C H A P T E R **8**

Managing Interview Handlers

Interview handlers collect information from callers by playing a series of questions that you have recorded, and then recording the answers offered by callers. For example, you might use an interview handler to take sales orders or to gather information for a product support line.

You can specify who receives the messages for the interview handler, whether the message is marked for dispatch delivery, whether the message is marked urgent, and what action to take next on the call after a message is left.

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Creating Interview Handlers

To Create an Interview Handler

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

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

Step 3 On the New Interview 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 Interview Handler page, on the Edit menu, click **Interview Questions**.

Step 6 On the Interview Questions page, click a question number to configure settings and record audio for each question.

Step 7 If you change any of the default settings on any of the questions, click **Save** before leaving the page.

Modifying Interview Handlers

To Modify an Interview Handler

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

Step 2   On the Search Interview Handlers page, click the display name of the interview handler that you want to modify.

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> **Note**   If the interview 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 Interview 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 Interview Handler page, click **Save**.

Step 5   On the Edit menu, click **Interview Questions**.

Step 6   On the Interview Questions page, click a question number to change settings for each question, as applicable.

Step 7   If you change any of the default settings on any of the question pages, click **Save** before leaving the page.

Changing Phone Language Settings

To Change Phone Language Settings for an Interview Handler

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

Step 2   On the Search Interview Handlers page, click the interview handler display name.

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> **Note**   If the interview 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 Interview Handler Basics page, click **Use System Default Language** or **Inherit Language from Caller**, or select one of the languages in the list.

Step 4   If applicable, rerecord questions in the new language:

    a.   On the Edit menu, click **Interview Questions**.

    b.   On the Interview Questions page, click a question number.

    c.   On the Edit Interview Question page, rerecord the question.

Step 5   As you make changes on the pages, click **Save** before leaving a page.

Deleting Interview Handlers

You must investigate and remove any references to an interview handler prior to deleting it. For example, if a caller input key on a call handler sends calls to the interview handler, you must edit the call handler to select a different action. If you delete an interview 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 an Interview Handler

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

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

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Note   If the interview 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**.

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Caution   Before deleting the interview handler, verify that no routing rules or call handlers point to it. If any call handlers reference the deleted interview 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**.

Deleting Interview Handlers