5" to convert the sample ANI to 50123. This converts a 7-digit number to a 5-digit extension.
7	555	8555	The rule applies to incoming ANIs with seven digits, such as 5550123. The system replaces "555" with "8555" to convert the sample ANI to 85550123.
10	408555	5	The rule applies to incoming ANIs with ten digits, such as 4085550123. The system replaces "408555" with "5" to convert the sample ANI to 50123. This converts a 10-digit number to a 5-digit extension.
10	408555	8555	The rule applies to incoming ANIs with ten digits, such as 4085550123. The system replaces "408555" with "8555" to convert the sample ANI to 85550123.
7	-	9	The rule applies to incoming ANIs with seven digits, such as 5550123. The system inserts "9" to convert the sample ANI to 95550123. This adds a "9" prefix to a 7-digit number.
7	-	91408	The rule applies to incoming ANIs with seven digits, such as 5550123. The system inserts "91408" to convert the sample ANI to 914085550123. This adds a "9" prefix and the area code to a 7-digit number.
10	-	91	The rule applies to incoming ANIs with ten digits, such as 4085550123. The system inserts "91" to convert the sample ANI to 914085550123.

			This adds a "91" prefix to a 7-digit number.
10	408	9	The rule applies to incoming ANIs with ten digits, such as 4085550123. The system replaces "408" with "9" to convert the sample ANI to 95550123.

Related Topics

- Auto Attend Feature
- Adding or Editing an Auto Attend Translation Rule
- Table: Field Reference: Add Translation Rule Page and Edit Translation Rule Page in the Administration Center Page References for Cisco Unified MeetingPlace (A - C pages)

Adding or Editing an Auto Attend Translation Rule

Defining automatic number identification (ANI) translation rules enables the system to match different ANI formats to the phone numbers in user profiles. There are multiple ways that phone numbers might be entered in user profiles, and there are multiple ways that ANIs might be received from the telco switch.

Before You Begin

- This task requires a system restart, which terminates all existing call connections. Proceed only during a scheduled maintenance period or during a period of extremely low usage.
- See the Examples of Auto Attend Translation Rules.

Procedure

1. Sign in to the Administration Center.
2. Select **System Configuration > Call Configuration > Auto Attend Translation Configuration**.
3. To add a new rule, select **Add New**. To edit an existing rule, select **Edit**.
4. Configure the fields.
5. Select **Save**.
6. Restart the system by entering the **sudo mpx_sys restart** command in the Application Server CLI.

Related Topics

- Table: Field Reference: Add Translation Rule Page and Edit Translation Rule Page in the Administration Center Page References for Cisco Unified MeetingPlace (A - C pages)
- Table: Navigation Reference: Auto Attend Translation Configuration Page in the Administration Center Page References for Cisco Unified MeetingPlace (A - C pages)
- Auto Attend Feature

What to Do Next

Proceed to the Enabling the Auto Attend Feature.

Enabling the Auto Attend Feature

By default, the auto attend feature is disabled. We recommend that you enable this feature for all users.

Before You Begin

- Complete the Adding or Editing an Auto Attend Translation Rule.
- For each user profile in which the auto attend feature is enabled, *anyone* who calls Cisco Unified MeetingPlace from a phone number configured in the Main phone number or Alternate phone number field will be signed in using that particular user profile.

  Therefore, you might want to require profile PINs or disable the auto attend feature for users whose specified endpoints might be used by multiple people.

Procedure

1. Sign in to the Administration Center.
2. Select **User Configuration**.
3. Select **User Groups** or **User Profiles**.
4. Configure these fields:
   - Auto attend mode
   - Auto attend requires profile PIN
5. Select **Save**.
6. Repeat this task for all user groups and user profiles for which you want to enable the auto attend feature.

Related Topics

- Table: Field Reference: Add User Profile Page and Edit User Profile Page in the Administration Center Page References for Cisco Unified MeetingPlace (A - C pages)
- Auto Attend Feature