



## CHAPTER 2

# Cisco Unity Connection 8.x Class of Service Settings

See the following sections:

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- [Edit Class of Service, page 2-9](#)
- [Class of Service Membership, page 2-16](#)

## Search Class of Service

**Table 2-1**      *Search Class of Service Page*

Field	Description
Display Name	The name of the class of service. Select the Display Name to go to the specific page for the class of service.
Delete Selected	To delete a class of service, check the check box to the left of the display name, and select Delete Selected. You can delete multiple classes of service at once.
Add New	To add a class of service, select the Add New button. A new page opens, on which you enter data applicable to the new class of service.
Bulk Edit	To edit multiple classes of service at one time, check the applicable check boxes, and select Bulk Edit. If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select Bulk Edit. For instructions, see the <a href="#">“To Edit Class of Service Settings in Bulk Edit Mode” procedure on page 2-16</a> .

## New Class of Service

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**Table 2-2**      **New Class of Service Page**

Field	Description
Display Name	Enter a descriptive name for the class of service.
Recorded Name—Allow User to Record Name	<p>Check this check box to allow users who are assigned to this class of service to use the Cisco Unity Connection phone conversation or the Connection Messaging Assistant to record their names. Users are prompted to record their names during first-time enrollment.</p> <p>Note that even when this check box is checked, Connection by default does not prevent users from completing the enrollment process if they do not record a name. You can change whether recording a name is required to complete first-time enrollment on the System Settings &gt; Advanced &gt; Conversation page, by enabling the Require Users to Record Names at Enrollment setting.</p> <p>Uncheck the check box to prevent the users who are assigned to this class of service from recording their own names (for example, if your organization has all names and greetings recorded in one voice) and from being prompted to record a name during first-time enrollment.</p> <p>Default setting: Check box checked.</p>
Recorded Name—Maximum Length	<p>Enter the number of seconds after which Cisco Unity Connection stops recording the name of users who are assigned to this class of service. The range is 1 to 100 seconds.</p> <p>Default setting: 30 seconds.</p>
Allow Users to Choose to Be Listed in the Directory	<p>Check this check box to give users who are assigned to this class of service the option of being listed in the corporate directory.</p> <p>The corporate directory is the audio listing that users and unidentified callers use to reach users and to leave messages.</p> <p>Default setting: Check box not checked.</p>
Greetings—Maximum Length	<p>Enter a recording length for greetings that is allowed to users who are assigned to this class of service. The range is 1 to 1,200 seconds.</p> <p>Default setting: 90 seconds.</p>
Allow Users to Access Voicemail Using an IMAP Client ( <i>Cisco Unity Connection 8.0 only</i> )	<p>Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client. When this check box is checked, also select one of the following options:</p> <ul style="list-style-type: none"> <li>• Allow Users to Access Message Bodies—Users have access to the entire voicemail.</li> <li>• Allow Users to Access Message Bodies Except on Private Messages—Users have access to the entire voicemail, unless the message is marked private, in which case they have access only to the message header.</li> <li>• Allow Users to Access Message Headers Only—Users have access only to message headers.</li> </ul> <p>Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Connection Messaging Inbox.</p> <p><b>Note</b> Encrypted message bodies can never be accessed from an IMAP client.</p> <p>Default setting: Check box not checked.</p>

Table 2-2 New Class of Service Page (continued)

Field	Description
Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox ( <i>Cisco Unity Connection 8.5 and Later</i> )	<p>Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client and/or by using the single inbox feature. When this check box is checked, also select one of the following options, if applicable (note that these options are applicable only to IMAP):</p> <ul style="list-style-type: none"> <li>• Allow IMAP Users to Access Message Bodies—Users have access to the entire voicemail.</li> <li>• Allow IMAP Users to Access Message Bodies Except on Private Messages—Users have access to the entire voicemail, unless the message is marked private, in which case they have access only to the message header.</li> <li>• Allow IMAP Users to Access Message Headers Only—Users have access only to message headers.</li> </ul> <p>Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Connection Web Inbox.</p> <p><b>Note</b> Encrypted message bodies can never be accessed from an IMAP client or by using the single inbox feature.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Use the Web Inbox and RSS Feeds ( <i>Cisco Unity Connection 8.5 and later only</i> )	<p>Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Web Inbox and access to RSS Feeds of voice messages.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Use the Messaging Inbox and RSS Feeds ( <i>Cisco Unity Connection 8.0 only</i> )	<p>Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Messaging Inbox in the Cisco Personal Communications Assistant and access to RSS Feeds of voice messages.</p> <p>Default setting: Check box not checked.</p>
Allow Access to Advanced Features	<p>(<i>Connection 8.5 and later only</i>) Check this check box to enable the Allow Access to Exchange Email by Using Text to Speech (TTS) and the Allow Users to Use Voice Recognition options.</p> <p>(<i>Connection 8.0 only</i>) Check this check box to enable the Allow Access to Email in Third-Party Message Stores and the Allow Users to Use Voice Recognition options.</p> <p>Default setting: Check box not checked.</p>
Allow Access to Email in Third-Party Message Stores ( <i>Cisco Unity Connection 8.0 only</i> )	<p>Check this check box to give users who are assigned to this class of service access to email on an Exchange server.</p> <p><b>Note</b> The Allow Access to Advanced Features check box must be checked before enabling this option.</p> <p>This option requires an external service to be configured to access the message store on the Exchange server.</p> <p>Default setting: Check box not checked.</p>

**Table 2-2**      **New Class of Service Page (continued)**

Field	Description
Allow Access to Exchange Email by Using Text to Speech (TTS) (Cisco Unity Connection 8.5 and later only)	<p>Check this check box to give users who are assigned to this class of service to use text to speech to access to email on an Exchange server.</p> <p><b>Note</b>    The Allow Access to Advanced Features check box must be checked before enabling this option.</p> <p>             This option requires a unified messaging service to be configured to access Exchange.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Use Voice Recognition	<p>Check this check box to give users who are assigned to this class of service access to Voice Recognition.</p> <p><b>Note</b>    The Allow Access to Advanced Features check box must be checked before enabling this option.</p> <p>Default setting: Check box not checked.</p>
Use Standard SpeechView Transcription Service	<p>Select this option to give users who are assigned to this class of service transcriptions of their voice messages.</p> <p>When this option is selected, Cisco Unity Connection uses a third-party external transcription service to convert voice messages into text. Connection sends the audio portion of voice messages to the transcription service without details of the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. Users have access to the original recording in its entirety.</p> <p>When this option is selected, also select one of the following options:</p> <ul style="list-style-type: none"> <li>• Do Not Transcribe Secure Messages—Secure messages are not sent to the external transcription service.</li> <li>• Allow Transcriptions of Secure Messages—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. However, users will not receive transcriptions of secure messages on their notification devices.</li> <li>• Allow Transcriptions of Secure Messages to Be Sent to Notification Devices—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. Users can configure SMS and SMTP notification devices to receive transcriptions of secure messages.</li> </ul> <p>Default setting: Option is not selected.</p> <p><b>Note</b>    The SpeechView Standard Transcription Service option is enabled only when the license required for standard transcription service is installed on the system.</p>

Table 2-2 New Class of Service Page (continued)

Field	Description
Use SpeechView Pro Transcription Service	<p>Select this option to give users who are assigned to this class of service transcriptions of their voice messages.</p> <p>When this option is selected, Cisco Unity Connection uses a third-party external transcription service and human intervention, if required, to convert voice messages into text. Connection sends the audio portion of voice messages to the transcription service without details of the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. Users have access to the original recording in its entirety.</p> <p>When this option is selected, also select one of the following options:</p> <ul style="list-style-type: none"> <li>• Do Not Transcribe Secure Messages—Secure messages are not sent to the external transcription service.</li> <li>• Allow Transcriptions of Secure Messages—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. However, users will not receive transcriptions of secure messages on their notification devices.</li> <li>• Allow Transcriptions of Secure Messages to Be Sent to Notification Devices—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. Users can configure SMS and SMTP notification devices to receive transcriptions of secure messages.</li> </ul> <p>Default setting: Option is not selected.</p> <p><b>Note</b> The SpeechView Pro Transcription Service option is enabled only when the license required for professional transcription service is installed on the system.</p>
Allow Users to Use Personal Call Transfer Rules	<p>Check this check box to give users who are assigned to this class of service access to personal call transfer rules.</p> <p><b>Note</b> Depending on license settings, personal call transfer rules may not be available.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Use the Messaging Assistant	<p>Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Messaging Assistant in the Cisco Personal Communications Assistant.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Use Unified Client to Access Voicemail	<p>Check this check box to give users who are assigned to this class of service access to the Cisco Unified Personal Communicator interface—a web-based client application that integrates voice, video, document sharing, voicemail playback, and directories into a single interface.</p> <p>In addition to checking this check box, you also need to configure Cisco Unified Personal Communicator to access Cisco Unity Connection voice messages. For more information, see the <i>Installation Guide for Cisco Unified Personal Communicator</i>, available at <a href="http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html</a>.</p>
Allow Users to View Administrator-Defined Alternate Extensions	<p>Check this check box to allow users who are assigned to this class of service to view the alternate extensions that administrators specify.</p> <p>Default setting: Check box not checked.</p>

Table 2-2 New Class of Service Page (continued)

Field	Description
Allow Users to Manage Their User-Defined Alternate Extensions	<p>Check this check box to allow users who are assigned to this class of service to specify their own set of alternate extensions in the Cisco Unity Connection Messaging Assistant and the phone interface. When this option is selected, users can define up to ten alternate extensions in addition to those already defined for them.</p> <p>By allowing users to specify their own alternate extensions, you can reduce the number of requests that Cisco Unity Connection administrators handle for users who want alternate extensions specified for multiple mobile phones, home phones, and other phones.</p> <p>Default setting: Check box not checked.</p>
Message Length—Maximum Length	<p>The length for recording messages that is allowed to users who are assigned to this class of service. Enter a value from 1 to 3,600 seconds.</p> <p>If enabled, users hear a warning tone before the maximum length is reached.</p> <p><b>Note</b> The maximum recording length for messages left for a user by unidentified callers is set on the Edit Message Settings page for the user. The maximum recording length for broadcast messages that users record (as applicable) is set on the System Settings &gt; Advanced &gt; Conversations page.</p> <p>Default setting: 300 seconds (5 minutes).</p>
Allow Users to Send Messages to System Distribution Lists	<p>Check this check box to allow users who are assigned to this class of service to send messages to system distribution lists.</p> <p>Default setting: Check box checked.</p>
Delete Messages Without Saving to Deleted Items Folder	<p>Check this check box to indicate that Cisco Unity Connection permanently removes messages when users who are assigned to this class of service delete them. Uncheck the check box to instead have Connection move deleted messages to the deleted items folder, allowing users to retrieve them later.</p> <p>Default setting: Check box not checked.</p> <p><b>Note</b> Regardless of how you set this setting, some IMAP clients display deleted messages in the inbox with a line through the message.</p>
Users Can Reply to Messages from Other Users by Calling Them	<p>Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to other Cisco Unity Connection users. When this check box is checked, users can press 4-4 after listening to a message from another user, and Connection calls the user who left the message. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say “return call.”)</p> <p>When this check box is not checked, users cannot use live reply to return calls to any type of sender, and live reply is disabled in the user phone conversation.</p> <p>Default setting: Check box not checked.</p>

**Table 2-2**      ***New Class of Service Page (continued)***

Field	Description
Users Can Reply to Messages from Unidentified Callers by Calling Them	<p>Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to unidentified callers (outside callers or users who are forwarded to Cisco Unity Connection but who cannot be identified by the calling extension). When this check box is checked, users can press 4-4 after listening to a message from any sender who has not been identified as a Connection user. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say “return call.”)</p> <p><b>Note</b>    The Users Can Reply to Messages from Other Users by Calling Them check box must be checked before enabling this option.</p> <p>To initiate live reply to an unidentified caller, Connection checks the caller ID against the transfer restriction table of the user. If the number is allowed, Connection returns the call by performing a release transfer to the phone system. Note that, by default, Connection does not perform any formatting on the caller ID. On the System Settings &gt; Advanced &gt; Conversation page, you can configure the Dial Prefix for Live Reply to Unidentified Callers setting and the Minimum Number of Digits Required for Prepending Live Reply Dial Prefix setting to prepend a trunk access code to all numbers of a sufficient length, or to provide additional information that the phone system may need to process the number. Any other formatting that must be done to generate a proper dial string must be performed by the phone system.</p> <p>When this check box is not checked, users cannot use live reply to return calls to unidentified callers. Default setting: Check box not checked.</p>
Require Secure Messaging	<p>Specify how Cisco Unity Connection handles messages that are sent by members of this class of service:</p> <ul style="list-style-type: none"> <li>• Always—Messages are always marked secure.</li> <li>• Never—Messages are never marked secure.</li> <li>• Ask—Messages are marked secure only when users mark them secure by pressing the applicable key from the Special Delivery Options phone menu.</li> <li>• Private—Messages are marked secure only when users mark them private.</li> </ul> <p>Note that with the exception of the Ask option, the prompts for the Special Delivery Options phone menu do not mention a secure message option. When the Ask option is enabled, users hear: “To mark this urgent, press 1. For return receipt, press 2. To mark this private, press 3. To mark it secure, press 5.” All users are able to mark a message private when they send it, regardless of the option you select here. Default setting: Private.</p>

Table 2-2 New Class of Service Page (continued)

Field	Description
Maximum Lists Per User	<p>Enter a number between one and 99 to specify the maximum number of private lists available to users who are assigned to this class of service. Users can manage their private lists by phone and from the Cisco Unity Connection Messaging Assistant.</p> <p>Though both the Cisco Unity Connection conversation and the Connection Messaging Assistant use this setting to determine when a user has reached the maximum number of lists, consider that each application calculates the number of lists that a user owns differently:</p> <ul style="list-style-type: none"> <li>When a user tries to use the phone to create a new list by adding members, the Connection conversation counts the number of private lists that have members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members (empty lists) are not included in the total number of lists that a user owns, even if the lists have recorded names and/or text names.</li> <li>When a user tries to use the Messaging Assistant to create a new list, the Messaging Assistant counts the number of lists that have a recorded name, a text name or members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members are included in the total number as long as they have recorded names and/or text names.</li> </ul> <p>This means that if a user belongs to a class of service that allows 15 lists, and the user has 12 private lists with members and two lists with recorded names but no members, the user can potentially create more lists by phone than in the Messaging Assistant before reaching the list limit:</p> <ul style="list-style-type: none"> <li>When the user uses the Connection conversation, the user reaches the list limit either by adding members to the two empty lists and creating one new list, or by creating three new lists. If the user reaches the limit by creating three new lists, the user cannot add members to the two empty lists until two lists are deleted.</li> <li>When the user uses the Messaging Assistant, the user reaches the list limit by creating one new list. Despite reaching the list limit, the user can add members to the two empty lists.</li> </ul> <p>Default setting: 25 lists.</p>
Maximum Members Per List	<p>Enter a number between 1 and 999 to specify the maximum number of members that users who are assigned to this class of service can add to a private list when they use the Cisco Unity Connection conversation or the Connection Messaging Assistant.</p> <p>The user who owns the list is the only person who can send voice messages to the list.</p> <p>Default setting: 99 members.</p>
Allow Users to Change Call Screening Options	<p>Check this check box to give users who are assigned to this class of service the ability to change their own call screening options by using the Cisco Unity Connection Messaging Assistant.</p> <p>You may want to allow this option sparingly. Call screening increases the time necessary to transfer callers to an extension.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Change Call Holding Options	<p>Check this check box to give users who are assigned to this class of service the ability to change their own call holding options by using the Cisco Unity Connection Messaging Assistant.</p> <p>Default setting: Check box not checked.</p>
Outcalling	<p>Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in message delivery settings. The table that you select also restricts the user extensions that Cisco Unity Connection dials when the phone is selected as the recording and playback device for the Media Master.</p>



**Table 2-2**      ***New Class of Service Page (continued)***

Field	Description
Transfers	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in call transfer settings.
Fax	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in fax dialing settings.

**See Also**

- The “Adding a Class of Service in Cisco Unity Connection 8.x” section in the “[Adding, Modifying, or Deleting a Class of Service in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/user\\_mac/guide/8xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html).

## Edit Class of Service

**Revised August 31, 2011**

See [Table 2-3](#) for information about the fields on the Edit Class of Service page.

For instructions on editing class of service information in Bulk Edit mode, see the “[To Edit Class of Service Settings in Bulk Edit Mode](#)” procedure on page 2-16.

**Table 2-3**      ***Edit Class of Service Page***

Field	Description
Display Name	<i>(This field appears only when editing an individual class of service; not applicable to Bulk Edit operations.)</i> Enter a descriptive name for the class of service.
Recorded Name—Allow User to Record Name	<p>Check this check box to allow users who are assigned to this class of service to use the Cisco Unity Connection phone conversation or the Connection Messaging Assistant to record their names. Users are prompted to record their names during first-time enrollment.</p> <p>Note that even when this check box is checked, Connection by default does not prevent users from completing the enrollment process if they do not record a name. You can change whether recording a name is required to complete first-time enrollment on the System Settings &gt; Advanced &gt; Conversation page, by enabling the Require Users to Record Names at Enrollment setting.</p> <p>Uncheck the check box to prevent the users who are assigned to this class of service from recording their own names (for example, if your organization has all names and greetings recorded in one voice) and from being prompted to record a name during first-time enrollment.</p> <p>Default setting: Check box checked.</p>
Recorded Name—Maximum Length	<p>Enter the number of seconds after which Cisco Unity Connection stops recording the name of users who are assigned to this class of service. The range is 1 to 100 seconds.</p> <p>Default setting: 30 seconds.</p>

**Table 2-3** *Edit Class of Service Page (continued)*

Field	Description
Allow Users to Choose to Be Listed in the Directory	<p>Check this check box to give users who are assigned to this class of service the option of being listed in the corporate directory.</p> <p>The corporate directory is the audio listing that users and unidentified callers use to reach users and to leave messages.</p> <p>Default setting: Check box not checked.</p>
Greetings—Maximum Length	<p>Enter a recording length for greetings that is allowed to users who are assigned to this class of service. The range is 1 to 1,200 seconds.</p> <p>Default setting: 90 seconds.</p>
Allow Users to Access Voicemail Using an IMAP Client ( <i>Cisco Unity Connection 8.0 only</i> )	<p>Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client. When this check box is checked, also select one of the following options:</p> <ul style="list-style-type: none"> <li>Allow Users to Access Message Bodies—Users have access to the entire voicemail.</li> <li>Allow Users to Access Message Bodies Except on Private Messages—Users have access to the entire voicemail, unless the message is marked private, in which case they have access only to the message header.</li> <li>Allow Users to Access Message Headers Only—Users have access only to message headers.</li> </ul> <p>Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Connection Messaging Inbox.</p> <p><b>Note</b> Encrypted message bodies can never be accessed from an IMAP client.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox ( <i>Cisco Unity Connection 8.5 and Later</i> )	<p>Check this check box to give users who are assigned to this class of service a license to access voice messages by using an IMAP client and/or by using the single inbox feature. When this check box is checked, also select one of the following options, if applicable (note that these options are applicable only to IMAP):</p> <ul style="list-style-type: none"> <li>Allow IMAP Users to Access Message Bodies—Users have access to the entire voicemail.</li> <li>Allow IMAP Users to Access Message Bodies Except on Private Messages—Users have access to the entire voicemail, unless the message is marked private, in which case they have access only to the message header.</li> <li>Allow IMAP Users to Access Message Headers Only—Users have access only to message headers.</li> </ul> <p>Regardless of the choice you make here, users still have full access to messages by using the Cisco Unity Connection phone conversation and, if applicable, the Connection Web Inbox.</p> <p><b>Note</b> Encrypted message bodies can never be accessed from an IMAP client or by using the single inbox feature.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Use the Web Inbox and RSS Feeds ( <i>Cisco Unity Connection 8.5 and later only</i> )	<p>Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Web Inbox and access to RSS Feeds of voice messages.</p> <p>Default setting: Check box not checked.</p>

**Table 2-3**      **Edit Class of Service Page (continued)**

Field	Description
Allow Users to Use the Messaging Inbox and RSS Feeds (Cisco Unity Connection 8.0 only)	Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Messaging Inbox in the Cisco Personal Communications Assistant and access to RSS Feeds of voice messages.  Default setting: Check box not checked.
Allow Access to Advanced Features	(Connection 8.5 and later only) Check this check box to enable the Allow Access to Exchange Email by Using Text to Speech (TTS) and the Allow Users to Use Voice Recognition options.  (Connection 8.0 only) Check this check box to enable the Allow Access to Email in Third-Party Message Stores and the Allow Users to Use Voice Recognition options.  Default setting: Check box not checked.
Allow Access to Email in Third-Party Message Stores (Cisco Unity Connection 8.0 only)	Check this check box to give users who are assigned to this class of service access to email on an Exchange server.  <b>Note</b> The Allow Access to Advanced Features check box must be checked before enabling this option.  This option requires an external service to be configured to access the message store on the Exchange server.  Default setting: Check box not checked.
Allow Users to Use Voice Recognition	Check this check box to give users who are assigned to this class of service access to Voice Recognition.  <b>Note</b> The Allow Access to Advanced Features check box must be checked before enabling this option.  Default setting: Check box not checked.

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Use Standard SpeechView Transcription Service	<p>Select this option to give users who are assigned to this class of service transcriptions of their voice messages.</p> <p>When this option is selected, Cisco Unity Connection uses a third-party external transcription service to convert voice messages into text. Connection sends the audio portion of voice messages to the transcription service without details of the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. Users have access to the original recording in its entirety.</p> <p>When this option is selected, also select one of the following options:</p> <ul style="list-style-type: none"> <li>• Do Not Transcribe Secure Messages—Secure messages are not sent to the external transcription service.</li> <li>• Allow Transcriptions of Secure Messages—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. However, users will not receive transcriptions of secure messages on their notification devices.</li> <li>• Allow Transcriptions of Secure Messages to Be Sent to Notification Devices—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. Users can configure SMS and SMTP notification devices to receive transcriptions of secure messages.</li> </ul> <p>Default setting: Option is not selected.</p> <p><b>Note</b> The SpeechView Standard Transcription Service option is enabled only when the license required for standard transcription service is installed on the system.</p>
Use SpeechView Pro Transcription Service	<p>Select this option to give users who are assigned to this class of service transcriptions of their voice messages.</p> <p>When this option is selected, Cisco Unity Connection uses a third-party external transcription service and human intervention, if required, to convert voice messages into text. Connection sends the audio portion of voice messages to the transcription service without details of the sender or recipients of the message. Communication between Connection and the external transcription service is secured by using S/MIME over SMTP. Only the first 500 characters of a message transcription are provided, so longer messages are truncated. Users have access to the original recording in its entirety.</p> <p>When this option is selected, also select one of the following options:</p> <ul style="list-style-type: none"> <li>• Do Not Transcribe Secure Messages—Secure messages are not sent to the external transcription service.</li> <li>• Allow Transcriptions of Secure Messages—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. However, users will not receive transcriptions of secure messages on their notification devices.</li> <li>• Allow Transcriptions of Secure Messages to Be Sent to Notification Devices—Secure messages are sent to the external transcription service. Users can view the transcription by using ViewMail. Users can configure SMS and SMTP notification devices to receive transcriptions of secure messages.</li> </ul> <p>Default setting: Option is not selected.</p> <p><b>Note</b> The SpeechView Pro Transcription Service option is enabled only when the license required for professional transcription service is installed on the system.</p>

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Allow Users to Use Personal Call Transfer Rules	<p>Check this check box to give users who are assigned to this class of service access to personal call transfer rules.</p> <p><b>Note</b> Depending on license settings, personal call transfer rules may not be available.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Use the Messaging Assistant	<p>Check this check box to give users who are assigned to this class of service access to the Cisco Unity Connection Messaging Assistant in the Cisco Personal Communications Assistant.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Use Unified Client to Access Voicemail	<p>Check this check box to give users who are assigned to this class of service access to the Cisco Unified Personal Communicator interface—a web-based client application that integrates voice, video, document sharing, voicemail playback, and directories into a single interface.</p> <p>In addition to checking this check box, you also need to configure Cisco Unified Personal Communicator to access Cisco Unity Connection voice messages. For more information, see the <i>Installation Guide for Cisco Unified Personal Communicator</i>, available at <a href="http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html</a>.</p>
Allow Users to View Administrator-Defined Alternate Extensions	<p>Check this check box to allow users who are assigned to this class of service to view the alternate extensions that administrators specify.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Manage Their User-Defined Alternate Extensions	<p>Check this check box to allow users who are assigned to this class of service to specify their own set of alternate extensions in the Cisco Unity Connection Messaging Assistant and the phone interface. When this option is selected, users can define up to ten alternate extensions in addition to those already defined for them.</p> <p>By allowing users to specify their own alternate extensions, you can reduce the number of requests that Cisco Unity Connection administrators handle for users who want alternate extensions specified for multiple mobile phones, home phones, and other phones.</p> <p>Default setting: Check box not checked.</p>
Message Length—Maximum Length	<p>The length for recording messages that is allowed to users who are assigned to this class of service. Enter a value from 1 to 3,600 seconds.</p> <p>If enabled, users hear a warning tone before the maximum length is reached.</p> <p><b>Note</b> The maximum recording length for messages left for a user by unidentified callers is set on the Edit Message Settings page for the user. The maximum recording length for broadcast messages that users record (as applicable) is set on the System Settings &gt; Advanced &gt; Conversations page.</p> <p>Default setting: 300 seconds (5 minutes).</p>
Allow Users to Send Messages to System Distribution Lists	<p>Check this check box to allow users who are assigned to this class of service to send messages to system distribution lists.</p> <p>Default setting: Check box checked.</p>
Delete Messages Without Saving to Deleted Items Folder	<p>Check this check box to indicate that Cisco Unity Connection permanently removes messages when users who are assigned to this class of service delete them. Uncheck the check box to instead have Connection move deleted messages to the deleted items folder, allowing users to retrieve them later.</p> <p>Default setting: Check box not checked.</p>

Table 2-3 Edit Class of Service Page (continued)

Field	Description
Users Can Reply to Messages from Other Users by Calling Them	<p>Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to other Cisco Unity Connection users. When this check box is checked, users can press 4-4 after listening to a message from another user, and Connection calls the user who left the message. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say “return call.”)</p> <p>When this check box is not checked, users cannot use live reply to return calls to any type of sender, and live reply is disabled in the user phone conversation.</p> <p>Default setting: Check box not checked.</p>
Users Can Reply to Messages from Unidentified Callers by Calling Them	<p>Check this check box to allow users who are assigned to this class of service to use the live reply feature to return calls to unidentified callers (outside callers or users who are forwarded to Cisco Unity Connection but who cannot be identified by the calling extension). When this check box is checked, users can press 4-4 after listening to a message from any sender who has not been identified as a Connection user. (Users who use Optional Conversation 1 can press 8-8 to use live reply; voice recognition users can say “return call.”)</p> <p><b>Note</b> The Users Can Reply to Messages from Other Users by Calling Them check box must be checked before enabling this option.</p> <p>To initiate live reply to an unidentified caller, Connection checks the caller ID against the transfer restriction table of the user. If the number is allowed, Connection returns the call by performing a release transfer to the phone system. Note that, by default, Connection does not perform any formatting on the caller ID. On the System Settings &gt; Advanced &gt; Conversation page, you can configure the Dial Prefix for Live Reply to Unidentified Callers setting and the Minimum Number of Digits Required for Prepending Live Reply Dial Prefix setting to prepend a trunk access code to all numbers of a sufficient length, or to provide additional information that the phone system may need to process the number. Any other formatting that must be done to generate a proper dial string must be performed by the phone system.</p> <p>When this check box is not checked, users cannot use live reply to return calls to unidentified callers.</p> <p>Default setting: Check box not checked.</p>
Require Secure Messaging	<p>Specify how Cisco Unity Connection handles messages that are sent by members of this class of service:</p> <ul style="list-style-type: none"> <li>• Always—Messages are always marked secure.</li> <li>• Never—Messages are never marked secure.</li> <li>• Ask—Messages are marked secure only when users mark them secure by pressing the applicable key from the Special Delivery Options phone menu.</li> <li>• Private—Messages are marked secure only when users mark them private.</li> </ul> <p>Note that with the exception of the Ask option, the prompts for the Special Delivery Options phone menu do not mention a secure message option. When the Ask option is enabled, users hear: “To mark this urgent, press 1. For return receipt, press 2. To mark this private, press 3. To mark it secure, press 5.”</p> <p>All users are able to mark a message private when they send it, regardless of the option you select here.</p> <p>Default setting: Private.</p>

**Table 2-3**      *Edit Class of Service Page (continued)*

Field	Description
Maximum Lists Per User	<p>Enter a number between one and 99 to specify the maximum number of private lists available to users who are assigned to this class of service. Users can manage their private lists by phone and from the Cisco Unity Connection Messaging Assistant.</p> <p>Though both the Cisco Unity Connection conversation and the Connection Messaging Assistant use this setting to determine when a user has reached the maximum number of lists, consider that each application calculates the number of lists that a user owns differently:</p> <ul style="list-style-type: none"> <li>When a user tries to use the phone to create a new list by adding members, the Connection conversation counts the number of private lists that have members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members (empty lists) are not included in the total number of lists that a user owns, even if the lists have recorded names and/or text names.</li> <li>When a user tries to use the Messaging Assistant to create a new list, the Messaging Assistant counts the number of lists that have a recorded name, a text name or members, and then compares the total to the value in this setting to determine whether the user has reached the list limit. Lists with no members are included in the total number as long as they have recorded names and/or text names.</li> </ul> <p>This means that if a user belongs to a class of service that allows 15 lists, and the user has 12 private lists with members and two lists with recorded names but no members, the user can potentially create more lists by phone than in the Messaging Assistant before reaching the list limit:</p> <ul style="list-style-type: none"> <li>When the user uses the Connection conversation, the user reaches the list limit either by adding members to the two empty lists and creating one new list, or by creating three new lists. If the user reaches the limit by creating three new lists, the user cannot add members to the two empty lists until two lists are deleted.</li> <li>When the user uses the Messaging Assistant, the user reaches the list limit by creating one new list. Despite reaching the list limit, the user can add members to the two empty lists.</li> </ul> <p>Default setting: 25 lists.</p>
Maximum Members Per List	<p>Enter a number between 1 and 999 to specify the maximum number of members that users who are assigned to this class of service can add to a private list when they use the Cisco Unity Connection conversation or the Connection Messaging Assistant.</p> <p>The user who owns the list is the only person who can send voice messages to the list.</p> <p>Default setting: 99 members.</p>
Allow Users to Change Call Screening Options	<p>Check this check box to give users who are assigned to this class of service the ability to change their own call screening options by using the Cisco Unity Connection Messaging Assistant.</p> <p>You may want to allow this option sparingly. Call screening increases the time necessary to transfer callers to an extension.</p> <p>Default setting: Check box not checked.</p>
Allow Users to Change Call Holding Options	<p>Check this check box to give users who are assigned to this class of service the ability to change their own call holding options by using the Cisco Unity Connection Messaging Assistant.</p> <p>Default setting: Check box not checked.</p>
Outcalling	<p>Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in message delivery settings. The table that you select also restricts the user extensions that Cisco Unity Connection dials when the phone is selected as the recording and playback device for the Media Master.</p>

**Table 2-3** *Edit Class of Service Page (continued)*

Field	Description
Transfers	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in call transfer settings.
Fax	Select a restriction table from the list to limit phone numbers that users who are assigned to this class of service can enter in fax dialing settings.
Bulk Edit Task Scheduling	<i>(Applicable only to Bulk Edit operations.)</i> To immediately run a Bulk Edit operation, select Run Now. To schedule a Bulk Edit operation for a later date and/or time, select Run Later, and set the applicable date and time in the adjacent fields.

**See Also**

- The “Modifying the Settings for a Class of Service in Cisco Unity Connection 8.x” section in the “Adding, Modifying, or Deleting a Class of Service in Cisco Unity Connection 8.x” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/user\\_mac/guide/8xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html).

**To Edit Class of Service Settings in Bulk Edit Mode**

- Step 1** On the Search Class of Service page, check the applicable class of service check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

- Step 2** To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. See the field definitions in [Table 2-3](#) for information on how to set each field.



**Note** The Status message at the top of the Edit Class of Service page tells you how many classes of service are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

- Step 3** When you have set all applicable fields, including the Bulk Edit Task Scheduling fields, select **Submit**.

## Class of Service Membership

**Table 2-4** *Class of Service Membership Page*

Field	Description
Move Selected User	Select Move Selected Users to reassign the selected users to the selected COS.
Alias	<i>(Display only)</i> A unique text name for the user.
First Name	<i>(Display only)</i> The first name of the user or contact.
Last Name	<i>(Display only)</i> The last name of the user or contact.



**Table 2-4**      **Class of Service Membership Page (continued)**

Field	Description
Display Name	<i>(Display only)</i> The name of the object.
Extension	<i>(Display only)</i> The extension that the phone system uses to connect to the object.

**See Also**

- The “Assigning and Reassigning Users to a Class of Service in Cisco Unity Connection 8.x” section in the “[Adding, Modifying, or Deleting a Class of Service in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/user\\_mac/guide/8xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html).

