



Managing Call Routing Tables in Cisco Unity Connection 10.x

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Overview of Default Call Routing Rules in Cisco Unity Connection 10.x

Cisco Unity Connection has two call routing tables—one for direct calls and one for forwarded calls—that handle calls from users and from unidentified callers.

Direct rules handle calls from users and unidentified callers that are dialed directly to Unity Connection. The predefined direct routing rules are:

- **Attempt Sign-In**—Calls from users are routed to the user sign-in conversation.



Note

With Cisco Unity Connection 10.0(1) and later, a user can play and record both video and audio greetings, when login via **Attempt Sign-in**.

- **Opening Greeting**—Calls from unidentified callers are routed to the Opening Greeting.

Forwarded rules handle calls that are forwarded to Unity Connection from either a user extension or from an extension that is not associated with a user account (such as a conference room). The predefined forwarded routing rules are:

- **Attempt Forward**—All calls forwarded from a user extension are routed to the user greeting.



Note

With Cisco Unity Connection 10.0(1) and later, a user can play both video and audio greetings, when the calling user receives unanswered call.

- **Opening Greeting**—Calls forwarded from an extension that is not associated with a user account are routed to the Opening Greeting.

You can change the order of the **Attempt Sign-In** and **Attempt Forward** rules relative to additional rules that you add in the respective routing tables, but the Opening Greeting rule is always the last entry for both tables. You cannot delete the predefined rules.

When you create a new rule, you need to specify only the criteria that are used to route the call, and can leave the other fields on the page blank. A blank field matches everything. For example, if you leave the Ports field blank, the rule applies to calls from all ports.

Adding Call Routing Rules in Cisco Unity Connection 10.x

To Add a Call Routing Rule

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the **Direct Routing Rules** or **Forwarded Routing Rules** page, select **Add New**.
- Step 3** On the **New Direct Rule** or **New Forwarded Rule** page, enter the name of the new rule in the Display Name field.
- Step 4** Select **Save**.
- Step 5** On the **Edit Direct Rule** or **Edit Forwarded Rule** page, continue entering applicable settings. (For field information, on the **Help** menu, select **This Page**.)



Note When you create a new rule, you need to specify only the criteria that are used to route the call, and can leave the other fields on the page blank. A blank field matches everything. For example, if you leave the **Ports** field blank, the rule applies to calls from all ports.

- Step 6** When you have finished entering settings, select **Save**.
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Modifying Call Routing Rules in Cisco Unity Connection 10.x

To Modify a Call Routing Rule

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the **Direct Routing Rules** or **Forwarded Routing Rules** page, select the display name of the call routing rule that you want to modify.
- Step 3** On the **Edit Direct Routing Rule** or **Edit Forwarded Routing Rule** page, change settings as applicable. (For field information, on the **Help** menu, select **This Page**.)



Note A blank field matches everything. For example, if you leave the **Ports** field blank, the rule applies to calls from all ports.

Step 4 When you have finished entering settings on the page, select **Save**.



Note **Default Call Routing Rule** when set to be inactive can cause a call to loop. Verify all calls are routed correctly while modifying **Routing Rule**.

Changing Phone Language Settings in Cisco Unity Connection 10.x

To Change Phone Language Settings for a Routing Rule

- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the **Direct Routing Rules** or **Forwarded Routing Rules** page, select the display name of the call routing rule that you want to modify.
- Step 3** On the **Edit Direct Routing Rule** or **Edit Forwarded Routing Rule** page, select **Use System Default Language** or **Inherit Language from Caller**, or select one of the languages in the list.
- Step 4** Select **Save**.

Changing the Order of Call Routing Rules in Cisco Unity Connection 10.x

To Change the Order of Call Routing Rules

- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the **Direct Routing Rules** or **Forwarded Routing Rules** page, select **Change Order**.
- Step 3** On the **Edit Direct Routing Rule Order** or **Edit Forwarded Routing Rule Order** page, in the **Reorganization** list, select the name of a rule that you want to move, then select the down or up arrow as applicable.
- Step 4** When you have finished reordering the rules, select **Save**.

Deleting Call Routing Rules in Cisco Unity Connection 10.x

To Delete a Call Routing Rule

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the **Direct Routing Rules** or **Forwarded Routing Rules** page, check the check box adjacent to the display name of the rule that you want to delete.
- Step 3** Select **Delete Selected**.
- Step 4** In the dialog box that asks you to confirm the deletion, select **OK**.
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