Managing Your Alternate Contact Numbers

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About Alternate Contact Numbers

Alternate contact numbers allow you to offer callers the option to transfer to other numbers by pressing a key as they listen to your greeting. An alternate contact number can be the extension for an operator or for another user (such as a supervisor or coworker), or any other number where you or another person can be reached.

Your Cisco Unity Connection administrator determines which keys callers can press to transfer to alternate contact numbers; you may be able to specify up to 12 alternate contact numbers (one for each key on the phone keypad).

Changing Your Alternate Contact Numbers

To specify an alternate contact number outside your organization, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code).

Tip When you specify an alternate contact number, you may want to update your greetings to include the information (for example: "I am away from my desk right now. Leave a message at the tone, or press 4 to transfer to another sales representative.").

Specifying an Alternate Contact Number by Using the Phone Keypad

Procedure

Step 1 Call and sign in to Connection.

Step 2 At the Main menu, select the option **Setup Options**, then **Alternate Contact Numbers**.

	Note	Connection plays the prompt to configure alternate contact numbers only when one or more keys are configured to transfer to an alternate contact number.

Step 3 Follow the prompts to specify one or more alternate contact numbers. The prompts tell you which keys can be used to transfer to alternate contact numbers.

Specifying an Alternate Contact Number by Using Voice Commands

Procedure

Step 1 Call and sign in to Connection.

Step 2 When Connection asks, "What do you want to do," say:
"**Setup Options**." (Connection temporarily switches to the phone keypad.)

Step 3 On the phone keypad, select the option **Alternate Contact Numbers**.

> **Note** Connection plays the prompt to configure alternate contact numbers only when one or more keys are configured to transfer to an alternate contact number.

Step 4 Follow the prompts to specify one or more alternate contact numbers. The prompts tell you which keys can be used to transfer to alternate contact numbers.

> **Tip** To switch back to using voice commands, keep pressing ***** until you hear the "Voice Command Conversation" prompt.