



## CHAPTER 5

# Creating a Call Management Plan

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Careful planning for your system components—call handlers, interview handlers, directory handlers, and call routing tables—is key to setting them up efficiently. Creating a call management map is a way to document your plan.



### Note

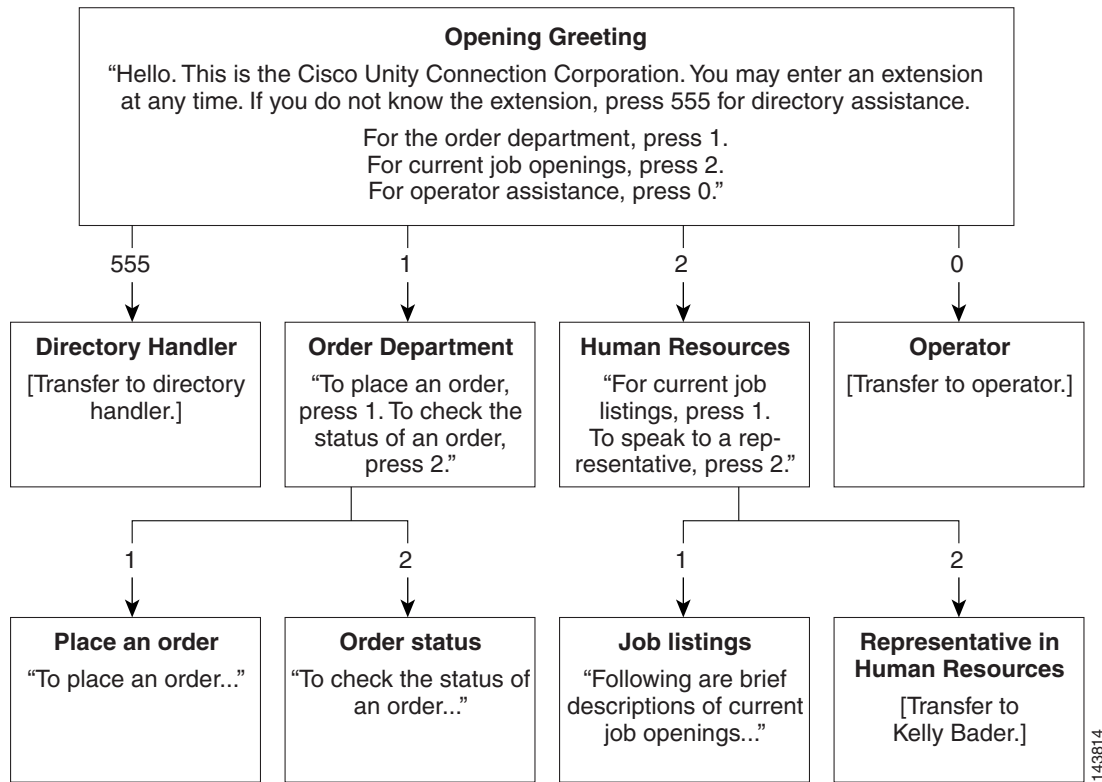
Before beginning the steps in this chapter, make sure you understand each of the system components and call routing elements as described in the [“Call Management Overview”](#) chapter.

See the following sections:

- [Creating a Call Management Map, page 5-1](#)
- [Implementing a Call Management Plan, page 5-2](#)

## Creating a Call Management Map

When you have considered how your call management plan ought to work, you can create a sketch that shows specifically how the handlers connect to one another. Include a menu of one-key dialing options and all possible navigation choices (such as reaching a call handler by dialing an extension or via a routing rule). You can also include the predefined Cisco Unity Connection call handlers in your plan. See [Figure 5-1](#) for a sample call management map that makes use of the automated attendant.

**Figure 5-1 Sample Automated Attendant Call Management Map**

## Implementing a Call Management Plan

After you have mapped your plan, write detailed scripts for the greeting of each call handler to use during the recording session.

When you are ready to set up your system of call handlers, start from the bottom up. First create the call handlers to which calls are routed. You select these “destination” call handlers when you create the call handlers that route calls to them. You also need to create accounts for the users to which call handlers transfer before creating those call handlers.

Using [Figure 5-1](#) as an example, you first create a user account for Kelly Bader, and the handlers for Place an Order, Order Status, and Job Listings. Then you create the handlers for the Order Department and Human Resources.

In addition to mapping call handlers, you also need to plan call routing tables. In [Figure 5-1](#), for example, all new call handlers are reached through the Opening Greeting. Another alternative is to assign extensions to some of your call handlers and to route incoming calls to those extensions by using a call routing table.