



# CHAPTER 1

## Introduction to Cisco Unity Connection 8.x Users and Contacts

---

See the following sections:

- [Understanding User Accounts in Cisco Unity Connection 8.x, page 1-1](#)
- [Understanding Contacts in Cisco Unity Connection 8.x, page 1-2](#)

## Understanding User Accounts in Cisco Unity Connection 8.x


**Revised November 16, 2010**

In Cisco Unity Connection there are two types of users:

|                                      |   |
|--------------------------------------|---|
| <b>Users With Voice Mailboxes</b>    | <p>For users who need to send and receive voice messages, and who may be able to use other Connection features such as personal call transfer rules and the Connection Web Inbox (Connection 8.5 and later) or Messaging Inbox (Connection 8.0), depending on the class of service to which they are assigned.</p> <p>A user account that is set up with a voice mailbox has a phone extension and is counted as a voicemail licensed user.</p> |
| <b>Users Without Voice Mailboxes</b> | <p>For users who do not need to send or receive voice messages, but need to administer the system. You determine which tasks administrators can do by assigning their accounts to any of the predefined roles.</p> <p>An account that is set up without a voice mailbox does not have a phone extension and is not counted as a voicemail licensed user.</p>  |

## Cisco Unity Connection Default User Accounts

Cisco Unity Connection creates the following four default user accounts, which you use when setting up the system. These accounts are not included in your user license count.

|  |  |
|--|--|
| <b>Administrator</b>                     | <p>The Administrator user account has the highest level of administrative privileges (System Administrator role) and is used to access Cisco Unity Connection Administration. The alias and password for this account are specified during installation. This account is configured as a user without a voice mailbox.</p> <div>  <p><b>Caution</b> The default Administrator account can be deleted. However, be sure that you have assigned the System Administrator role to at least one other user before you delete this account.</p> </div> |
| <b>Operator</b>                          | <p>The Operator user account is the message recipient for the Operator call handler. When calls to the operator go unanswered, callers can leave a message, depending on the call transfer settings for the Operator call handler. We recommend that you assign someone to monitor the mailbox for the Operator user account, or reconfigure the Operator call handler to send messages to a different user or to a distribution list.</p> <p>This account cannot be deleted.</p>  |
| <b>Undeliverable Messages Mailbox</b>    | <p>By default, the Undeliverable Messages Mailbox user account is the only member of the Undeliverable Messages distribution list, which receives notification of undeliverable messages. We recommend that you assign someone to monitor this mailbox, or add a user to the Undeliverable Messages distribution list, to monitor and reroute (as appropriate) any messages that are delivered to the list.</p> <p>This account cannot be deleted.</p>   |
| <b>Unity Connection Messaging System</b> | <p>The Unity Connection Messaging System user account is configured as a user without a voice mailbox. It acts as a surrogate sender for messages from outside callers. Thus, messages from outside callers are identified as coming from the Unity Connection Messaging System mailbox.</p> <p>This account cannot be deleted.</p>  |

## Understanding Contacts in Cisco Unity Connection 8.x

In Cisco Unity Connection there are two types of contacts:

|                                       |   |
|---------------------------------------|---|
| <b>Administrator-Defined Contacts</b> | <p>Administrator-defined contacts do not have access to any Connection features such as voice messaging. These contacts may represent people in your company who have voicemail accounts on another system. They might also represent customers or vendors who do not need a voice mailbox, but who frequently communicate with Connection users.</p> |
| <b>User-Defined Contacts</b>          | <p>User-defined contacts are similar to administrator-defined contacts, but are created by individual users and are only accessible by the user who created them.</p>   |

## How Contacts Are Used

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

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

