



## CHAPTER 6

# Cisco Unity Connection 8.x Call Management Settings

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See the following sections:

- [Search Call Handlers, page 6-2](#)
- [New Call Handler, page 6-3](#)
- [Edit Call Handler Basics, page 6-3](#)
- [Call Handler Transfer Rules, page 6-6](#)
- [Call Handler Edit Transfer Rule, page 6-6](#)
- [Call Handler Caller Input, page 6-9](#)
- [Call Handler Edit Caller Input, page 6-10](#)
- [Call Handler Greetings, page 6-13](#)
- [Call Handler Edit Greeting, page 6-14](#)
- [Call Handler Post Greeting Recording Settings \(Cisco Unity Connection 8.0\(2\) and Later Only\), page 6-17](#)
- [Call Handler Message Settings, page 6-18](#)
- [Call Handler Owners, page 6-21](#)
- [Search Directory Handlers, page 6-21](#)
- [New Directory Handler, page 6-22](#)
- [Edit Directory Handler Basics, page 6-23](#)
- [Directory Handler Caller Input, page 6-27](#)
- [Directory Handler Greeting, page 6-31](#)
- [Search Interview Handlers, page 6-32](#)
- [New Interview Handler, page 6-33](#)
- [Edit Interview Handler Basics, page 6-35](#)
- [Interview Questions, page 6-38](#)
- [Edit Interview Question, page 6-38](#)
- [Search Post Greeting Recordings \(Cisco Unity Connection 8.0\(2\) and Later Only\), page 6-39](#)
- [New Post Greeting Recording \(Cisco Unity Connection 8.0\(2\) and Later Only\), page 6-39](#)
- [Edit Post Greeting Recording \(Cisco Unity Connection 8.0\(2\) and Later Only\), page 6-39](#)

- [Direct Routing Rules, page 6-40](#)
- [New Direct Routing Rule, page 6-41](#)
- [Edit Direct Routing Rule, page 6-41](#)
- [New Direct Routing Rule Condition, page 6-44](#)
- [Edit Direct Routing Rule Condition, page 6-46](#)
- [Edit Direct Routing Rule Order, page 6-47](#)
- [Forwarded Routing Rules, page 6-48](#)
- [New Forwarded Routing Rule, page 6-48](#)
- [Edit Forwarded Routing Rule, page 6-49](#)
- [New Forwarded Routing Rule Condition, page 6-51](#)
- [Edit Forwarded Routing Rule Condition, page 6-53](#)
- [Edit Forwarded Routing Rule Order, page 6-55](#)

## Search Call Handlers

**Table 6-1**      **Search Call Handlers Page**

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: <ul style="list-style-type: none"> <li>• All—Display all search results, regardless of the partition to which they belong.</li> <li>• Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.</li> </ul>
Display Name	<i>(Display only)</i> The name of the call handler.
Extension	<i>(Display only)</i> The extension that the phone system uses to connect to the call handler.
Delete Selected	To delete a call handler, check the check box to the left of the display name, and select Delete Selected. You can delete multiple call handlers at once.
Add New	To add a call handler, select the Add New button. A new page opens, on which you enter data applicable to the new call handler.
Bulk Edit	To edit multiple call handlers at one time, check the applicable call handler check boxes, and select Bulk Edit.  If the call handlers 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 call handlers. Then select Bulk Edit.  For instructions, see the <a href="#">“To Edit Call Handler Settings in Bulk Edit Mode” procedure on page 6-5</a> .
Show Dependencies	Before deleting a call handler, use the Show Dependencies button to launch a search for other objects in the database that have dependencies on the call handler. From the dependency search results, you can follow links to the affected objects and reassign the dependency to another call handler. When all dependencies have been reassigned, you can delete the call handler.  Note that you cannot show dependencies for multiple call handlers at one time.

**See Also**

- The “Finding Records in Cisco Unity Connection Administration 8.x” section in the “[Accessing and Using Cisco Unity Connection Administration 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## New Call Handler

**Table 6-2**      *New Call Handler Page*

Field	Description
Display Name	Enter a descriptive name for the call handler.
Extension	Enter the extension that the phone system uses to connect to the call handler.
Call Handler Template	Select the template on which to base the new call handler. The template affects most call handler settings.

**See Also**

- The “Creating Call Handlers in Cisco Unity Connection 8.x” section in the “[Managing Call Handlers in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Edit Call Handler Basics

**Revised August 25, 2011**

See [Table 6-3](#) for information about the fields on the Edit Call Handler Basics page.

For instructions on editing call handler information in Bulk Edit mode, see the “[To Edit Call Handler Settings in Bulk Edit Mode](#)” procedure on page 6-5.

**Table 6-3**      *Edit Call Handler Basics Page*

Field	Description
Display Name	<i>(This field appears only when editing an individual call handler; not applicable to Bulk Edit operations.)</i> Enter a descriptive name for the call handler.
Creation Time	<i>(Display only. This field appears only when editing an individual call handler; not applicable to Bulk Edit operations.)</i> Shows the date and time when the call handler was created.
Phone System	Select the phone system that the call handler uses.
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Cisco Unity Connection takes after the greeting.

**Table 6-3** *Edit Call Handler Basics Page (continued)*

Field	Description
Use System Default Time Zone	<p>Check this check box to have Cisco Unity Connection apply the system default time zone to the hours selected in the active schedule.</p> <p>When this check box is not checked, you select a Time Zone from the list.</p>
Time Zone	<p>Select the desired time zone for the call handler, or check the Use System Default Time Zone check box to have Cisco Unity Connection use the system default time zone defined on the System Settings &gt; General Configuration page.</p> <p>The call handler time zone setting is applied to the selected Active Schedule to determine when standard, closed, or holiday greetings are played for callers, and when standard or closed transfer rules apply.</p> <p>Note that if you change the time zone setting for a user, the standard and closed greetings are also played as per the user's time zone settings.</p>
Language	<p>Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> <li>• Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization.</li> <li>• Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>
Extension	<p><i>(This field appears only when editing an individual call handler; not applicable to Bulk Edit operations.)</i> Enter the extension that the phone system uses to connect to the call handler.</p>
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Recorded Name	<p><i>(This field appears only when editing an individual call handler; not applicable to Bulk Edit operations.)</i> This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant.</p> <p>To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.</p>

**Table 6-3**      **Edit Call Handler Basics Page (continued)**

Field	Description
Search Scope	<p>Select the search scope that is applied to match extensions that callers dial from the call handler to objects in a particular search space:</p> <ul style="list-style-type: none"> <li>Search Space—Select a specific search space from the list.</li> <li>Inherit Search Space from Call—Select this option to use the search space that was applied to the call by a previous call handler or by a routing rule.</li> </ul>
Bulk Edit Task Scheduling	<p>(Applicable only to Bulk Edit operations.) 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.</p>

**See Also**

- The “Modifying Call Handlers in Cisco Unity Connection 8.x” section in the “[Managing Call Handlers in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).
- The “[Managing Partitions and Search Spaces in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

**To Edit Call Handler Settings in Bulk Edit Mode**

- Step 1** On the Search Call Handlers page, check the applicable call handler check boxes, and select **Bulk Edit**. If the call handlers 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 call handlers. 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 6-3](#) for information on how to set each field.



**Note** The Status message at the top of the Edit Call Handler Basics page tells you how many call handlers 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**.
- Step 4** If applicable, continue to change settings for these call handlers on the related pages available from the Edit menu. As you make changes on each page, select **Submit** before going on to the next page to make additional changes.

# Call Handler Transfer Rules

**Table 6-4** Call Handler Transfer Rules Page

Field	Description
Enabled	Check or uncheck this check box and select Save to enable or disable one or more transfer rules. By design, the standard transfer rule cannot be disabled.
Rule Name	The name of the transfer rule. Select the Rule Name to go to the specific page for the transfer rule.
Extension	(Display only) The extension that the phone system uses to connect to the object.
End Date	(Display only) Indicates the date and time at which the rule is disabled, if it has been enabled until a specific end date.

## See Also

- The “Transferring Calls in Cisco Unity Connection 8.x” section in the “[Managing Call Handlers in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

# Call Handler Edit Transfer Rule

**Table 6-5** Call Handler Edit Transfer Rule Page

Field	Description
Rule Name	(Display only) The transfer option being edited.
Status	Indicate whether the transfer option is enabled and for how long: <ul style="list-style-type: none"> <li>Disabled—The transfer option is not in effect.</li> <li>Enabled With No End Date and Time—The transfer option is enabled until you disable it.</li> <li>Enabled Until—Cisco Unity Connection performs the selected transfer option until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection will automatically disable the transfer option.</li> </ul> <p><b>Note</b> By design, the standard transfer rule cannot be disabled.</p>
Transfer Calls To	Select one of the following settings: <ul style="list-style-type: none"> <li>Greeting—When this option is selected, the call is transferred as follows: <ul style="list-style-type: none"> <li>For user settings—to the user greeting, without ringing the user phone.</li> <li>For call handler settings—to the call handler greeting.</li> </ul> </li> <li>Extension—Enter an extension to which the call is forwarded.</li> </ul>

**Table 6-5** Call Handler Edit Transfer Rule Page (continued)

Field	Description
Transfer Type	<p>Select how Cisco Unity Connection transfers calls. Use this setting with caution and only if you understand its implications on the phone and voice messaging systems.</p> <ul style="list-style-type: none"> <li>Release to Switch—Connection puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Connection—forwards the call to the user or handler greeting. This transfer type allows Connection to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the phone system.</li> <li>Supervise Transfer—Connection acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Connection—not the phone system—forwards the call to the user or handler greeting. You can use supervised transfer whether or not the phone system forwards calls.</li> </ul> <p>The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Rings to Wait For	<p>Select the number of times the extension rings before Cisco Unity Connection plays the user or handler greeting.</p> <p>Set this value to at least three to give users a chance to answer. Avoid setting to more than four, especially if the call may be transferred to another extension, where the caller might have to wait for another set of rings. This value should be at least two rings fewer than the phone system setting for forwarding calls.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Play the “Wait While I Transfer Your Call” Prompt	<p>Check this check box to have Cisco Unity Connection play “Wait while I transfer your call” to callers while performing the transfer.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option.</p> <p>Default setting: Check box checked.</p>

**Table 6-5** *Call Handler Edit Transfer Rule Page (continued)*

Field	Description
If Extension Is Busy	<p>Indicate how Cisco Unity Connection handles calls when the phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> <li>• Send Callers to Voicemail—Connection plays the busy greeting and allows the caller to leave a voice message.</li> <li>• Put Callers on Hold Without Asking—Connection puts callers on hold.</li> <li>• Ask Callers to Hold—Connection gives the caller the option of holding.</li> </ul> <p>These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Tell Me When the Call Is Connected	<p>Check this check box to have Cisco Unity Connection say “transferring call” when the user answers the phone.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Tell Me Who the Call Is For	<p>Check this check box to have Cisco Unity Connection say “call for &lt;recorded name of user or call handler&gt;” or “call for &lt;dialled extension number&gt;” when the user answers the phone. Use this setting when users share a phone or a user takes calls from more than one dialed extension.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Ask Me If I Want to Take the Call	<p>Check this check box to have Cisco Unity Connection ask users whether they want to take a call before transferring the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>



**Table 6-5** Call Handler Edit Transfer Rule Page (continued)

Field	Description
Ask for Caller's Name	<p>Check this check box to have Cisco Unity Connection prompt callers to say their names. When answering the phone, the user hears “Call from...” before Connection transfers the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Bulk Edit Task Scheduling	<p>(Applicable only to Bulk Edit operations.) 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.</p>

**See Also**

- The “Transferring Calls in Cisco Unity Connection 8.x” section in the “[Managing Call Handlers in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Call Handler Caller Input

**Table 6-6** Call Handler Caller Input Page

Field	Description
Key	To edit caller input settings, select the applicable key. The Edit Caller Input page opens for that key.
Action	(Display only) Indicates the action that Cisco Unity Connection takes when a caller presses this key. If the key is configured for a call action such as “Ignore” or “Take Message,” the action is displayed; if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user, “Send Caller To” is displayed, and the Target field shows the object that receives the call.
Target	(Display only) Indicates the object that receives the call if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user. Otherwise, this field is blank.
Status	(Display only) Indicates whether Cisco Unity Connection allows additional input (Unlocked) or ignores additional input (Locked) when a caller presses this key.

**Table 6-6** Call Handler Caller Input Page (continued)

Field	Description
Wait for Additional Digits _____ Milliseconds	<p>Indicate the amount of time that Cisco Unity Connection waits for additional input after callers press a single key that is not locked. If there is no input within this time, Connection performs the action assigned to the single key.</p> <p>We recommend a value of 1,500 milliseconds (one and one-half seconds).</p> <p><b>Note</b> This option is unavailable if Ignore Caller Input is enabled on the Greetings page.</p> <p>Default setting: 1,500 milliseconds.</p>
Prepend Digits to Dialed Extensions—Enable	<p>Check this check box to simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.</p> <p>Cisco Unity Connection first attempts to route the call to the prepended extension. If the prepended extension is not valid, Connection attempts to route the call to the dialed extension.</p> <p>For example, a call handler named Sales is configured with the prepended digits 123. When a caller dials 1000 while listening to the greeting for the Sales call handler, Connection attempts to route the call to extension 1231000; if the prepended extension is not valid, Connection attempts to route the call to extension 1000.</p>
Digits to Prepend	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the call handler.
Bulk Edit Task Scheduling	<p>(Applicable only to Bulk Edit operations.) To immediately run a Bulk Edit operation, select Run Now.</p> <p>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.</p>

**See Also**

- The “Managing Caller Input During Greetings in Cisco Unity Connection 8.x” section in the “Managing Call Handlers in Cisco Unity Connection 8.x” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).
- The “Abbreviated Extensions: Prepending Digits to Extensions That Callers Enter” section in the “Managing Call Handlers in Cisco Unity Connection 8.x” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Call Handler Edit Caller Input

**Table 6-7** Call Handler Edit Caller Input Page

Field	Description
Key	(Display only) Indicates the phone keypad key to which the settings on the page apply.

**Table 6-7**      **Call Handler Edit Caller Input Page (continued)**

Field	Description
Ignore Additional Input (Locked)	<p>Check this check box to have Cisco Unity Connection ignore additional input after callers press the key; Connection performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.</p> <p>To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.</p> <p>Default setting: Check box not checked.</p>

**Table 6-7**      **Call Handler Edit Caller Input Page (continued)**

Field	Description
Action	<p>Select from the following, to indicate the action that Cisco Unity Connection performs when the caller presses the applicable key:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> <li>– Hang Up—Connection terminates the call when a caller presses the applicable phone key.</li> <li>– Ignore—Connection ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to.</li> <li>– Restart Greeting—Connection plays the greeting from the beginning.</li> <li>– Route from Next Call Routing Rule—Connection continues processing the call according to the call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call.</li> <li>– Skip Greeting—Connection skips the greeting and performs the after-greeting action.</li> <li>– Take Message—Connection records a message from the caller.</li> <li>– Transfer to Alternate Contact Number—Connection transfers the call to the phone number that you specify in the Extension field, for example to a mobile phone or other external number. You can also specify whether Connection transfers the call by releasing it to the phone system or by supervising the transfer. If you select Supervise Transfer as the transfer type, you can also specify the number of rings to wait before Connection ends the attempt to transfer.</li> </ul> </li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator</li> <li>– Caller System Transfer—A conversation that allows users to transfer to a number that they specify (only when the restriction table permits it).</li> <li>– Easy Sign-In (<i>available only on User Caller Input pages</i>)—A conversation that prompts the user only for a PIN to sign in (Connection assumes that the caller is trying to sign in to the mailbox that was called).</li> <li>– Greetings Administrator—A conversation for changing call handler greetings.</li> <li>– Sign-In—A conversation that prompts the caller to enter an ID and a PIN.</li> <li>– User System Transfer—A conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby phones or phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• User with Mailbox—Sends the call to the user extension that you specify. Specify whether the call should transfer to the user extension or go directory to the user greeting.</li> </ul>

**Table 6-7** Call Handler Edit Caller Input Page (continued)

Field	Description
Bulk Edit Task Scheduling	(Applicable only to Bulk Edit operations.) 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 “Managing Caller Input During Greetings in Cisco Unity Connection 8.x” section in the “[Managing Call Handlers in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Call Handler Greetings

**Table 6-8** Call Handler Greetings Page

Field	Description
Enabled	Check this check box and select Save to enable a greeting indefinitely.  When a greeting is enabled, Cisco Unity Connection plays the greeting in the applicable situation until the end date and time, or, if no end date and time is specified, until you disable the greeting.
Greeting	(Display only) The name of the greeting. Select the Greeting name to go to the specific page for that greeting.
End Date	(Display only) Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.
Source	(Display only) Indicates the type of recording that callers hear when the greeting plays: <ul style="list-style-type: none"> <li>Blank—Callers hear nothing.</li> <li>Recording—Callers hear a personally recorded greeting.</li> <li>System—Callers hear the System Default Greeting.</li> </ul>

**See Also**

- The “Overview of Call Handler Greetings in Cisco Unity Connection 8.x” section and the “Managing Call Handler Greetings in Cisco Unity Connection 8.x” section in the “[Managing Call Handlers in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

# Call Handler Edit Greeting

Revised November 16, 2010

**Table 6-9**      **Edit Call Handler Greeting Page**

Field	Description
Status	<p>Indicate whether the selected greeting is enabled and for how long:</p> <ul style="list-style-type: none"> <li>Disabled—The applicable greeting is not in effect.</li> <li>Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it.</li> <li>Enabled Until—Cisco Unity Connection plays the applicable greeting until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection automatically disables the greeting.</li> </ul>
Callers Hear	<p>Indicate the source for the selected greeting:</p> <ul style="list-style-type: none"> <li>System Default Greeting—Select to use the prerecorded system default greeting. Cisco Unity Connection plays a prerecorded greeting along with the recorded name of the user (for example, “Sorry, &lt;user name&gt; is not available”). If the user does not have a recorded name, Connection plays the user extension instead. When a greeting is enabled but not recorded, Connection plays a prerecorded system greeting.</li> </ul> <p><b>Note</b>    Recording a greeting does not enable it.</p> <ul style="list-style-type: none"> <li>My Personal Recording—Select to use the personal recording of the user.</li> <li>Nothing—Select to have no recording. When the greeting source is left blank, Connection immediately performs the after-greeting action.</li> </ul>
Play the “Record Your Message at the Tone” Prompt	<p>Check this check box to have Cisco Unity Connection prompt callers to wait for a tone before recording their message. This check box is enabled only when Call Action is set to "Take Message" in After Greeting field. When the option is set to "System Default Greeting", the checkbox will remain disabled and checked.</p> <p>Default setting: Check box checked.</p>

**Table 6-9**      *Edit Call Handler Greeting Page (continued)*

Field	Description
During Greeting	<p>Indicate the actions that Cisco Unity Connection performs during the greeting:</p> <ul style="list-style-type: none"> <li>• <b>Ignore Caller Input</b>—Check this check box to ignore caller input during the greeting. When this check box is not checked, Connection responds to key presses the caller makes while the greeting plays. Default setting: Check box not checked.</li> <li>• <b>Allow Transfers to Numbers Not Associated with Users or Call Handlers</b>—Check this check box to allow callers to transfer to extensions that are not assigned to other users or call handlers. Connection attempts a release transfer as long as the number entered by the caller is allowed by the Default System Transfer restriction table. Default setting: Check box not checked.</li> <li>• <b>Times to Re-Prompt Caller</b>—Enter the number of times Connection reprompts the caller for input. When the caller does not press any key after being reprompted, Connection asks for confirmation that the caller is still there. If there is no response, Connection performs the action selected in the If Caller Exits Send To field. Default setting: Zero.</li> <li>• <b>Delay Between Re-Prompts</b>—Indicate the number of seconds after prompting a caller for input that Connection waits before prompting the caller again. Default setting: 2 seconds.</li> </ul>

**Table 6-9** *Edit Call Handler Greeting Page (continued)*

Field	Description
After Greeting	<p>Indicate the action that Cisco Unity Connection performs after the greeting plays:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list. <ul style="list-style-type: none"> <li>– Hang Up—Connection immediately terminates the call when a caller presses the applicable key on the phone. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– Restart Greeting—Connection replays the greeting. This option is typically used for the error greeting.</li> <li>– Route from Next Call Routing Rule—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call.</li> <li>– Take Message—Connection records a message from the caller. The greeting should indicate that a message will be recorded.</li> </ul> </li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify. <ul style="list-style-type: none"> <li>– Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>– Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID.</li> <li>– User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• User with Mailbox—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.</li> </ul>



**Table 6-9**      **Edit Call Handler Greeting Page (continued)**

Field	Description
Recordings	<p>(In Cisco Unity Connection 8.0 only, this field appears only when editing an individual call handler and is not applicable to Bulk Edit operations) If more than one language is installed on Cisco Unity Connection, greetings can be recorded in multiple languages. The Recorded Languages field displays each language in which the greeting has been recorded.</p> <p>To play or record the greeting here, select the language for the greeting that you will be recording, then select the Play/Record button to open the Media Master. On the Options menu of the Media Master, select Open File to use a prerecorded WAV file as the recording.</p> <p>Note that when a greeting recording is available in multiple languages, the recording that plays to a caller depends on the language that is set for the call. You can set the language via the Language setting on the Edit Call Handler Basics page for the call handler. When the Inherit Language from Caller option is selected for this setting, Connection determines the language to use on a per-call basis, depending on the language set by the call routing rule or handler that most recently processed the call. (If the language is set to inherited for every rule and handler that processes a call, when the call reaches the call handler greeting, the greeting that corresponds to the system default language is played.)</p>
Bulk Edit Task Scheduling	<p>(Applicable only to Bulk Edit operations.) To immediately run a Bulk Edit operation, select Run Now.</p> <p>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.</p>

**See Also**

- The “Overview of Call Handler Greetings in Cisco Unity Connection 8.x” section and the “Managing Call Handler Greetings in Cisco Unity Connection 8.x” section in the “[Managing Call Handlers in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).
- The “[Setting Up System Transfers in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Call Handler Post Greeting Recording Settings (Cisco Unity Connection 8.0(2) and Later Only)

Added April 16, 2010

**Table 6-10** *Call Handler Post Greeting Recording Settings Page (Cisco Unity Connection 8.0(2) and Later Only)*

Field	Description
Play Post Greeting Recording	<p>Indicate whether Cisco Unity Connection plays a recording to callers before allowing them to leave a message for the user or call handler. You can also indicate whether all callers hear the recording or only unidentified callers:</p> <ul style="list-style-type: none"> <li>Do Not Play Recording—Select this setting to disable the feature. Before they leave a message, callers hear only the user or call handler greeting.</li> <li>Play Recording to All Callers—Before they leave a message, users and outside callers hear the user or call handler greeting and then the recording.</li> <li>Play Recording Only to Unidentified Callers—Before they leave a message, outside callers hear the user or call handler greeting and then the post-greeting recording. Likewise, users who call from a phone that is not associated with their account and do not sign in to Connection hear the post-greeting recording.</li> </ul> <p>Default: Do Not Play Recording.</p>
Play Post Greeting Recording Selection	<p>Select the name of the post-greeting recording that plays after the greeting for this user or call handler.</p> <p>Note that this setting is ignored when the Do Not Play Recording option under Play Post Greeting Recording is selected.</p>

## Call Handler Message Settings

Revised April 19, 2011

**Table 6-11** *Call Handler Message Settings Page*

Field	Description
Maximum Message Length	<p>Set the recording length (in seconds) allowed for messages left by unidentified callers.</p> <p>Users may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages.</p> <p>If enabled, callers hear a warning tone before the maximum message length is reached.</p> <p><b>Note</b> The maximum recording length for messages left by other users is set on the applicable Edit Class of Service page. The maximum recording length for broadcast messages that users record (if applicable) is set on the System Settings &gt; Advanced &gt; Conversations page.</p> <p>Default setting: 300 seconds.</p>
Callers Can Edit Messages	<p>Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.</p> <p>Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.</p> <p>Default setting: Check box checked.</p>

**Table 6-11**      **Call Handler Message Settings Page (continued)**

Field	Description
Message Urgency	<p>Indicate the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left by unidentified callers are never marked urgent.</li> <li>• Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls.</li> <li>• Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.</li> </ul>
Message Sensitivity (Connection 8.6 and later only)	<p>Indicate the action that Cisco Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left by unidentified callers are never marked private.</li> <li>• Mark Private—All messages left by unidentified callers are marked private.</li> <li>• Ask Callers—Connection asks unidentified callers whether to mark their messages private.</li> </ul>
Message Security—Mark Secure	<p>Check this check box to have Cisco Unity Connection mark messages as secure that are left for this user by unidentified callers or by users who have not explicitly signed in (when identified user messaging is enabled).</p>
Message Recipient	<p>Select the user or distribution list that receives messages left for the call handler. Select a recipient type by selecting the applicable button, and then select from the options available in the list.</p> <p>When you select a distribution list, each member of the list receives the call handler messages.</p> <p>Remember to enter this information when you create individual call handlers, unless all call handlers that are created from a template will have an identical message recipient, in which case you can enter the information on the template.</p> <p>Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as a dispatch message. When sent as a dispatch message, only one user in the group needs to act on the message.</p>

**Table 6-11** Call Handler Message Settings Page (continued)

Field	Description
After Message Action	<p>Indicate the action that Cisco Unity Connection performs after a caller leaves a message:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list: <ul style="list-style-type: none"> <li>– <b>Hang Up</b>—Connection immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>– <b>Route from Next Call Routing Rule</b>—Connection continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection previously applied to the call.</li> </ul> </li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Sign-In</b>—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the user extension that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.</li> </ul>
Bulk Edit Task Scheduling	<p><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.</p>

**See Also**

- The “Taking Messages in Cisco Unity Connection 8.x” section in the “[Managing Call Handlers in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

- The “Dispatch Messages in Cisco Unity Connection 8.x” section in the “[Messaging in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Call Handler Owners

**Table 6-12**      *Call Handler Owners Page*

Field	Description
Remove Selected	To remove an owner, check the check box to the left of the alias, and select Remove Selected. You can remove multiple owners at once.
Add User	To add an owner, select Add User, then check the check box next to the alias of the user you want to add and select Add Selected User. You can add more than one owner at once.  If the user you want to add does not appear in the potential owner search results table, set the applicable parameters in the search results fields at the top of the page, and select Find.
Alias	<i>(Display only)</i> A unique text name for the owner. Call handler owners can select a different call handler greeting or record the call handler greetings from the Call Management > System Call Handlers > Greetings page in Cisco Unity Connection Administration, or they can use the Cisco Unity Greetings Administrator to do so by phone.
Display Name	<i>(Display only)</i> The name of the owner.

## Search Directory Handlers

**Table 6-13**      *Search Directory Handlers Page*

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: <ul style="list-style-type: none"> <li>• All—Display all search results, regardless of the partition to which they belong.</li> <li>• Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.</li> </ul>
Display Name	<i>(Display only)</i> The name of the directory handler.
Extension	<i>(Display only)</i> The extension that the phone system uses to connect to the directory handler.
Voice Enabled	<i>(Display only)</i> Indicates whether the directory handler is voice-enabled; for voice-enabled directory handlers, callers say the first name and last name of the Cisco Unity Connection user that they want to reach.
Delete Selected	To delete a directory handler, check the check box to the left of the display name, and select Delete Selected. You can delete multiple directory handlers at once.
Add New	To add a directory handler, select the Add New button. A new page opens, on which you enter data applicable to the new directory handler.

**Table 6-13** Search Directory Handlers Page (continued)

Field	Description
Bulk Edit	<p>To edit multiple directory handlers at one time, check the applicable directory handler check boxes, and select Bulk Edit.</p> <p>If the directory handlers 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 directory handlers. Then select Bulk Edit.</p> <p>For instructions, see the <a href="#">“To Edit Directory Handler Settings in Bulk Edit Mode” procedure on page 6-27</a>.</p>
Show Dependencies	<p>Before deleting a directory handler, use the Show Dependencies button to launch a search for other objects in the database that have dependencies on the directory handler. From the dependency search results, you can follow links to the affected objects and reassign the dependency to another directory handler. When all dependencies have been reassigned, you can delete the directory handler.</p> <p>Note that you cannot show dependencies for multiple directory handlers at one time.</p>

**See Also**

- The “Directory Handlers in Cisco Unity Connection 8.x” section in the [“Call Management Overview in Cisco Unity Connection 8.x”](#) chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).
- The [“Managing Directory Handlers in Cisco Unity Connection 8.x”](#) chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## New Directory Handler

**Table 6-14** New Directory Handler Page

Field	Description
Display Name	Enter a descriptive name for the directory handler.
Extension	Enter the extension that the phone system uses to connect to the directory handler.
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>

**Table 6-14**      **New Directory Handler Page (continued)**

Field	Description
Voice Enabled	<p>For Cisco Unity Connection systems with the voice-recognition option, check this check box to create a voice directory handler. When using a voice directory handler, callers say the first name and last name of the Connection user that they want to reach.</p> <p>Uncheck this check box to create a phone directory handler. When using a phone directory handler, callers use the phone keypad to spell all or part of the first and last name of the Connection user that they want to reach.</p>

**See Also**

- The “Creating a Directory Handler in Cisco Unity Connection 8.x” section in the “[Managing Directory Handlers in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Edit Directory Handler Basics

**Revised August 8, 2011**

See [Table 6-15](#) for information about the fields on the Edit Directory Handler Basics page.

For instructions on editing directory handler information in Bulk Edit mode, see the “[To Edit Directory Handler Settings in Bulk Edit Mode](#)” procedure on page 6-27.

**Table 6-15**      **Edit Directory Handler Basics Page**


Field	Description
Display Name	<i>(This field appears only when editing an individual directory handler; not applicable to Bulk Edit operations.)</i> Enter a descriptive name for the directory handler.
Creation Time	<i>(Display only. This field appears only when editing an individual directory handler; not applicable to Bulk Edit operations.)</i> Shows the date and time when the directory handler was created.
Language	<p><i>(Not applicable to voice-enabled directory handlers.)</i> Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> <li>Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization.</li> <li>Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>

**Table 6-15**      **Edit Directory Handler Basics Page (continued)**

Field	Description
Extension	<i>(This field appears only when editing an individual directory handler; not applicable to Bulk Edit operations.)</i> Enter the extension that the phone system uses to connect to the directory handler.
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Voice Enabled	<p>For Cisco Unity Connection systems with the voice-recognition option, check this check box to create a voice directory handler. When using a voice directory handler, callers say the first name and last name of the Connection user that they want to reach.</p> <p>Uncheck this check box to create a phone directory handler. When using a phone directory handler, callers use the phone keypad to spell all or part of the first and last name of the Connection user that they want to reach.</p>
Speech Confidence Threshold	<p><i>(Applicable only to voice-enabled directory handlers.)</i> Use this setting to adjust the likelihood that Cisco Unity Connection recognizes user utterances as voice commands and recipient names. For example, if users complain that the system does not recognize names in the corporate directory, you can try lowering this value so that the system matches utterances more liberally. Alternatively, if users complain that the system returns too many incorrect matches, try adjusting this setting to a higher value.</p> <p>The range of valid entries is 0 to 100. The default setting is 10. Note that lowering the speech confidence threshold level results in more matches for names when callers say names, but when callers say digits, extraneous extension matches are returned. Increasing the level results in more precise extension matching, but fewer name matches.</p>
Play All Names	<p><i>(Not applicable to voice-enabled directory handlers.)</i> Check this check box to play the names of users in the directory for caller selection, rather than requiring the caller to search by spelled name.</p> <p>Cisco Unity Connection plays the names of all users in the directory when either of the following conditions are true:</p> <ul style="list-style-type: none"> <li>One to five usernames are listed in the directory.</li> <li>The caller chooses to play all names listed in the directory. When there are more than five (but fewer than 51) usernames listed in the directory, the Connection conversation allows callers the choice of either searching for a user in the directory by spelled name or having Connection play all names listed in the directory.</li> </ul> <p>When a directory handler includes more than 50 usernames, Connection requires the caller to search for a user by spelled name.</p> <p>When there are no usernames listed in the directory, Connection sends the caller to the call handler specified on the Caller Input page.</p> <p>Default setting: Check box not checked.</p>



**Table 6-15**      **Edit Directory Handler Basics Page (continued)**

Field	Description
Recorded Name	<p>(<i>This field appears only when editing an individual directory handler; not applicable to Bulk Edit operations.</i>) This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant.</p> <p>To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.</p>
Search Scope	<p>Select the scope for directory handler searches:</p> <ul style="list-style-type: none"> <li>Entire Server—Restricts directory handler searches to users and contacts who are associated with the entire Cisco Unity Connection server that the caller dialed.</li> <li>Class of Service (<i>Not applicable to voice-enabled directory handlers.</i>)—Restricts directory handler searches to users who are assigned to the selected class of service on the local Connection server.</li> <li>System Distribution List (<i>Not applicable to voice-enabled directory handlers.</i>)—Restricts directory handler searches to members of the selected system distribution list. Note that all system distribution lists are presented, including lists that may contain members who are not Connection users.</li> <li>Search Space—Restricts directory handler searches to users and contacts who are associated with a partition that is a member of the selected search space.</li> <li>Inherit Search Space from Call—Restricts directory handler searches to users and contacts who are associated with a partition that is a member of the search space of the call. The search space of the call can be set by the call routing rules or by a call handler that receives the call before it reaches the directory handler.</li> </ul> <p>Default setting: Entire Server.</p>
Search Criteria Order	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) Select the method that callers use to spell a username:</p> <ul style="list-style-type: none"> <li>First Name, Last Name—For example, callers press 535 (KEL) to reach Kelly Bader.</li> <li>Last Name, First Name—For example, callers press 223 (BAD) to reach Kelly Bader.</li> </ul> <p>Include instructions that reflect the Search By selection in the call handler greeting that routes callers to this directory handler.</p> <p>Default setting: Last Name, First Name.</p>
Route Automatically on a Unique Match	<p>When this option is selected, Cisco Unity Connection routes a call to the extension assigned to the user without prompting the caller to verify the match.</p> <div>  <p><b>Note</b> For voice-enabled directory handlers, the Route Automatically on a Unique Match option is supported only with Connection 8.6(2) and later versions.</p> </div>
Always Request Caller Input	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) When this option is selected, Cisco Unity Connection prompts a caller to verify the match before sending the caller to the specified user extension.</p>

**Table 6-15**      **Edit Directory Handler Basics Page (continued)**

Field	Description
Announce Matched Names Using Extension Format	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) When this option is selected, Cisco Unity Connection announces to callers the names and extensions of matching users. For example, “For Pat Amos, press 123. For Gerry Anderson, press 104.” Callers enter the extension number to choose a user.</p> <p>This functionality is supported only when the Search Scope of the directory handler is set to Search Space or Inherit Search Space from Call.</p>
Announce Matched Names Using Menu Format	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) When this option is selected, Cisco Unity Connection provides a menu of users to callers. For example, “For Pat Amos, press 1. For Gerry Anderson, press 2.” Callers enter the menu number to choose a user.</p> <p>To provide callers with the user extension, also check the Announce Extension with Each Name check box. Then, Connection provides a menu of users that includes user extensions. For example, “For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2.”</p>
Announce Extension with Each Name	<p>Check this check box to indicate that Cisco Unity Connection provides a menu of users that includes user extensions. Callers enter the menu number to select a user. For example, “For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2.” Callers might take note of user extensions to skip using the corporate directory the next time they call.</p> <p>For directory handlers that are not voice enabled, this functionality is supported only when Announce Matched Names Using Menu Format is also selected.</p> <p>Default setting: Check box checked.</p>
Maximum Number of Matches	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) Indicate the maximum number of matching names that are presented to a caller when more than one user matches the key presses entered by the caller.</p> <p>Default setting: 8 matches.</p>
Announce City with Each Name	<p>(<i>Applicable only to voice-enabled directory handlers.</i>) Check this check box to have Cisco Unity Connection announce the city of each matching user when there are multiple matches. For example, “There are two matching names. Pat Amos at extension 123 in Chicago. Is that correct?”</p> <p>In order for Connection to announce the city for a user, the City field must be defined on the Edit User Basics page in the user profile. Connection announces the city after the extension and before the department, if applicable.</p> <p>Default setting: Check box not checked.</p>
Announce Department with Each Name	<p>(<i>Applicable only to voice-enabled directory handlers.</i>) Check this check box to have Cisco Unity Connection announce the department of each matching user when there are multiple matches. For example, “There are two matching names. Pat Amos at extension 123 in Sales. Is that correct?”</p> <p>In order for Connection to announce the department for a user, the Department field must be defined on the Edit User Basics page in the user profile. Connection announces the department after the extension and city, if applicable.</p> <p>Default setting: Check box not checked.</p>
Bulk Edit Task Scheduling	<p>(<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.</p>

**See Also**

- The “Modifying a Directory Handler in Cisco Unity Connection 8.x” section in the “[Managing Directory Handlers in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

**To Edit Directory Handler Settings in Bulk Edit Mode**

**Step 1** On the Search Directory Handlers page, check the applicable directory handler check boxes, and select **Bulk Edit**.

If the directory handlers 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 directory handlers. 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 6-15](#) for information on how to set each field.



**Note** The Status message at the top of the Edit Directory Handler Basics page tells you how many directory handlers 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**.

**Step 4** If applicable, change settings for these directory handlers on the Caller Input page, available from the Edit menu. When you have finished making changes on the page, select **Submit**.

## Directory Handler Caller Input

**Table 6-16**      *Directory Handler Caller Input Page*

Field	Description
Timeout If No Input	( <i>Not applicable to voice-enabled directory handlers.</i> ) Enter the number of seconds that Cisco Unity Connection waits for caller input. When the caller does not press any key, Connection asks for confirmation that the caller is still there. If there is no response, Connection performs the action selected in the If Caller Exits fields.  Default setting: Five seconds.
Timeout After Last Input	( <i>Not applicable to voice-enabled directory handlers.</i> ) Enter the number of seconds that Cisco Unity Connection waits after caller input before performing the action indicated by the input.  Default setting: Four seconds.
Times to Repeat Request for Name Entry	( <i>Not applicable to voice-enabled directory handlers.</i> ) Enter the number of times that Cisco Unity Connection reprompts the caller for input. When the caller does not press any key after being reprompted, Connection asks for confirmation that the caller is still there. If there is no response, Connection performs the action selected in the If Caller Exits fields.  Default setting: One time.

**Table 6-16**      **Directory Handler Caller Input Page (continued)**

Field	Description
Allow Caller to Exit Using * Key	( <i>Not applicable to voice-enabled directory handlers.</i> ) Check this check box to allow callers to press the * key on the phone to exit. Cisco Unity Connection immediately sends the caller to the destination you specify in the If Caller Exits field.
If Caller Exits	<p>Select the destination to which calls are sent when the caller does not respond to the name entry prompt:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Sign-In</b>—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.</li> </ul> <p>Default setting: Opening Greeting Call Handler.</p>

**Table 6-16**      **Directory Handler Caller Input Page (continued)**

Field	Description
If No Input	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) Select the destination to which calls are sent when the caller does not respond to the name entry prompt:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Sign-In</b>—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.</li> </ul> <p>Default setting: Goodbye Call Handler.</p>

**Table 6-16**      **Directory Handler Caller Input Page (continued)**

Field	Description
If No Selection	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) Select the destination to which calls are sent when the caller does not respond to the name entry prompt:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Sign-In</b>—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.</li> </ul> <p>Default setting: Goodbye Call Handler.</p>

**Table 6-16**      **Directory Handler Caller Input Page (continued)**

Field	Description
If Caller Presses Zero	<p>Select the destination to which calls are sent when the caller presses zero in response to the name entry prompt:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Sign-In</b>—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.</li> </ul> <p>Default setting: Operator Call Handler.</p>
Bulk Edit Task Scheduling	<p><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.</p>

## Directory Handler Greeting

Revised November 16,

**Table 6-17**      **Directory Handler Greeting Page**

Field	Description
Use Custom Greeting	<p>Check this check box to have Cisco Unity Connection play the custom greeting that you record when callers reach the directory handler. Use the Recording fields to play or record the custom greeting.</p> <p>Uncheck this check box to have Connection play the system default greeting when callers reach the directory handler.</p> <p>Default setting: Check box not checked.</p>
Recording	<p>If more than one language is installed on Cisco Unity Connection, greetings can be recorded in multiple languages. The Recorded Languages field displays each language in which the greeting has been recorded.</p> <p>To play or record the greeting here, select the language for the greeting that you will be recording, then select the Play/Record button to open the Media Master. On the Options menu of the Media Master, select Open File to use a prerecorded WAV file as the recording.</p> <p>Note that when a greeting recording is available in multiple languages, the recording that plays to a caller depends on the language that is set for the call. You can set the language via the Language setting on the Edit Call Directory Basics page for the directory handler. When the Inherit Language from Caller option is selected for this setting, Connection determines the language to use on a per-call basis, depending on the language set by the call routing rule or handler that most recently processed the call. (If the language is set to inherited for every rule and handler that processes a call, when the call reaches the directory handler greeting, the greeting that corresponds to the system default language is played.)</p>

## Search Interview Handlers

**Table 6-18**      **Search Interview Handlers Page**

Field	Description
Limit Search To	<p>Select the criteria by which to limit the display of search results:</p> <ul style="list-style-type: none"> <li>All—Display all search results, regardless of the partition to which they belong.</li> <li>Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.</li> </ul>
Display Name	<i>(Display only)</i> The name of the interview handler.
Extension	<i>(Display only)</i> The extension that the phone system uses to connect to the interview handler.
Delete Selected	To delete an interview handler, check the check box to the left of the display name, and select Delete Selected. You can delete multiple interview handlers at once.
Add New	To add an interview handler, select the Add New button. A new page opens, on which you enter data applicable to the new interview handler.



**Table 6-18** Search Interview Handlers Page (continued)

Field	Description
Bulk Edit	<p>To edit multiple interview handlers at one time, check the applicable interview handler check boxes, and select Bulk Edit.</p> <p>If the interview handlers 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 interview handlers. Then select Bulk Edit.</p> <p>For instructions, see the <a href="#">“To Edit Interview Handler Settings in Bulk Edit Mode” procedure on page 6-38</a>.</p>
Show Dependencies	<p>Before deleting an interview handler, use the Show Dependencies button to launch a search for other objects in the database that have dependencies on the interview handler. From the dependency search results, you can follow links to the affected objects and reassign the dependency to another interview handler. When all dependences have been reassigned, you can delete the interview handler.</p> <p>Note that you cannot show dependencies for multiple interview handlers at one time.</p>

**See Also**

- The “Interview Handlers in Cisco Unity Connection 8.x” section in the [“Call Management Overview in Cisco Unity Connection 8.x”](#) chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).
- The [“Managing Interview Handlers in Cisco Unity Connection 8.x”](#) chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## New Interview Handler

**Table 6-19** New Interview Handler Page

Field	Description
Display Name	Enter a descriptive name for the interview handler.
Extension	Enter the extension that the phone system uses to connect to the interview handler.
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>

**Table 6-19**      ***New Interview Handler Page (continued)***

Field	Description
Language	<p>Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> <li>• Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization.</li> <li>• Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>
Recipient	<p>Select the user or distribution list that receives messages left for this interview handler:</p> <ul style="list-style-type: none"> <li>• User with Mailbox—Select the applicable user from the list.</li> <li>• Distribution List—Select the applicable distribution list.</li> </ul> <p>Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as dispatch messages. Dispatch messages are configured in such a way that only one user in the group needs to act on the message.</p>
Response Urgency	<p>Indicate the action that Cisco Unity Connection allows:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left for the interview handler are marked normal.</li> <li>• Mark Urgent—Messages left for the interview handler are marked urgent.</li> <li>• Ask Caller—Connection asks callers whether to mark their messages urgent.</li> </ul>

**Table 6-19**      *New Interview Handler Page (continued)*

Field	Description
After Interview Action	<p>Select one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Sign-In</b>—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.</li> <li>•</li> </ul>

**See Also**

- The “Creating Interview Handlers in Cisco Unity Connection 8.x” section in the “[Managing Interview Handlers in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Edit Interview Handler Basics

See [Table 6-20](#) for information about the fields on the Edit Interview Handler Basics page.

For instructions on editing interview handler information in Bulk Edit mode, see the “[To Edit Interview Handler Settings in Bulk Edit Mode](#)” procedure on page 6-38.

**Table 6-20**      **Edit Interview Handler Basics Page**

Field	Description
Display Name	<i>(This field appears only when editing an individual interview handler; not applicable to Bulk Edit operations.)</i> Enter a descriptive name for the interview handler.
Extension	<i>(This field appears only when editing an individual interview handler; not applicable to Bulk Edit operations.)</i> Enter the extension that the phone system uses to connect to the interview handler.
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Creation Time	<i>(Display only. This field appears only when editing an individual interview handler; not applicable to Bulk Edit operations.)</i> Shows the date and time when the interview handler was created.
Language	<p>Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> <li>• Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization.</li> <li>• Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>
Recorded Name	<p><i>(This field appears only when editing an individual interview handler; not applicable to Bulk Edit operations.)</i> This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant.</p> <p>To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.</p>
Recipient	<p>Select the user or distribution list that receives messages left for this interview handler:</p> <ul style="list-style-type: none"> <li>• User with Mailbox—Select the applicable user from the list.</li> <li>• Distribution List—Select the applicable distribution list.</li> </ul> <p>Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as dispatch messages. Dispatch messages are configured in such a way that only one user in the group needs to act on the message.</p>

**Table 6-20**      **Edit Interview Handler Basics Page (continued)**

Field	Description
Response Urgency	<p>Indicate the action that Cisco Unity Connection allows:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left for the interview handler are marked normal.</li> <li>• Mark Urgent—Messages left for the interview handler are marked urgent.</li> <li>• Ask Caller—Connection asks callers whether to mark their messages urgent.</li> </ul>
After Interview Action	<p>Select one of the following:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>– Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Connection performs the transfer only when the restriction table permits it.</li> <li>– Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• User with Mailbox—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the greeting of the user.</li> <li>•</li> </ul>
Bulk Edit Task Scheduling	<p>(Applicable only to Bulk Edit operations.) 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.</p>

**See Also**

- The “Modifying Interview Handlers in Cisco Unity Connection 8.x” section in the “[Managing Interview Handlers in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

- The “Dispatch Messages in Cisco Unity Connection 8.x” section in the “[Messaging in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

#### To Edit Interview Handler Settings in Bulk Edit Mode

- Step 1** On the Search Interview Handlers page, check the applicable interview handler check boxes, and select **Bulk Edit**.

If the interview handlers 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 interview handlers. 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 6-20](#) for information on how to set each field.



**Note** The Status message at the top of the Edit Interview Handler Basics page tells you how many interview handlers 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**.

## Interview Questions

**Table 6-21** Interview Questions Page

Field	Description
Active	Check or uncheck this check box and select Save to turn on or turn off one or more interview questions.
Question Number	<i>(Display only)</i> Displays the interview handler question number. Select the question number to go to the specific page for that question.
Question Text	<i>(Display only)</i> Displays the complete text of the interview handler question, if it is short, or a summarized version of the question, if it is long.

## Edit Interview Question

**Table 6-22** Edit Interview Question Page

Field	Description
Question Number	<i>(Display only)</i> Displays the interview handler question number.
Maximum Reply Message Length	Enter the recording length, in seconds, allowed for caller responses to the interview handler question. If enabled, Cisco Unity Connection plays a warning before the maximum message length is reached. Default setting: 30 seconds.

**Table 6-22** *Edit Interview Question Page (continued)*

Field	Description
Question Text	Enter the complete text of the interview handler question, if it is short, or a summarized version of the question, if it is long.
Question Recording	This is the recording of the interview handler question.  To record the question here, use the Media Master. To use a prerecorded WAV file as the recording, use the Open File option on the Options menu of the Media Master.
Active	Check this check box to turn on the question.

## Search Post Greeting Recordings (Cisco Unity Connection 8.0(2) and Later Only)

Added April 16, 2010

**Table 6-23** *Search Post Greeting Recordings (Cisco Unity Connection 8.0(2) and Later Only)*

Field	Description
Display Name	( <i>Display only</i> ) The name of the post-greeting recording.
Delete Selected	To delete a post-greeting recording, check the check box to the left of the display name, and select Delete Selected. You can delete multiple post-greeting recordings at once.
Add New	To add a post-greeting recording, select the Add New button. A new page opens, on which you enter data applicable to the post-greeting recording.

## New Post Greeting Recording (Cisco Unity Connection 8.0(2) and Later Only)

Added April 16, 2010

**Table 6-24** *New Post Greeting Recording (Cisco Unity Connection 8.0(2) and Later Only)*

Field	Description
Display Name	Enter a descriptive name for the post-greeting recording and select Save to create a new post-greeting recording.

## Edit Post Greeting Recording (Cisco Unity Connection 8.0(2) and Later Only)

Added April 16, 2010

**Table 6-25 Search Post Greeting Recordings (Cisco Unity Connection 8.0(2) and Later Only)**

Field	Description
Display Name	The name of the post-greeting recording.
Recordings	<p>If more than one language is installed on Cisco Unity Connection, post-greeting recordings can be recorded in multiple languages. The Recorded Languages field displays each language in which the recording has been made.</p> <p>To play or record the post-greeting recording here, select the language for the recording that you will be making, then select the Play/Record button to open the Media Master. On the Options menu of the Media Master, select Open File to use a prerecorded WAV file as the recording.</p> <p>Note that when a post-greeting recording is available in multiple languages, the recording that plays to a caller depends on the language that is set for the call. Connection determines the language to use on a per-call basis, depending on the language set by the call routing rule or handler that most recently processed the call. (If the language is set to inherited for every rule and handler that processes a call, when the call reaches the post-greeting recording, the greeting that corresponds to the system default language is played.)</p>

## Direct Routing Rules

**Table 6-26 Direct Routing Rules Page**

Field	Description
Delete Selected	To delete a routing rule, check the check box to the left of the display name, and select Delete Selected. You can delete multiple routing rules at once.
Change Order	Select Change Order to go to the Edit Direct Routing Rule Order page.
Display Name	<i>(Display only)</i> The name of the direct routing rule.
Status	<i>(Display only)</i> Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	<i>(Display only)</i> The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	<i>(Display only)</i> The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Phone System	<i>(Display only)</i> The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	<i>(Display only)</i> The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	<i>(Display only)</i> Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	<i>(Display only)</i> The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.



**See Also**

- The “Overview of Default Call Routing Rules in Cisco Unity Connection 8.x” section in the “[Managing Call Routing Tables in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## New Direct Routing Rule

**Table 6-27**      *New Direct Routing Rule Page*

Field	Description
Display Name	Enter a descriptive name for the direct routing rule.

**See Also**

- The “Adding Call Routing Rules in Cisco Unity Connection 8.x” section in the “[Managing Call Routing Tables in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## Edit Direct Routing Rule

Revised November 16, 2010

**Table 6-28**      *Edit Direct Routing Rule Page*

Field	Description
Display Name	Enter a descriptive name for the direct routing rule.
Status	Indicate whether the rule should be Active or Inactive. Note that if a rule is corrupted, Cisco Unity Connection flags it as Invalid. If that happens, we recommend that you delete the rule and recreate it.
Language	<p>Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> <li>Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization.</li> <li>Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>

**Table 6-28**      *Edit Direct Routing Rule Page (continued)*

Field	Description
Search Scope	Select a search space to apply to the call. Search spaces are used to define the scope of objects (users, distribution lists, and so on) that a user or outside caller can reach while interacting with Cisco Unity Connection.

**Table 6-28**      **Edit Direct Routing Rule Page (continued)**

Field	Description
Send Call To	<p>Select one of the following destinations for a call that matches all settings for the rule:</p> <ul style="list-style-type: none"> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Interview Handler</b>—Sends the call to the interview handler that you specify.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– <b>Assign Users to Touchtone Conversation</b> (<i>Connection 8.5 and later only</i>)—Sets a global flag that will assign the user on the call to the touchtone conversation when the user signs in, and then the next rule in the routing rule table is applied to the call information.</li> <li>– <b>Assign Users to Voice-Recognition Conversation</b> (<i>Connection 8.5 and later only</i>)—Sets a global flag that will assign the user on the call to the voice-recognition conversation when the user signs in, and then the next rule in the routing rule table is applied to the call information.</li> <li>– <b>Attempt Forward</b>—Forwards the call if the forwarding station belongs to a user. The calling number is used as the ID, and if the extension is found, the call is forwarded to the user greeting. If the extension is not found, the next rule in the routing table is applied to the call information.</li> <li>– <b>Attempt Sign-In</b>—Sends the call to the user sign in conversation, if the calling number belongs to a user. The calling number is used as the ID. If the call is not from a user, the next rule in the routing table is applied to the call information.</li> <li>– <b>Broadcast Message Administrator</b>—Sends the call to a conversation for sending broadcast messages.</li> <li>– <b>Caller System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Cisco Unity Connection performs the transfer only when the restriction table permits it.</li> <li>– <b>Greetings Administrator</b>—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– <b>Reverse Trap</b>—Connects to Visual Voicemail.</li> <li>– <b>Sign-In</b>—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– <b>Start Live Record</b> (<i>Cisco Unified Communications Manager integrations only</i>)—Sends the call to the live record pilot number that is configured on the Cisco Unified Communications Manager server.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• <b>User with Mailbox</b>—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.</li> </ul>

**Table 6-28**      *Edit Direct Routing Rule Page (continued)*

Field	Description
Routing Rule Conditions	Displays the conditions that are applied to this routing rule. To add a new condition, select Add New. To modify a condition, select the parameter name. To delete one or more conditions, check the check box next to the parameter and select Delete Selected.

**See Also**

- The “Modifying Call Routing Rules in Cisco Unity Connection 8.x” section in the “[Managing Call Routing Tables in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## New Direct Routing Rule Condition

**Table 6-29**      *New Direct Routing Rule Condition Page*

Field	Description
Calling Number	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>

**Table 6-29**      ***New Direct Routing Rule Condition Page (continued)***

Field	Description
Dialed Number	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or only to one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.
Schedule	<p>Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To.</p> <p>To have the rule apply 24 hours a day, seven days a week, select All Hours.</p> <p>To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours.</p> <p>Default setting: All Hours.</p>

# Edit Direct Routing Rule Condition

**Table 6-30**      *Edit Direct Routing Rule Condition Page*

Field	Description
Calling Number	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>
Dialed Number	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or only to one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.

**Table 6-30**      *Edit Direct Routing Rule Condition Page (continued)*

Field	Description
Schedule	<p>Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To.</p> <p>To have the rule apply 24 hours a day, seven days a week, select All Hours.</p> <p>To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours.</p> <p>Default setting: All Hours.</p>

## Edit Direct Routing Rule Order

**Table 6-31**      *Edit Direct Routing Rule Order Page*

Field	Description
Direct Routing Rule Reorganization	<p>To change the order of routing rules, select the name of a rule in the list, then select the up or down arrow to move the rule relative to the other rules in the list.</p> <p>Select any rule name to see information about the rule displayed in the Rule Details fields.</p>
Display Name	<i>(Display only)</i> The name of the routing rule.
Status	<i>(Display only)</i> Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	<i>(Display only)</i> The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	<i>(Display only)</i> The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Phone System	<i>(Display only)</i> The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	<i>(Display only)</i> The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	<i>(Display only)</i> Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	<i>(Display only)</i> The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

### See Also

- The “Changing the Order of Call Routing Rules in Cisco Unity Connection 8.x” section in the “[Managing Call Routing Tables in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

# Forwarded Routing Rules

**Table 6-32** Forwarded Routing Rules Page

Field	Description
Delete Selected	To delete a routing rule, check the check box to the left of the display name, and select Delete Selected. You can delete multiple routing rules at once.
Change Order	Select Change Order to go to the Edit Forwarded Routing Rule Order page.
Display Name	<i>(Display only)</i> The name of the routing rule.
Status	<i>(Display only)</i> Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	<i>(Display only)</i> The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	<i>(Display only)</i> The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Forwarding Station	<i>(Display only)</i> The rule applies to calls forwarded from an extension that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the forwarding station.
Phone System	<i>(Display only)</i> The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	<i>(Display only)</i> The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	<i>(Display only)</i> Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	<i>(Display only)</i> The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

## See Also

- The “Overview of Default Call Routing Rules in Cisco Unity Connection 8.x” section in the “Managing Call Routing Tables in Cisco Unity Connection 8.x” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

# New Forwarded Routing Rule

**Table 6-33** New Forwarded Routing Rule Page

Field	Description
Display Name	Enter a descriptive name for the routing rule.



**See Also**

- The “Adding Call Routing Rules in Cisco Unity Connection 8.x” section in the “[Managing Call Routing Tables in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

# Edit Forwarded Routing Rule

Revised November 16, 2010

**Table 6-34**      **Edit Forwarded Routing Rule Page**

Field	Description
Display Name	Enter a descriptive name for the routing rule.
Status	Indicate whether the rule should be Active or Inactive. Note that if a rule is corrupted, Cisco Unity Connection flags it as Invalid. If that happens, we recommend that you delete the rule and recreate it.
Language	<p>Select the language in which Cisco Unity Connection plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> <li>• Use System Default Language—Connection uses the system default language for the language that callers hear when they call your organization.</li> <li>• Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p> <p>The TTY language allows TTY users to read Connection prompts and to record messages by using a TTY device. TTY functionality is supported only when G.711 is selected as the systemwide message recording and storage codec.</p>
Search Scope	Select a search space to apply to the call. Search spaces are used to define the scope of objects (users, distribution lists, and so on) that a user or outside caller can reach while interacting with Cisco Unity Connection.

Table 6-34 Edit Forwarded Routing Rule Page (continued)

Field	Description
Send Call To	<p>Select one of the following destinations for a call that matches all settings for the rule:</p> <ul style="list-style-type: none"> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Assign Users to Touchtone Conversation (<i>Connection 8.5 and later only</i>)—Sets a global flag that will assign the user on the call to the touchtone conversation when the user signs in, and then the next rule in the routing rule table is applied to the call information.</li> <li>– Assign Users to Voice-Recognition Conversation (<i>Connection 8.5 and later only</i>)—Sets a global flag that will assign the user on the call to the voice-recognition conversation when the user signs in, and then the next rule in the routing rule table is applied to the call information.</li> <li>– Attempt Forward—Forwards the call if the forwarding station belongs to a user. The calling number is used as the ID, and if the extension is found, the call is forwarded to the user greeting. If the extension is not found, the next rule in the routing table is applied to the call information.</li> <li>– Attempt Sign-In—Sends the call to the user sign in conversation, if the calling number belongs to a user. The calling number is used as the ID. If the call is not from a user, the next rule in the routing table is applied to the call information.</li> <li>– Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>– Caller System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Cisco Unity Connection performs the transfer only when the restriction table permits it.</li> <li>– Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>– Reverse Trap—Connects to Visual Voicemail.</li> <li>– Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– Start Live Record (<i>Cisco Unified Communications Manager integrations only</i>)—Sends the call to the live record pilot number that is configured on the Cisco Unified Communications Manager server.</li> <li>– User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection performs the transfer only when the user restriction table permits it.</li> </ul> </li> <li>• User with Mailbox—Sends the call to the user that you specify. Specify whether the call should transfer to the user extension or go directly to the user greeting.</li> </ul>

**Table 6-34**      *Edit Forwarded Routing Rule Page (continued)*

Field	Description
Routing Rule Conditions	Displays the conditions that are applied to this routing rule. To add a new condition, select Add New. To modify a condition, select the parameter name. To delete one or more conditions, check the check box next to the parameter and select Delete Selected.

**See Also**

- The “Modifying Call Routing Rules in Cisco Unity Connection 8.x” section in the “[Managing Call Routing Tables in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

## New Forwarded Routing Rule Condition

**Table 6-35**      *New Forwarded Routing Rule Condition Page*

Field	Description
Calling Number	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>

**Table 6-35**      **New Forwarded Routing Rule Condition Page (continued)**

Field	Description
Dialed Number	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>
Forwarding Station	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter an extension (station) or number pattern to have the rule apply to calls that are forwarded from a particular extension. To have the rule apply to calls forwarded from any extension, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 2* to route all calls forwarded from any extension that begins with 2). The ? matches any single digit (for example, enter 555???? to control routing of all calls forwarded from seven digit extensions beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Forwarding Station conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or only to one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.

**Table 6-35**      *New Forwarded Routing Rule Condition Page (continued)*

Field	Description
Schedule	<p>Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To.</p> <p>To have the rule apply 24 hours a day, seven days a week, select All Hours.</p> <p>To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours.</p> <p>Default setting: All Hours.</p>

## Edit Forwarded Routing Rule Condition

**Table 6-36**      *Edit Forwarded Routing Rule Condition Page*

Field	Description
Calling Number	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a phone number from which calls originate. To have the rule apply to all originating phone numbers, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls from that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls from seven digit numbers beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Calling Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>

Table 6-36 Edit Forwarded Routing Rule Condition Page (continued)

Field	Description
Dialed Number	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter a phone number or number pattern to have the rule apply to a number that callers dial to reach your organization. To have the rule apply to all numbers dialed, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 212* to control routing of all calls to that area code). The ? matches any single digit (for example, enter 555???? to control routing of all calls to seven digit numbers beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Dialed Number conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>
Forwarding Station	<p>Select an operator (In, Equals, Greater Than, Less Than, and so on) and enter an extension (station) or number pattern to have the rule apply to calls that are forwarded from a particular extension. To have the rule apply to calls forwarded from any extension, select the Equals operator and enter * or leave the field blank.</p> <p>When you select the Equals operator, you can enter * or ? as wildcards. The * matches zero or more digits and can be used alone or with other numbers (for example, enter 2* to route all calls forwarded from any extension that begins with 2). The ? matches any single digit (for example, enter 555???? to control routing of all calls forwarded from seven digit extensions beginning with 555).</p> <p>When you select the In operator, you can enter a range of numbers (for example, 2000-2599), a comma-separated list of numbers (for example, 4001, 54001, 5554001), or a combination of both (for example, 2000-2199, 3001-3199, 5554001).</p> <p>Note that you can add multiple Forwarding Station conditions to a single routing rule to create more complex patterns (for example, all numbers in the range 2000-3999 plus all numbers greater than 5000). When a call matches all conditions for the rule, the call is routed as specified in Send Call To.</p> <p><b>Note</b> Your integration may not support this option.</p> <p>Default setting: Blank.</p>
Port	Select whether this rule applies to all Cisco Unity Connection voice messaging ports or to only one specific port on which a call arrives.
Phone System	Select whether this rule applies to calls that are sent from all phone systems or to calls that are sent from only one specific phone system.

**Table 6-36**      **Edit Forwarded Routing Rule Condition Page (continued)**

Field	Description
Schedule	<p>Select a schedule to apply to this call routing rule. When a call arrives during the standard (open) hours of the selected schedule, and the call matches all other settings for the rule, the call is routed as specified in Send Call To.</p> <p>To have the rule apply 24 hours a day, seven days a week, select All Hours.</p> <p>To have different rules for standard and closed hours, create a rule with a selected schedule, followed by a rule set for All Hours.</p> <p>Default setting: All Hours.</p>

## Edit Forwarded Routing Rule Order

**Table 6-37**      **Edit Forwarded Routing Rule Order Page**

Field	Description
Forwarded Routing Rule Reorganization	<p>To change the order of routing rules, select the name of a rule in the list, then select the up or down arrow to move the rule relative to the other rules in the list.</p> <p>Select any rule name to see information about the rule displayed in the Rule Details fields.</p>
Display Name	(Display only) The name of the routing rule.
Status	(Display only) Indicates whether the rule is active (is checked and applied to process incoming calls that match the rule criteria) or inactive (is not used to process any incoming calls).
Dialed Number	(Display only) The rule applies to calls in which the caller dialed a number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the dialed number.
Calling Number	(Display only) The rule applies to calls from an originating phone number that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the calling number.
Forwarding Station	(Display only) The rule applies to calls forwarded from an extension that matches the displayed phone number or number pattern. If this field is blank, the rule applies regardless of the forwarding station.
Phone System	(Display only) The rule applies to calls that are sent from the displayed phone system. If no phone system is displayed, the rule applies to calls that are sent from any phone system.
Port	(Display only) The rule applies to calls that are answered by the displayed Cisco Unity Connection voice messaging port. If no port is displayed, the rule applies to calls that are answered by any port.
Send Call To	(Display only) Indicates the type of action that Cisco Unity Connection applies to calls that match the rule conditions, or the conversation to which Connection sends the call.
Schedule	(Display only) The rule applies to calls that come in while the displayed schedule is active. If this field is blank, the rule applies regardless of the time and day that the call comes in.

### See Also

- The “Changing the Order of Call Routing Rules in Cisco Unity Connection 8.x” section in the “[Managing Call Routing Tables in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/8x/administration/guide/8xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html).

