C H A P T E R 8

Cisco Unity Connection SRSV Administration - Template Settings Interface

See the following sections:

Search Call Handler Templates

The Search Call Handler Templates page displays the total number of call handler templates created by an administrator.

The administrator can search the call handler templates that are used for sending HTML notifications. The search results, by default, return all templates including default and custom templates. By default, the administrator can view 25 records per page and can select rows per page from the dropdown list, the max limit being 250 search results returned on one page. The administrator can perform custom search on the template name field using the following options:

- Begins with
- Contains
- Ends with
- Is Exactly
- Is Empty
- Is Not Empty

Table 8-1   Search Call Handler Templates Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection SRSV location or partition to which they belong. • Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list. • Location—*(Applicable to Cisco Unity Connection SRSV configurations only)* Display only results that belong to a particular Connection location. When you select this option, choose the name of the location from the Where Name Is list.
Delete Selected	To delete a call handler template, check the check box to the left of the display name, and select Delete Selected. You can delete multiple call handler templates at once.
Display Name	The name of the call handler template. Select the Display Name to go to the specific page for the call handler template.

New Call Handler Template

Table 8-2   New Call Handler Template Page

Field	Description
Display Name	Enter a descriptive name for the call handler template.
Message Recipient	Select the user or distribution list that receives messages left for the call handler. Select a recipient type by selecting the applicable button, and then select from the options available in the list. When you select a distribution list, each member of the list receives the call handler messages. Remember to enter this information when you create individual call handlers, unless all call handlers that are created from a template will have an identical message recipient, in which case you can enter the information on the template. Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as a dispatch message. When sent as a dispatch message, only one user in the group needs to act on the message.
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Unity Connection SRSV takes after the greeting.
Partition	*(Display only)* Shows the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Unity Connection SRSV. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space. Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).

Table 8-2   New Call Handler Template Page (continued)

Field	Description
Use System Default Time Zone	Check this check box to have Unity Connection SRSV apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you select a Time Zone from the list.
Time Zone	Select the desired time zone for the call handler, or check the Use System Default Time Zone check box to have Unity Connection SRSV use the system default time zone defined on the System Settings > General Configuration page. The call handler time zone setting is applied to the selected Active Schedule to determine when standard, closed, or holiday greetings are played for callers, and when standard or closed transfer rules apply.
Language	Select the language in which Unity Connection SRSV plays the handler system prompts to the caller: • Use System Default Language— uses the system default language for the language that callers hear when they call your organization. • Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language. Alternatively, you can select a specific language from the list. **Note** Depending on your license settings, United States English may not be available. The TTY language allows TTY users to read Unity Connection SRSV prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.

Edit Call Handler Template Basics

Table 8-3   Edit Call Handler Template Basics Page

Field	Description
Display Name	Enter a descriptive name for the call handler template.
Creation Time	*(Display only)* Shows the date and time when the call handler template was created.
Phone System	*(Display only)* Shows the phone system that the template uses.
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Unity Connection SRSV takes after the greeting.
Use System Default Time Zone	Check this check box to have Unity Connection SRSV apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you select a Time Zone from the list.
Time Zone	Select the desired time zone for the call handler, or check the Use System Default Time Zone check box to have Unity Connection SRSV use the system default time zone defined on the System Settings > General Configuration page. The call handler time zone setting is applied to the selected Active Schedule to determine when standard, closed, or holiday greetings are played for callers, and when standard or closed transfer rules apply.

Table 8-3   Edit Call Handler Template Basics Page (continued)

Field	Description
Language	Select the language in which Unity Connection SRSV plays the handler system prompts to the caller:
	• Use System Default Language—Unity Connection SRSV uses the system default language for the language that callers hear when they call your organization.
	• Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.
	Alternatively, you can select a specific language from the list.
	Note Depending on your license settings, United States English may not be available.
	The TTY language allows TTY users to read Unity Connection SRSV prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.
Partition	*(Display only)* Shows the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection SRSV. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.
	Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).
Search Scope	Select the search scope that is applied to match extensions that callers dial from the call handler to objects in a particular search space:
	• Search Space—Select a specific search space from the list.
	• Inherit Search Space from Call—Select this option to use the search space that was applied to the call by a previous call handler or by a routing rule.

Call Handler Templates Transfer Rules

Table 8-4   Call Handler Templates Transfer Rules Page

Field	Description
Enabled	Check or uncheck this check box and select Save to enable or disable one or more transfer rules. By design, the standard transfer rule cannot be disabled.
Rule Name	The name of the transfer rule. Select the Rule Name to go to the specific page for the transfer rule.
Extension	*(Display only)* The extension that the phone system uses to connect to the object.
End Date	*(Display only)* Indicates the date and time at which the rule is disabled, if it has been enabled until a specific end date.

Call Handler Templates Edit Transfer Rules

Table 8-5   Call Handler Templates Edit Transfer Rules Page

Field	Description
Rule Name	*(Display only)* The name of the transfer rule.
Status	*(Display only)* Indicate whether the transfer option is enabled and for how long: • Disabled—The transfer option is not in effect. • Enabled With No End Date and Time—The transfer option is enabled until you disable it. • Enabled Until—Unity Connection SRSV performs the selected transfer option until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection will automatically disable the transfer option. **Note** By design, the standard transfer rule cannot be disabled.
Transfer Calls To	Select one of the following settings: • Greeting—When this option is selected, the call is transferred as follows: – For user settings—to the user greeting, without ringing the user phone. – For call handler settings—to the call handler greeting. • Extension—Enter an extension to which the call is forwarded.
Transfer Type	Select how Unity Connection SRSV transfers calls. Use this setting with caution and only if you understand its implications on the phone and voice messaging systems. • Release to Switch—Unity Connection SRSV puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system forwards the call to the user or handler greeting. This transfer type allows Unity Connection SRSV to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the phone system. • Supervise Transfer—Unity Connection SRSV acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Unity Connection SRSV forwards the call to the user or handler greeting. You can use supervised transfer whether or not the phone system forwards calls. The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option. Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Rings to Wait For	Select the number of times the extension rings before Cisco Unity Connection SRSV plays the user or handler greeting. Set this value to at least three to give users a chance to answer. Avoid setting to more than four, especially if the call may be transferred to another extension, where the caller might have to wait for another set of rings. This value should be at least two rings fewer than the phone system setting for forwarding calls. This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.

Table 8-5   *Call Handler Templates Edit Transfer Rules Page (continued)*

Field	Description
Play the "Wait While I Transfer Your Call" Prompt	Check this check box to have Cisco Unity Connection SRSV play "Wait while I transfer your call" to callers while performing the transfer. This option is unavailable when Transfer Incoming Calls is set to the Greeting option. Default setting: Check box checked.
If Extension Is Busy	Indicate how Cisco Unity Connection SRSV handles calls when the phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports. • Send Callers to Voicemail—Unity Connection SRSV plays the busy greeting and allows the caller to leave a voice message. • Put Callers on Hold Without Asking—Unity Connection SRSV puts callers on hold. • Ask Callers to Hold—Unity Connection SRSV gives the caller the option of holding These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
Tell Me When the Call Is Connected	Check this check box to have Cisco Unity Connection SRSV say "transferring call" when the user answers the phone. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Tell Me Who the Call Is For	Check this check box to have Cisco Unity Connection SRSV say "call for <recorded name of user or call handler>" or "call for <dialed extension number>" when the user answers the phone. Use this setting when users share a phone or a user takes calls from more than one dialed extension. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.
Ask Me If I Want to Take the Call	Check this check box to have Cisco Unity Connection SRSV ask users whether they want to take a call before transferring the call. This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option. **Note** Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly. Default setting: Check box not checked.

Table 8-5   Call Handler Templates Edit Transfer Rules Page (continued)

Field	Description
Ask for Caller's Name	Check this check box to have Cisco Unity Connection SRSV prompt callers to say their names. When answering the phone, the user hears "Call from..." before Unity Connection SRSV transfers the call.
	This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.
	Note Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.
	Default setting: Check box not checked.

Call Handler Templates Caller Input

Table 8-6   Call Handler Templates Caller Input Page

Field	Description
Key	To edit caller input settings, select the applicable key. The Edit Caller Input page opens for that key.
Action	*(Display only)* Indicates the action that Cisco Unity Connection SRSV takes when a caller presses this key. If the key is configured for a call action such as "Ignore" or "Take Message," the action is displayed; if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user, "Send Caller To" is displayed, and the Target field shows the object that receives the call.
Target	*(Display only)* Indicates the object that receives the call if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user. Otherwise, this field is blank.
Status	*(Display only)* Indicates whether Cisco Unity Connection SRSV allows additional input (Unlocked) or ignores additional input (Locked) when a caller presses this key.
Wait for Additional Digits ____ Milliseconds	Indicate the amount of time that Cisco Unity Connection SRSV waits for additional input after callers press a single key that is not locked. If there is no input within this time, Unity Connection SRSV performs the action assigned to the single key.
	We recommend a value of 1,500 milliseconds (one and one-half seconds).
	Note This option is unavailable if Ignore Caller Input is enabled on the Greetings page.
	Default setting: 1,500 milliseconds.
Prepend Digits to Dialed Extensions—Enable	Check this check box to simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.
	Cisco Unity Connection SRSV first attempts to route the call to the prepended extension. If the prepended extension is not valid, Unity Connection SRSV attempts to route the call to the dialed extension.
	For example, a call handler named Sales is configured with the prepended digits 123. When a caller dials 1000 while listening to the greeting for the Sales call handler, Unity Connection SRSV attempts to route the call to extension 1231000; if the prepended extension is not valid, Unity Connection SRSV attempts to route the call to extension 1000.

Table 8-6   Call Handler Templates Caller Input Page (continued)

Field	Description
Digits to Prepend	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the user or call handler.

Call Handler Templates Edit Caller Input

Table 8-7   Call Handler Templates Edit Caller Input Page

Field	Description
Key	*(Display only)* Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	Check this check box to have Cisco Unity Connection SRSV ignore additional input after callers press the key; Unity Connection SRSV performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.
	To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.
	Default setting: Check box not checked.

Table 8-7   *Call Handler Templates Edit Caller Input Page (continued)*

Field	Description
Action	Select from the following, to indicate the action that Cisco Unity Connection SRSV performs when the caller presses the applicable key: • Call Action—Select the applicable action from the list: – Hang Up—Unity Connection SRSV terminates the call when a caller presses the applicable phone key. – Ignore—Unity Connection SRSV ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to. – Restart Greeting—Unity Connection SRSV plays the greeting from the beginning. – Route from Next Call Routing Rule—Unity Connection SRSV continues processing the call according to the call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Unity Connection SRSV previously applied to the call. – Skip Greeting—Unity Connection SRSV skips the greeting and performs the after-greeting action. – Take Message—Unity Connection SRSV records a message from the caller. – Transfer to Alternate Contact Number—Unity Connection SRSV transfers the call to the phone number that you specify in the Extension field, for example to a mobile phone or other external number. You can also specify whether Unity Connection SRSV transfers the call by releasing it to the phone system or by supervising the transfer. If you select Supervise Transfer as the transfer type, you can also specify the number of rings to wait before Unity Connection SRSV ends the attempt to transfer. • Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Sign-In—A conversation that prompts the caller to enter an ID and a PIN. – User System Transfer—A conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby phones or phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.

Call Handler Templates Greetings

Table 8-8   *Call Handler Templates Greetings Page*

Field	Description
Enabled	Check this check box and select Save to enable a greeting indefinitely.
	When a greeting is enabled, Cisco Unity Connection SRSV plays the greeting in the applicable situation until the end date and time, or, if no end date and time is specified, until you disable the greeting.
Greeting	*(Display only)* The name of the greeting. Select the Greeting name to go to the specific page for that greeting.
End Date	*(Display only)* Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.
Source	*(Display only)* Indicates the type of recording that callers hear when the greeting plays: • Blank—Callers hear nothing. • Recording—Callers hear a personally recorded greeting. • System—Callers hear the System Default Greeting.

Call Handler Templates Edit Greeting

Table 8-9   *Edit Call Handler Templates Greeting Page*

Field	Description
Status	Indicate whether the selected greeting is enabled and for how long: • Disabled—The applicable greeting is not in effect. • Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it. • Enabled Until—Cisco Unity Connection SRSV plays the applicable greeting until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection automatically disables the greeting.
Callers Hear	Indicate the source for the selected greeting: • System Default Greeting—Select to use the prerecorded system default greeting. Cisco Unity Connection SRSV plays a prerecorded greeting along with the recorded name of the user (for example, "Sorry, <user name> is not available"). If the user does not have a recorded name, Unity Connection SRSV plays the user extension instead. When a greeting is enabled but not recorded, Unity Connection SRSV plays a prerecorded system greeting. **Note** Recording a greeting does not enable it. • My Personal Recording—Select to use the personal recording of the user. • Nothing—Select to have no recording. When the greeting source is left blank, Unity Connection SRSV immediately performs the after-greeting action.

Table 8-9   Edit Call Handler Templates Greeting Page (continued)

Field	Description
Play the "Record Your Message at the Tone" Prompt	Check this check box to have Cisco Unity Connection SRSV prompt callers to wait for a tone before recording their message. Default setting: Check box checked.
During Greeting	Indicate the actions that Cisco Unity Connection SRSV performs during the greeting: • Ignore Caller Input—Check this check box to ignore caller input during the greeting. When this check box is not checked, Unity Connection SRSV responds to key presses the caller makes while the greeting plays. Default setting: Check box not checked. • Allow Transfers to Numbers Not Associated with Users or Call Handlers—Check this check box to allow callers to transfer to extensions that are not assigned to other users or call handlers. Unity Connection SRSV attempts a release transfer as long as the number entered by the caller is allowed by the Default System Transfer restriction table. Default setting: Check box not checked. • Times to Re-Prompt Caller—Enter the number of times Unity Connection SRSV reprompts the caller for input. When the caller does not press any key after being reprompted, Unity Connection SRSV asks for confirmation that the caller is still there. If there is no response, Unity Connection SRSV performs the action selected in the If Caller Exits Send To field. Default setting: Zero. • Delay Between Re-Prompts—Indicate the number of seconds after prompting a caller for input that Connection waits before prompting the caller again. Default setting: 2 seconds.

Table 8-9   Edit Call Handler Templates Greeting Page (continued)

Field	Description

After Greeting	Indicate the action that Cisco Unity Connection SRSV performs after the greeting plays:
	
	• Call Action—Select the applicable action from the list.
	
	  – Hang Up—Unity Connection SRSV immediately terminates the call when a caller presses the applicable key on the phone. Use carefully; unexpected hang-ups can appear rude to callers.
	
	  – Restart Greeting—Unity Connection SRSV replays the greeting. This option is typically used for the error greeting.
	
	  – Route from Next Call Routing Rule—Unity Connection SRSV continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Unity Connection SRSV previously applied to the call.
	
	  – Take Message—Unity Connection SRSV records a message from the caller. The greeting should indicate that a message will be recorded.
	
	• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.
	
	• Directory Handler—Sends the call to the directory handler that you specify.
	
	• Conversation—Sends the call to the conversation that you specify.
	
	  – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID.
	
	  – User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Unity Connection SRSV users—such as lobby and conference room phones, and even phone numbers outside the organization. Unity Connection SRSV performs the transfer only when the user restriction table permits it.

Call Handler Templates Message Settings

Table 8-10   Call Handler Templates Message Settings Page

Field	Description
Maximum Message Length	Set the recording length (in seconds) allowed for messages left by unidentified callers. Users may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages. If enabled, callers hear a warning tone before the maximum message length is reached. **Note** The maximum recording length for messages left by other users is set on the applicable Edit Class of Service page. The maximum recording length for broadcast messages that users record (if applicable) is set on the System Settings > Advanced > Conversations page. Default setting: 300 seconds.

Table 8-10   *Call Handler Templates Message Settings Page (continued)*

Field	Description
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages. Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time. Default setting: Check box checked.
Message Urgency	Indicate the action that Cisco Unity Connection SRSV allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in: • Mark Normal—Messages left by unidentified callers are never marked urgent. • Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls. • Ask Callers—Unity Connection SRSV asks unidentified callers whether to mark their messages urgent.
Message Sensitivity	Indicate the action that Cisco Unity Connection SRSV allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in: • Mark Normal—Messages left by unidentified callers are never marked private. • Mark Private—All messages left by unidentified callers are marked private. • Ask Callers—Unity Connection SRSV asks unidentified callers whether to mark their messages private.
Message Security—Mark Secure	Check this check box to have Cisco Unity Connection SRSV mark messages as secure that are left for this user by unidentified callers or by users who have not explicitly signed in (when identified user messaging is enabled).
Message Recipient	Select the user or distribution list that receives messages left for the call handler. Select a recipient type by selecting the applicable button, and then select from the options available in the list. When you select a distribution list, each member of the list receives the call handler messages. Remember to enter this information when you create individual call handlers, unless all call handlers that are created from a template will have an identical message recipient, in which case you can enter the information on the template. Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as a dispatch message. When sent as a dispatch message, only one user in the group needs to act on the message.

Table 8-10   *Call Handler Templates Message Settings Page (continued)*

Field	Description
After Message Action	Indicate the action that Cisco Unity Connection SRSV performs after a caller leaves a message: • Call Action—Select the applicable action from the list: – Hang Up—Unity Connection SRSV immediately terminates the call when a caller presses the applicable key on the phone. – Route from Next Call Routing Rule—Unity Connection SRSV continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Unity Connection SRSV previously applied to the call. • Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify: – Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID. – User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Unity Connection SRSV users—such as lobby and conference room phones, and even phone numbers outside the organization. Unity Connection SRSV performs the transfer only when the user restriction table permits it.