



Changing Your Call Transfer and Screening Preferences

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About Call Transfer Rules

Call transfer rules control how Cisco Unity Connection handles incoming indirect calls, which are from callers who do not dial you directly (for example, callers who use the directory to reach you). For direct calls—when outside callers or other users dial your personal phone number to reach you—your Connection transfer settings do not apply.

You can choose to answer indirect calls, or you can have indirect calls routed immediately to voice mail.



Tip

To set up call transfers for direct calls to your extension, talk to your Connection administrator. Your desk phone or even the phone system that your organization uses may offer transfer features that you can use to manage direct calls.

This section describes the basic transfer rules available to you and how they work. Note that Connection follows the basic transfer rule that you enable for the applicable situation, while some transfer rules override other rules when they are enabled.

Standard Transfer Rule

This basic transfer rule applies during the work hours that your Cisco Unity Connection administrator specified for your organization, or in other situations when no other transfer rule is enabled.

By design, the standard transfer rule cannot be disabled.

Alternate Transfer Rule

Enable this basic transfer rule to apply during a specific time period when you want to override the other transfer rules. For example, you may want to route all your calls directly to voicemail while you are out of the office or you may want to transfer your calls to a different extension if you are temporarily working from another location.

As long as it is enabled, the alternate transfer rule overrides all other transfer rules.

Closed Transfer Rule

Enable this basic transfer rule when you want Connection to perform different transfer actions during the nonwork hours that your Connection administrator specified for your organization. (For example, you may want to route all your calls directly to voicemail during nonwork hours.)

As long as it is enabled, the closed transfer rule overrides the standard transfer rule during nonbusiness hours.

Changing Your Call Transfer Preferences

Call transfer preferences allow you to choose to have indirect calls ring your extension or ring another extension or phone number that you specify, or to be transferred directly to voicemail so your phone does not ring at all. When you send calls to voicemail, callers do not have to wait while your phone rings unanswered; your greeting plays immediately.

To Change Your Call Transfer Preferences for a Basic Transfer Rule

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Transfer and Screening**.
- Step 2** In the Transfer Rule table, choose the basic transfer rule whose settings you want to change.
- Step 3** If the When This Basic Rule Is Active field is displayed at the top of page, choose the applicable option:

Apply Basic Settings on This Page	Connection applies the settings on this page when this basic transfer rule is active.
Apply Personal Call Transfer Rules	Connection ignores the settings on this page and applies personal call transfer rules when this basic transfer rule is active. Note This option is available only if you have access to the Personal Call Transfer Rules web tool. When using this option, first configure your personal call transfer rule sets in the Personal Call Transfer Rules web tool. If no rule sets are configured, all calls will be transferred to your primary extension.

- Step 4** In the Status field, choose whether the rule is disabled, enabled, or enabled with an end date and time. Note that the standard transfer rule cannot be disabled.
- Step 5** In the Transfer Calls To field, choose the applicable destination for calls:

Extension <Your Extension>	Calls are transferred to your extension.
Another Number	Calls are transferred to the number you enter in the text box. (To transfer calls to an external phone number, such as a home or mobile phone, contact your Connection administrator.)
My Personal Greeting	Calls are transferred to voicemail without ringing a phone.



Tip As a convenience, you can edit the transfer number in the text box even when you have specified that Connection transfer calls to your extension or to voicemail. Connection transfers calls to the number in the text box only when the radio button next to it is selected.

- Step 6** Click **Save**.

Changing Your Call Holding Preferences

When a basic transfer rule is configured to answer indirect calls at your extension, you can indicate how you want Cisco Unity Connection to handle the calls when your phone is busy.

To Change Your Call Holding Preferences for a Basic Transfer Rule

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Transfer and Screening**.
- Step 2** In the Transfer Rule table, choose the basic transfer rule whose settings you want to change.
- Step 3** In the Transfer Calls To field, choose **Extension <Your Extension>**.
- Step 4** In the If My Extension Is Busy list, choose how you want Connection to handle calls when your extension is busy:

Send Callers to Voicemail	Connection plays your greeting, then prompts the caller to leave a message.
Put Callers on Hold Without Asking	Connection puts the caller on hold and does not offer the option of leaving a message.
Ask Callers to Hold	Connection gives the caller the option of holding or leaving a message.

- Step 5** Click **Save**.

Changing Your Call Screening Preferences

You can choose to have Cisco Unity Connection screen indirect calls. Connection can ask for the name of the caller and play the name for you before connecting the call. It can also tell you when it connects the call, or give you the option of taking an indirect call or routing it to voicemail for the caller to leave a message.

The following call screening options are available:

Tell Me When the Call Is Connected	Connection tells you when it connects the call.
Tell Me Who The Call Is For	Connection plays the name associated with the dialed extension. Use this setting when two or more people share a phone.
Ask Me If I Want to Take the Call	Connection asks if you want to take the call or have the caller leave a message.
Ask for Caller's Name	Connection records the name of the caller and plays it for you before connecting the call.

To Change Your Call Screening Preferences for a Basic Transfer Rule

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- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Transfer and Screening**.
- Step 2** In the Transfer Rule table, choose the basic transfer rule whose settings you want to change.
- Step 3** In the Screen Calls section, check one or more check boxes to set your screening options. Note the following considerations:
- For the option of declining a call for someone with whom you share a phone, check both the **Tell Me Who the Call Is For** and the **Ask Me If I Want to Take the Call** check boxes.
 - For the option of accepting or declining a call based on the identity of the caller, check both the **Ask Me If I Want to Take the Call** and the **Ask For Caller's Name** check boxes.
- When you accept, Connection connects the call. When you decline, Connection routes the call to voicemail.
- Step 4** Click **Save**.
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Changing Your Caller Message Preferences

Caller message preferences allow you to choose what callers can do when they leave messages for you. The following options are available:

Listen To and Rerecord the Message	Connection gives callers the options of listening to, adding to, rerecording, or deleting their messages.
Mark the Message as Urgent	Connection asks callers if they want to mark their messages urgent.

To Change Your Caller Message Preferences

- Step 1** In the Cisco Unity Assistant, from the Preferences menu, click **Transfer and Screening**.
- Step 2** Check or uncheck one or both of the **Listen To and Rerecord the Message** and **Mark the Message as Urgent** check boxes.
- Step 3** Click **Save**.
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