



CHAPTER 6

Managing Call Handlers

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Overview: Default Call Handlers

Cisco Unity Connection comes with the following predefined call handlers, which you can modify but not delete. Note that you should at least modify the greetings for these call handlers.

Opening Greeting	<p>Acts as an automated attendant, playing the greeting that callers first hear when they call your organization, and performing the actions you specify. The Opening Greeting Call Routing rule transfers all incoming calls to the Opening Greeting call handler.</p> <p>By default, the Opening Greeting call handler allows callers to press * to reach the Sign-In conversation, or press # to reach the Operator call handler. Messages left in the Opening Greeting call handler are sent to the Undeliverable Messages distribution list.</p>
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Operator	<p>Calls are routed to this call handler when callers press “0” or do not press any key (the default setting). You can configure the Operator call handler so that callers can leave a message or be transferred to a live operator.</p> <p>By default, the Operator call handler allows callers to press * to reach the Sign-In conversation, or press # to reach the Opening Greeting call handler. Messages left in the Operator call handler are sent to the mailbox for the Operator user.</p>
Goodbye	<p>Plays a brief goodbye message and then hangs up if there is no caller input.</p> <p>By default, the Goodbye call handler allows callers to press * to reach the Sign-In conversation, or press # to reach the Opening Greeting call handler. If you change the After Greeting action from Hang Up to Take Message, messages left in the Goodbye call handler are sent to the Undeliverable Messages distribution list.</p>

Creating, Modifying, and Deleting Call Handler Templates

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Each call handler that you add in Cisco Unity Connection is based on a template. Settings from the template are applied as the call handler is created. Connection comes with one default call handler template, which has settings that are suitable for most call handlers.

You can also create new templates.

Before you create call handlers, review the settings in the template that you plan to use and determine whether you need to make changes or create new templates. For each template, you should consider enabling the transfer, caller input, greetings, and message settings that will be needed for the call handlers that you plan to create. Note that if you change settings on a call handler template, the new settings are in effect only for new call handlers that are created by using that template. Changes to template settings do not affect existing call handlers.

Deleting a call handler template does not affect any call handlers that were based on that template when they were created. Note that you cannot delete the default template.

See the following procedures:

- [To Create a Call Handler Template, page 6-2](#)
- [To Modify a Call Handler Template, page 6-3](#)
- [To Delete a Call Handler Template, page 6-3](#)

To Create a Call Handler Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **Call Handler Templates**.
- Step 2** On the Search Call Handler Templates page, click **Add New**.
- Step 3** On the New Call Handler Template page, enter basic settings, as applicable. (For field information, on the Help menu, click **This Page**.)



Note Fields marked with * (an asterisk) are required.

- Step 4** Click **Save**.

- Step 5** On the Edit Call Handler Template page, continue entering applicable settings.
- Step 6** When you have finished entering settings on the Edit Call Handler Template page, click **Save**.
- Step 7** On the Edit menu, click any (or all) of the following related pages, to continue adding applicable settings to the new call handler template:
- Transfer Rules (see the “[Transferring Calls](#)” section on page 6-12 for details)
 - Caller Input (see the “[Managing Caller Input During Greetings](#)” section on page 6-8 for details)
 - Greetings (see the “[Overview of Call Handler Greetings](#)” section on page 6-6 for details)
 - Message Settings (see the “[Taking Messages](#)” section on page 6-11 for details)
- Step 8** If you change any of the default settings on any of the pages listed in [Step 7](#), click **Save** before leaving the page.
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To Modify a Call Handler Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **Call Handler Templates**.
- Step 2** On the Search Call Handler Templates page, click the display name of the call handler template that you want to modify.



Note If the call handler template that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

- Step 3** On the Edit Call Handler Template, change settings, as applicable. (For field information, on the Help menu, click **This Page**.)
- Step 4** When you have finished changing settings on the Edit Call Handler Template page, click **Save**.
- Step 5** You may also want to change settings on any (or all) of the following related pages, as applicable:
- Transfer Rules (see the “[Transferring Calls](#)” section on page 6-12 for details)
 - Caller Input (see the “[Managing Caller Input During Greetings](#)” section on page 6-8 for details)
 - Greetings (see the “[Overview of Call Handler Greetings](#)” section on page 6-6 for details)
 - Message Settings (see the “[Taking Messages](#)” section on page 6-11 for details)
- Step 6** If you change any of the settings on a page listed in [Step 5](#), click **Save** before leaving the page.
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To Delete a Call Handler Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **Call Handler Templates**.
- Step 2** On the Search Call Handler Templates page, check the check box adjacent to the call handler template that you want to delete.



Note If the call handler template that you want to delete does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

- Step 3** Click **Delete Selected**.

Step 4 Click **OK**.

Creating Call Handlers

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After you have created or updated the templates that you plan to use, you are ready to create call handlers.

To Create a Call Handler

Step 1 In Cisco Unity Connection Administration, expand **Call Management**, then click **System Call Handlers**.

Step 2 On the Search Call Handlers page, click **Add New**.

Step 3 On the New Call Handler page, enter basic settings, as applicable. (For field information, on the Help menu, click **This Page**.)



Note Fields marked with * (an asterisk) are required.

Step 4 Click **Save**.

Step 5 On the Edit Call Handler page, continue entering settings for the call handler.

Step 6 When you have finished entering settings on the Edit Call Handler page, click **Save**.

Step 7 On the Edit menu, click any (or all) of the following related pages, to continue adding applicable settings to the new call handler:

- Transfer Rules (see the [“Transferring Calls” section on page 6-12](#) for details)
- Caller Input (see the [“Managing Caller Input During Greetings” section on page 6-8](#) for details)
- Greetings (see the [“Overview of Call Handler Greetings” section on page 6-6](#) for details)
- Message Settings (see the [“Taking Messages” section on page 6-11](#) for details)
- Call Handler Owners



Note Depending on how you set up the call handler template on which this new call handler is based, you may not need to change any settings on these additional pages. At a minimum, however, you should record a name and one or more greetings for the call handler.

Step 8 If you change any of the settings on a page listed in [Step 7](#), click **Save** before leaving the page.


Modifying Call Handlers

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After a call handler has been created, you may need to adjust settings. The tools in Cisco Unity Connection Administration allow you to modify a single call handler at a time, or make changes to multiple call handlers at once. Do the applicable procedure:

- [To Modify a Single Call Handler, page 6-5](#)
- [To Modify Multiple Call Handlers at Once, page 6-5](#)

To Modify a Single Call Handler

- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then click **System Call Handlers**.
- Step 2** On the Search Call Handlers page, click the display name of the call handler that you want to modify.
-  **Note** If the call handler that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.
- Step 3** On the Edit Call Handler page, change settings as applicable. (For field information, on the Help menu, click **This Page**.)
- Step 4** When you have finished changing settings on the Edit Call Handler page, click **Save**.
- Step 5** You may also want to change settings on any (or all) of the following related pages, as applicable:
- Transfer Rules (see the [“Transferring Calls” section on page 6-12](#) for details)
 - Caller Input (see the [“Managing Caller Input During Greetings” section on page 6-8](#) for details)
 - Greetings (see the [“Overview of Call Handler Greetings” section on page 6-6](#) for details)
 - Message Settings (see the [“Taking Messages” section on page 6-11](#) for details)
 - Call Handler Owners
- Step 6** If you change any of the settings on a page listed in [Step 5](#), click **Save** before leaving the page.
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To Modify Multiple Call Handlers at Once

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Click **Bulk Edit Utility**.
- Step 3** In the Make Changes To section, click **System Call Handlers**.
- Step 4** In the Select Call Handlers list, click the applicable search parameters, and click **Find**.
- Step 5** In the resulting list, check the check boxes adjacent to the call handlers that you want to modify and then click **Next**.
- Step 6** On the applicable tab, check the check boxes of the settings that you want to modify. When you have finished changing settings, click **Next**.
- Step 7** Click **Finish** to apply your changes.
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Overview of Call Handler Greetings

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Each call handler can have up to seven greetings. The greeting settings specify which greetings are enabled, how long they are enabled, the greeting source, and the actions that Cisco Unity Connection takes during and after each greeting. When a greeting is enabled, Connection plays the greeting in the applicable situation until the specified date and time arrives, and then the greeting is automatically disabled. A greeting can also be enabled to play indefinitely.

Note that Call Handler greetings can be recorded in multiple languages. See the [“Changing Phone Language Settings” section on page 6-11](#) for instructions.

You can customize how Connection handles calls to call handlers that have the alternate greeting enabled. For example, you can specify that for as long as the alternate greeting is enabled, Connection:

- Transfers callers directly to the greeting without ringing the extension that is assigned to the call handler (as applicable) whenever calls are transferred from the automated attendant or a directory handler to the user extension. (The phone rings if an outside caller or another Connection user dials a user extension directly.)
- Prevents all callers from skipping the greeting.
- Prevents all callers from leaving messages (when the call handler is set up to take message).

Note that Connection plays the greetings that you enable for the applicable situation; however, some greetings override other greetings when they are enabled:

Standard	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting.
Closed	Plays during the closed (nonbusiness) hours defined for the active schedule. A closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule.
Holiday	Plays during the specific dates and times specified in the schedule of holidays associated with the active schedule. A holiday greeting overrides the standard and closed greetings.
Internal	Plays to internal callers only. It can provide information that only coworkers need to know. (For example, “I will be in the lab all afternoon.”) An internal greeting overrides the standard, closed, and holiday greetings. Not all phone system integrations provide the support necessary for an internal greeting.
Busy	Plays when the extension is busy. (For example, “All of our operators are with other customers.”) A busy greeting overrides the standard, closed, internal, and holiday greetings. Not all phone system integrations provide the support necessary for a busy greeting.

Alternate	Can be used for a variety of special situations, such as vacations or a leave of absence. (For example, “I will be out of the office until....”) An alternate greeting overrides all other greetings.
Error	Plays if the caller enters invalid digits. This can happen if the digits do not match an extension, the extension is not found in the search scope, or the caller is otherwise restricted from dialing the digits. You cannot disable the error greeting. The system default error recording is, “I did not recognize that as a valid entry.” By default, after the error greeting plays, Connection replays the greeting that was playing when the caller entered the invalid digits.

Call handler owners can select a different call handler greeting or record the call handler greetings from the System Call Handlers > Greetings page in Cisco Unity Connection Administration, or they can use the Cisco Unity Greetings Administrator to do so by phone. (For more information on recording greetings and using the Cisco Unity Greetings Administrator, see the [“Managing Recorded Greetings and Recorded Names”](#) chapter.)

See the following [“Managing Call Handler Greetings”](#) section for instructions on changing call handler greeting settings.

Managing Call Handler Greetings

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You can modify call handlers greetings by using Cisco Unity Connection Administration, or by calling Cisco Unity Connection by phone. When you use Connection Administration to modify greetings, you can do so for a single call handler, or you can modify the greetings for multiple call handlers at once. Do the applicable procedure:

- [To Set Up Call Handler Greetings for a Single Call Handler, page 6-7](#)
- [To Set Up Call Handler Greetings for Multiple Call Handlers, page 6-8](#)

To manage call handler greetings when you—or the call handler owners that you assign—cannot access Cisco Unity Connection Administration, you can use the Cisco Unity Greetings Administrator by phone. For more information, see the [“Setting Up the Cisco Unity Greetings Administrator”](#) section on page 17-4 and the [“Using the Cisco Unity Greetings Administrator to Record or Rerecord Call Handler Greetings”](#) section on page 17-2.

To Set Up Call Handler Greetings for a Single Call Handler

Step 1 In Cisco Unity Connection Administration, expand **Call Management**, then click **System Call Handlers**.

Step 2 On the Search Call Handlers page, click the display name of the applicable call handler.



Note If the call handler does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

Step 3 On the Edit menu, click **Greetings**.

Step 4 On the Greetings page, click the display name of the greeting that you want to set up.

Step 5 On the Edit Greeting page, enter settings as applicable.

- Step 6** Click **Save**.
- Step 7** To set up another greeting for the call handler, repeat [Step 3](#) through [Step 6](#).
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To Set Up Call Handler Greetings for Multiple Call Handlers

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Click **Bulk Edit Utility**.
- Step 3** In the Make Changes To section, click **System Call Handlers**.
- Step 4** In the Select Call Handlers list, click the applicable search parameters, and click **Find**.
- Step 5** In the resulting list, check the check boxes adjacent to the call handlers that you want to modify and then click **Next**.
- Step 6** On the Greetings tab, select the settings that you want to modify. When you have finished changing settings, click **Next**.
- Step 7** Click **Finish** to apply your changes.
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Managing Caller Input During Greetings

Caller input settings define actions that Cisco Unity Connection takes in response to phone keys pressed by callers during a call handler greeting. By using the settings on the Edit Greeting page for each individual greeting, you can specify on a per-greeting basis whether the greeting allows caller input and whether callers can perform transfers. Or, you can define caller input keys and options that apply to all of the call handler greetings by using the Caller Input page for the call handler.

See the following sections for details:

- [Offering One-Key Dialing During Call Handler Greetings, page 6-8](#)
- [Offering System Transfers, page 6-9](#)
- [Abbreviated Extensions: Prepending Digits to Extensions That Callers Enter, page 6-10](#)

Offering One-Key Dialing During Call Handler Greetings

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One-key dialing enables you to designate a single digit to represent a user extension, alternate contact number, call handler, interview handler, or directory handler. Instead of entering the full extension, the caller presses a single key during a call handler greeting and Cisco Unity Connection responds accordingly. By specifying several different keys as caller input options, you can offer callers a menu of choices in the call handler greeting.

Configuring the transfer to alternate contact number action on one or more keys of a call handler allows you to quickly set up a simple audiotext tree that callers can use to transfer to specific non-user extensions on the phone system or to specific external numbers, without having to create separate call handlers for each number. When transferring a caller to an alternate contact number, Connection releases the call to the phone system.

Callers can also bypass one-key dialing. You set the system to pause a certain number of seconds for additional key presses before routing the call according to the one-key dialing menu you have set up. These pauses allow callers to press full extension IDs to bypass one-key dialing menus, even during the handler greeting.

Further, you can lock certain keys to take the caller directly to the action programmed for that key without waiting for an additional key press. Note that you should not lock any key that matches the first digit of user extensions; otherwise, callers are not able to enter an extension to reach a user.

To Offer One-Key Dialing During a Call Handler Greeting

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then click **System Call Handlers**.
- Step 2** On the Search Call Handler page, in the Search Results table, click the display name of the applicable call handler.
-  **Note** If the call handler does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.
-
- Step 3** On the Edit Call Handler page, on the Edit menu, click **Caller Input**.
- Step 4** In the Single Key Settings table, click the applicable phone keypad key.
- Step 5** On the Edit Caller Input page for the key that you selected, check the **Ignore Additional Input (Locked)** check box to instruct Connection to immediately process the key without waiting for the caller to enter additional digits.
- Step 6** Under Action, click an option and change settings as applicable.
- Step 7** Click **Save**.
- Step 8** Optionally, you can rerecord the call handler greetings to mention the key that callers can press while listening to the greetings:
- On the Edit menu, click **Greetings**.
 - On the Greetings page, click the display name of the greeting that you want to modify.
 - On the Edit Greeting page, click **Play/Record**, and record a greeting.
 - Click **Save**.
-

Offering System Transfers

System transfers allow callers to dial numbers that are not associated with a user, contact, call handler, or other entity. For example, users and outside callers may find it convenient to be able to call Cisco Unity Connection and transfer from a call handler to a lobby extension, conference room extension, or an extension that is assigned to someone in the organization who is not a Connection user, such as an employee who is visiting from another site and is using a guest office.

You can configure individual call handler greetings to allow callers to transfer to numbers that are not associated with Connection users or call handlers while the greeting is playing.

For more information see the [“Setting Up System Transfers”](#) chapter.

Abbreviated Extensions: Prepending Digits to Extensions That Callers Enter

You can 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 first attempts to route the call to the prepended extension. If the prepended extension is not valid, Connection attempts to route the call to the dialed extension. In the following example, the 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, Connection attempts to route the call to extension 1231000; if the prepended extension is not valid, Connection attempts to route the call to extension 1000. (Note that if extension 1000 is not a valid extension and the greeting for the Sales call handler is configured to allow transfers to numbers not associated with users or call handlers, Connection performs a release transfer to 1231000.)

Abbreviated extensions can be used as a way for an organization to segment users into different groups. For example, suppose a company has two departments: Engineering and Marketing. The company uses six digit extensions, and all extensions in Engineering begin with 10 and all extensions in Marketing begin with 11. Call handlers could be created for Engineering and for Marketing, and each call handler could be configured to prepend a 10 or a 11, as applicable, to any extension dialed from that call handler. When set up this way, users would only have to enter the last four digits of a user extension.

Do one of the following procedures:

- [To Configure Prepend Digits for Individual User or Call Handler Accounts, page 6-10](#)
- [To Configure Prepend Digits for Multiple User or Call Handler Accounts at Once, page 6-10](#)

To Configure Prepend Digits for Individual User or Call Handler Accounts

- Step 1** In Cisco Unity Connection Administration, go to the Caller Input page for the applicable user, user template, call handler, or call handler template.
- Step 2** In the Prepend Digits to Dialed Extensions section, check the **Enable** check box.
- Step 3** In the Digits to Prepend field, enter the applicable digits.
- Step 4** Click **Save**.
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To Configure Prepend Digits for Multiple User or Call Handler Accounts at Once


- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Click **Bulk Edit Utility**.
- Step 3** In the Bulk Edit utility, find the user or call handler accounts that you want to edit. Check the check boxes adjacent to the accounts that you want to modify and then click **Next**.
- Step 4** Click the **Caller Input** tab.
- Step 5** Check the **Prepend Digits to Dialed Extensions** check box and enter the applicable digits.
- Step 6** Click **Next**, and then click **Finish**.
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Changing Phone Language Settings

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Call handler greetings can be recorded in multiple languages when the language for the call handler is inherited from the caller. For example, if Cisco Unity Connection is configured to provide prompts in French and Spanish, it is possible to record the standard greeting in both languages so that Spanish- and French-speaking callers can hear the greeting in their own language.

To Change Phone Language Settings for a Call Handler

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then click **System Call Handlers**.
- Step 2** On the Search Call Handler page, in the Search Results table, click the display name of the applicable call handler.
-  **Note** If the call handler does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.
-
- Step 3** On the Edit Call Handler page, click **Use System Default Language** or **Inherit Language from Caller**, or select one of the languages in the Language list.
- Step 4** Click **Save**.
- Step 5** On the Edit menu, click **Greetings**.
- Step 6** On the Greetings page, click the applicable greeting.
- Step 7** On the Edit Greetings page, rerecord greetings in the new language.
- Step 8** Click **Save**.
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Taking Messages

By using the settings for a particular call handler greeting, you can configure the call handler to take a message after playing the greeting. You can specify who receives messages for the call handler, whether messages are marked for dispatch delivery, the maximum recording length for messages from outside callers, what callers can do when leaving messages and whether their messages are automatically marked secure, and what action to take next on a call after a message is left.

Note that for some integrations, you can set up Cisco Unity Connection so that as a caller records a message, a warning prompt is played before the caller reaches the maximum allowable message length. See the [“Configuring the Termination Warning Prompt for the End of Recording”](#) section on page 19-5 for details.

For details on configuring dispatch messages, see the [“Dispatch Messages”](#) section on page 19-6.

Transferring Calls

The call transfer settings for a call handler specify how Cisco Unity Connection transfers calls that reach the call handler from the automated attendant. Each call handler has three transfer rules that you can customize: one for standard hours and one for closed (nonbusiness and holiday) hours of the active schedule, and an alternate transfer rule that, when enabled, overrides the standard and closed transfer rules and is in effect at all times. When a call is transferred to the call handler, Connection first checks the applicable transfer rule to determine where to transfer the call—either to the call handler greeting, or to an extension.

When transferring to the call handler greeting, Connection plays the applicable greeting (standard, closed, holiday, internal, busy, or alternate) based on the situation and which greetings are enabled. You configure a transfer rule to transfer to the greeting if you want to use the call handler to provide the caller with a prerecorded menu of options or an informational message.

To route callers to a specific user or to another call handler, you configure the transfer rule to transfer to the extension of the user or call handler. When transferring a call to a user extension, Connection can either release the call to the phone system, or it can supervise the transfer. When Connection is set to supervise transfers, it can provide call screening and call holding options on indirect calls:

- With call screening, Connection can ask for the name of the caller before connecting to a user. The user can then hear who is calling and, when a phone is shared by more than one user, who the call is for. The user can then accept or refuse the call.
- With call holding, when the phone is busy, Connection can ask callers to hold. Each caller on hold uses a Connection port and a phone system port, and therefore the total number of callers that can be holding in the queue at any one time is limited by the number of available ports.

The default wait time in the call holding queue for the first caller in the queue is 25 seconds. If the caller is still on hold after this amount of time, Connection asks whether the caller wants to continue holding, leave a message, or try another extension. If the caller does not press a key on the phone keypad or say a voice command to indicate that he or she wants to continue holding, leave a message, or dial another extension, the caller is transferred back to the Opening Greeting. Subsequent callers in the holding queue are told how many other callers are in the queue ahead of them, in addition to these options. (See the [“Call Waiting Hold Time”](#) section on page 14-3 for more information on call holding.)

If call holding is not selected, callers are sent to the user or handler greeting that is enabled: the standard, closed, holiday, busy, or alternate greeting.

Deleting Call Handlers

We recommend that you investigate dependencies among your call handlers prior to deleting one. After you delete a call handler, any call routing rules or other call handlers that directed calls to the call handler instead direct them to the Opening Greeting call handler. If you delete call handlers that are referenced by other call handlers, be sure to rerecord the greetings so that callers hear the correct information about input options.

To Delete a Call Handler

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then click **System Call Handlers**.

- Step 2** On the Search Call Handlers page, check the check box adjacent to the display name of the call handler that you want to delete.



Note If the call handler that you want to delete does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click **Find**.

- Step 3** Click **Delete Selected**.



Caution Before deleting the call handler, verify that no routing rules or other call handlers point to it. If other call handlers reference the deleted call handler, be sure to rerecord the greetings of those call handlers and change other settings as necessary to remove mention of the deleted handler.

- Step 4** In the dialog box that asks you to confirm the deletion, click **OK**.

