



CHAPTER 7

Managing Directory Handlers

Directory handlers provide directory assistance that callers can use to reach Cisco Unity Connection users with mailboxes. When a caller searches for a user name or part of a name, a directory handler looks up the extension and routes the call to the appropriate user.

Each directory handler contains settings that specify how it searches for names, what it does when it finds one or more matches, and what it does when it detects no caller input.

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Overview: Default Directory Handler

Revised May 2009

Cisco Unity Connection includes one default directory handler, the System Directory Handler, which you can modify but not delete. By default, this directory handler is configured to search all users who have mailboxes on the system, in last name, first name order. Callers use the phone keypad to interact with the default System Directory Handler. There is no default voice-enabled directory handler. (For additional discussion of the types of directory handlers, see the [“Directory Handlers”](#) section on [page 4-2](#).)

In the default configuration, the default directory handler is accessed when callers press 4 during the Opening Greeting call handler greeting.

Creating a Directory Handler

Revised May 2009

You can create as many directory handlers as needed to route calls to users by using available filters such as location and search space. You can create both phone-keypad and voice-enabled directory handlers on the same system, and users can be listed in more than one directory handler.

Note that the voice-recognition option is required in order to create voice-enabled directory handlers.

Because directory handlers do not have greetings, we recommend that you use call handlers or one-key dialing to route callers to a directory handler, and use the call handler greeting to explain caller options for each directory handler.

By creating more than one directory handler, you can provide efficient and secure directory searches for systems with hundreds or thousands of users. Multiple directory handlers can also be used for call routing in headquarters and branch office deployments where Cisco Unity Connection provides centralized call processing. Users can be listed in more than one directory handler, and you can create as many directory handlers as needed to manage caller searches for users.

To Create a Directory Handler

- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then click **Directory Handlers**.
- Step 2** On the Search Directory Handlers page, click **Add New**.
- Step 3** On the New Directory Handler page, enter a display name and, optionally, an extension for the directory handler.



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

- Step 4** To create a voice-enabled directory handler, check the **Voice Enabled** check box.
- Step 5** Click **Save**.
- Step 6** On the Edit Directory Handler Basics page, continue entering settings for the directory handler. (For field information, on the Help menu, click **This Page**.)
- Step 7** When you have finished entering settings on the Edit Directory Handler page, click **Save**.
- Step 8** On the Edit menu, click **Caller Input** to continue adding applicable settings to the new directory handler.
- Step 9** If you change any of the settings on the Caller Input page, click **Save** before leaving the page.

Modifying a Directory Handler

To Modify a Directory Handler

- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then click **Directory Handlers**.
- Step 2** On the Search Directory Handlers page, click the display name of the directory handler that you want to modify.



Note If the directory 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 Directory Handler Basics 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 Directory Handler page, click **Save**.
- Step 5** To change the settings on the Caller Input page, on the Edit menu, click **Caller Input**.

- Step 6** If you change any of the settings on the Caller Input page, click **Save** before leaving the page.
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Changing Phone Language Settings

For each phone directory handler, you can specify whether to use the language that was applied by a previous call handler or by a routing rule.

To Change Phone Language Settings for a Directory Handler

- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then click **Directory Handlers**.
- Step 2** On the Search Directory Handlers page, click the directory handler display name.



Note If the directory 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 Directory Handler** page, click **Use System Default Language** or **Inherit Language from Caller**, or select one of the languages in the list.
- Step 4** Click **Save**.
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Routing Calls to a Voice Directory Handler

Because directory handlers do not have greetings, we recommend that you use call handlers or one-key dialing to route callers to a directory handler, and use the call handler greeting to explain caller options for each directory handler.

If you are setting up a voice directory handler, see the following task list for configuring Cisco Unified Communications Manager to route a phone number from Cisco Unified CM to the Cisco Unity Connection voice directory.

Task List for Routing Calls to the Voice Directory Handler

1. In Cisco Unified CM Administration, add the ports that you want to use for the voice-type directory handler to a new line group.
2. Add the line group to a new hunt list.
3. Add the hunt list to a new hunt pilot to which calls for the voice-type directory handler will be routed.
4. In Cisco Unity Connection Administration, configure the ports to route calls to the voice-type directory handler.

For details on configuring Cisco Unified CM, see the Cisco Unified CM documentation at http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

Deleting a Directory Handler

We recommend that you investigate and remove any references to a directory handler prior to deleting it. After you delete a directory handler, any call routing rules or call handlers that directed calls to the directory handler instead direct them to the System Directory Handler. If you delete a directory handler that was previously referenced by one or more call handlers, be sure to rerecord the call handler greetings so that callers hear the appropriate information about input options.

To Delete a Directory Handler

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

Step 2 On the Search Directory Handlers page, check the check box adjacent to the display name of the directory handler that you want to delete.



Note If the directory 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 directory handler, verify that no routing rules or call handlers point to it. If any call handlers reference the deleted directory handler, be sure to rerecord the greetings of the 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**.