



CHAPTER 9

Managing Contacts

A system contact is a type of user who does not have access to any Cisco Unity Connection features such as voice messaging. A system contact can represent a person in your company who has a voice mail account on another system, or a customer or vendor who does not need a voice mailbox, but who frequently communicates with Connection users.

See the following sections for detailed information:

- [How System Contacts Are Used, page 9-1](#)
- [Creating, Modifying, and Deleting Contact Templates, page 9-2](#)
- [Creating, Modifying, and Deleting Contacts, page 9-3](#)
- [Creating or Changing Alternate Names for Contacts, page 9-4](#)
- [SMTP Proxy Addresses, page 9-4](#)

How System Contacts Are Used

If you have staff, vendors, or partners who do not have mailboxes on the system, but need to communicate with users, we recommend that you create system contacts for them. System contacts are available to all users, unlike personal contacts that would need to be set up individually for each user. In addition, users are able to add the system contacts to their personal call routing rules and caller groups, and can use voice commands to call the system contacts. Also, if the contact information changes, you update it in only one place. Note the following details:

- **VPIM Messaging**—System contacts can be configured for VPIM messaging. These system contacts represent users on other VPIM-compatible voice messaging systems. When system contacts have been set up to represent the VPIM users, Connection users can send and receive messages to and from the VPIM users on the other voice messaging systems.
- **Directory Access**—When you create system contacts in Cisco Unity Connection Administration and enable them to be listed in the directory, they can then be accessed by users from the Connection directory. This allows callers to transfer to the extension of the system contact.
- **Name Dialing Access**—Users have the ability to quickly and easily place phone calls to system contacts when using the user speech recognition conversation—as long as the contact has transfers enabled.
- **Personal Call Transfer Rules**—Users can add other users, system contacts, and personal contacts to their personal call transfer rules and caller groups.

Creating, Modifying, and Deleting Contact Templates

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Each system contact that you add in Cisco Unity Connection is based on a contact template. Settings from the template are applied to the contacts as the contacts are created. Connection includes one predefined contact template, which you can modify. You can also create new templates.

If Connection has more than one partition defined or is configured for VPIM Networking, you may want to create a contact template for each partition, or for each VPIM location.

See the following procedures:

- [To Create a Contact Template, page 9-2](#)
- [To Modify a Contact Template, page 9-2](#)
- [To Delete a Contact Template, page 9-2](#)

To Create a Contact Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **Contact Templates**.
- Step 2** On the Search Contact Templates page, click **Add New**.
- Step 3** On the New Contact Template page, enter an alias and display name.
- Step 4** If the contact template will be used for VPIM contacts, in the Delivery Location list, select the applicable delivery location.
- Step 5** Click **Save**.
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To Modify a Contact Template

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



Note If the contact 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 Contact Template 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 Contact Template Basics page, click **Save**.
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To Delete a Contact Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **Contact Templates**.
- Step 2** On the Search Contact Templates page, check the check box next to the display name of the contact template that you want to delete.
- Step 3** Click **Delete Selected**.
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Step 4 Click **OK**.

Creating, Modifying, and Deleting Contacts

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When you have created contact templates, you are ready to create or modify contacts manually. See the following procedures:

- [To Create a Contact, page 9-3](#)
- [To Modify a Contact, page 9-3](#)
- [To Delete a Contact, page 9-4](#)



Note

In addition to manually creating, modifying, and deleting VPIM contacts, you can configure Cisco Unity Connection to automatically update records in the VPIM contact directory based on information contained in incoming VPIM messages. For details see the “[Customizing VPIM Contact Directory Update Settings](#)” section in the “Using VPIM Networking” chapter of the *System Administration Guide for Cisco Unity Connection*.

To Create a Contact

Step 1 In Cisco Unity Connection Administration, click **Contacts**.

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

Step 3 On the New Contact page, enter 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 Contact Basics page, continue entering settings for the contact. (For field information, on the Help menu, click **This Page**.)

Step 6 When you have finished entering settings on the Edit Contact Basics 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 contact:

- **Alternate Names**
 - **SMTP Proxy Addresses**
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To Modify a Contact

Step 1 In Cisco Unity Connection Administration, click **Contacts**.

Step 2 On the Search Contacts page, click the alias of the contact that you want to modify.

**Note**

If the contact 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** Change settings on the page, as applicable. When you have finished changing settings on the Edit Contact Basics page, click **Save**.
- Step 4** On the Edit menu, click the applicable page to continue modifying settings for the contact. If you change any of the settings on these pages, click **Save** before leaving the page.

To Delete a Contact

- Step 1** In Cisco Unity Connection Administration, click **Contacts**.
- Step 2** On the Search Contacts page, check the check box next to the alias of the contact that you want to delete.

**Note**

If the contact 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** In the dialog box that opens, asking you to confirm the deletion, click **OK**.

Creating or Changing Alternate Names for Contacts

Alternate names are different versions of a name than what is listed in the corporate directory. Cisco Unity Connection considers these names when a caller uses voice recognition to place a call. For example, if a caller asks Connection to dial “Mary Jameson,” which was the maiden name of Mary Brown, Connection references this information and connects the caller to this user. For details on using alternate names for users or contacts, see the [“Alternate Names” section on page 4-60](#).

SMTP Proxy Addresses

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Cisco Unity Connection uses SMTP proxy addresses to map the recipients of an incoming SMTP message that is sent by a user from an IMAP client to the appropriate user or VPIM contact. If users use IMAP clients to send, reply to, or forward messages to VPIM contacts on the Connection server, you should configure each VPIM contact with any SMTP address that users might use to address to that contact from their IMAP clients.

**Note**

System contacts that are not associated with a VPIM location cannot receive SMTP messages that are sent from IMAP clients through the Connection server; when this type of contact is included as a message recipient, Connection handles the message to that recipient according to the option selected for the System Settings > General Configuration > When a Recipient Cannot Be Found setting.

For details on setting up Connection so that users can use IMAP clients to send, forward, or reply to messages through the Connection server, see the “[Configuring IMAP Settings](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.

To Configure SMTP Proxy Addresses for Contacts

Step 1 In Cisco Unity Connection Administration, click **Contacts**.

Step 2 On the Search Contacts page, click the alias of the applicable contact.



Note If the contact 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 Contact Basics page, on the Edit menu, click **SMTP Proxy Addresses**.

Step 4 On the SMTP Proxy Addresses page, click **Add New**.

Step 5 In the SMTP Proxy Addresses table, enter an address in the SMTP Proxy Address column.

Step 6 Repeat [Step 4](#) and [Step 5](#) for each address that you want to add.

Step 7 When you are done adding addresses, click **Save**.
