



CHAPTER 7

Managing Directory Handlers in Cisco Unity Connection 9.x



Note

Directory handlers provide access to a corporate directory that callers can use to reach Cisco Unity Connection users with mailboxes. When a caller searches for a username or part of a name, a directory handler looks up the extension and routes the call to the appropriate user.

Each directory handler contains settings that specify how it searches for names, what it does when it finds one or more matches, and what it does when it detects no caller input.

See the following sections:

- [Overview of the Default Directory Handler in Cisco Unity Connection 9.x, page 7-1](#)
- [Creating a Directory Handler in Cisco Unity Connection 9.x, page 7-2](#)
- [Modifying a Directory Handler in Cisco Unity Connection 9.x, page 7-2](#)
- [Changing Phone Language Settings in Cisco Unity Connection 9.x, page 7-3](#)
- [Routing Calls to a Voice Directory Handler in Cisco Unity Connection 9.x, page 7-4](#)
- [Deleting a Directory Handler in Cisco Unity Connection 9.x, page 7-5](#)

Overview of the Default Directory Handler in Cisco Unity Connection 9.x

Cisco Unity Connection includes one default directory handler, the System Directory Handler, which you can modify but not delete. By default, this directory handler is configured to search all users who have mailboxes on the system, in last name, first name order. Callers use the phone keypad to interact with the default System Directory Handler. There is no default voice-enabled directory handler. (For additional discussion of the types of directory handlers, see the [“Directory Handlers in Cisco Unity Connection 9.x” section on page 4-3.](#))

In the default configuration, the default directory handler is accessed when callers press 4 during the Opening Greeting call handler greeting.

Creating a Directory Handler in Cisco Unity Connection 9.x

You can create as many directory handlers as needed to route calls to users by using available filters such as location and search space. You can create both phone-keypad and voice-enabled directory handlers on the same system, and users can be listed in more than one directory handler.

Note that the voice-recognition option is required in order to create voice-enabled directory handlers.

Because directory handlers do not have greetings, we recommend that you use call handlers or one-key dialing to route callers to a directory handler, and use the call handler greeting to explain caller options for each directory handler.

By creating more than one directory handler, you can provide efficient and secure directory searches for systems with hundreds or thousands of users. Multiple directory handlers can also be used for call routing in headquarters and branch office deployments where Cisco Unity Connection provides centralized call processing. Users can be listed in more than one directory handler, and you can create as many directory handlers as needed to manage caller searches for users.

To Create a Directory Handler

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Directory Handlers**.
- Step 2** On the Search Directory Handlers page, select **Add New**.
- Step 3** On the New Directory Handler page, enter a display name and, optionally, an extension for the directory handler.



Note Fields marked with * (an asterisk) are required.

- Step 4** To create a voice-enabled directory handler, check the **Voice Enabled** check box.
- Step 5** Select **Save**.
- Step 6** On the Edit Directory Handler Basics page, continue entering settings for the directory handler. (For field information, on the Help menu, select **This Page**.)
- Step 7** When you have finished entering settings on the Edit Directory Handler page, select **Save**.
- Step 8** On the Edit menu, select **Caller Input** to continue adding applicable settings to the new directory handler.
- Step 9** If you change any of the settings on the Caller Input page, select **Save** before leaving the page.
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Modifying a Directory Handler in Cisco Unity Connection 9.x

Do the applicable procedure:

- [To Modify a Directory Handler, page 7-2](#)
- [To Modify Directory Handler Settings in Bulk Edit Mode, page 7-3](#)

To Modify a Directory Handler

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Directory Handlers**.

- Step 2** On the Search Directory Handlers page, select the display name of the directory handler that you want to modify.



Note If the directory handler that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the Edit Directory Handler Basics page, change settings as applicable. (For field information, on the Help menu, select **This Page**.)
- Step 4** When you have finished changing settings on the Edit Directory Handler page, select **Save**.
- Step 5** To change the settings on the Caller Input page, on the Edit menu, select **Caller Input**.
- Step 6** If you change any of the settings on the Caller Input page, select **Save** before leaving the page.

To Modify 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. Select **Help > This Page** to see descriptions of each setting.
- 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** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.

Changing Phone Language Settings in Cisco Unity Connection 9.x

For each phone directory handler, you can specify whether to use the language that was applied by a previous call handler or by a routing rule.

Do the applicable procedure:

- [To Change Phone Language Settings for a Directory Handler, page 7-3](#)
- [To Change Phone Language Settings for Multiple Directory Handlers in Bulk Edit Mode, page 7-4](#)

To Change Phone Language Settings for a Directory Handler

- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Directory Handlers**.

- Step 2** On the Search Directory Handlers page, select the directory handler display name.



Note If the directory handler does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the Edit Directory Handler Basics page, select **Use System Default Language** or **Inherit Language from Caller**, or select one of the languages in the list.
- Step 4** Select **Save**.

To Change Phone Language Settings for Multiple Directory Handlers 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** On the Edit Directory Handler Basics page, check the **Language** check box to select it, and then select **Use System Default Language** or **Inherit Language from Caller**, or select one of the languages in the list.
- Step 3** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 4** Select **Submit**.

For information on TTY configuration, see the [“TTY Overview” section on page 6-12](#).

Routing Calls to a Voice Directory Handler in Cisco Unity Connection 9.x

Because directory handlers do not have greetings, we recommend that you use call handlers or one-key dialing to route callers to a directory handler, and use the call handler greeting to explain caller options for each directory handler.

If you are setting up a voice directory handler, see the following task list for configuring Cisco Unified Communications Manager to route a phone number from Cisco Unified CM to the Cisco Unity Connection voice directory.

Task List for Routing Calls to the Voice Directory Handler

1. In Cisco Unified CM Administration, add the ports that you want to use for the voice-type directory handler to a new line group.
2. Add the line group to a new hunt list.
3. Add the hunt list to a new hunt pilot to which calls for the voice-type directory handler will be routed.

4. In Cisco Unity Connection Administration, configure the ports to route calls to the voice-type directory handler.

For details on configuring Cisco Unified CM, see the Cisco Unified CM documentation at http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html.

Deleting a Directory Handler in Cisco Unity Connection 9.x

If a directory handler is referenced by other objects in Connection (for example, a routing rule or a system call handler is set to route calls to the directory handler), you are not allowed to delete the directory handler until you have changed settings on the other objects to remove references to the directory handler you want to delete. If you try to delete a directory handler without first changing settings on objects that reference the directory handler, the delete operation fails.

If you delete a directory handler that was referenced by one or more call handlers, be sure to rerecord the call handler greetings so that callers hear the appropriate information about input options.

To Delete a Directory Handler

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Directory Handlers**.
 - Step 2** On the Search Directory Handlers page, select the check box adjacent to the display name of the directory handler that you want to delete.



Note If the directory handler that you want to delete does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** Select **Show Dependencies** to search for database objects that have dependencies on the directory handler you want to delete.
- Step 4** From the dependencies search results, follow links to the affected objects and reassign the dependency to another directory handler.
- Step 5** Select **Tools > Show Dependency Results**.
- Step 6** On the Show Dependency Results page, select **Display Previous Results**.
- Step 7** Repeat [Step 4](#) through [Step 6](#) until all dependencies have been reassigned.
- Step 8** Select **Call Management > Directory Handlers**.
- Step 9** On the Search Directory Handlers page, check the check box adjacent to the display name of the directory handler that you want to delete.
- Step 10** Select **Delete Selected**.



Note If you are concerned that you might delete the wrong directory handler from the search page, select the display name to navigate to the Edit Directory Handler Basics page. Use the data on that page to confirm that it is the directory handler you want to delete.

- Step 11** In the dialog box that asks you to confirm the deletion, select **OK**.
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