



## CHAPTER 8

# Managing Interview Handlers in Cisco Unity Connection 9.x

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Interview handlers collect information from callers by playing a series of questions that you have recorded, and then recording the answers offered by callers. For example, you might use an interview handler to take sales orders or to gather information for a product support line.

You can specify who receives the messages for the interview handler, whether the message is marked for dispatch delivery, whether the message is marked urgent, and what action to take next on the call after a message is left.

See the following sections:

- [Creating Interview Handlers in Cisco Unity Connection 9.x, page 8-1](#)
- [Modifying Interview Handlers in Cisco Unity Connection 9.x, page 8-2](#)
- [Changing Phone Language Settings in Cisco Unity Connection 9.x, page 8-3](#)
- [Deleting Interview Handlers in Cisco Unity Connection 9.x, page 8-4](#)

## Creating Interview Handlers in Cisco Unity Connection 9.x

### To Create an Interview Handler

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then select **Interview Handlers**.
- Step 2** On the Search Interview Handlers page, select **Add New**.
- Step 3** On the New Interview Handler page, enter basic settings, as applicable. (For field information, on the Help menu, select **This Page**.)



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

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- Step 4** Select **Save**.
- Step 5** On the Edit Interview Handler page, on the Edit menu, select **Interview Questions**.
- Step 6** On the Interview Questions page, select a question number to configure settings and record audio for each question.

- Step 7** If you change any of the default settings on any of the questions, select **Save** before leaving the page.
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## Modifying Interview Handlers in Cisco Unity Connection 9.x

Do the applicable procedure:

- [To Modify an Interview Handler, page 8-2](#)
- [To Modify Interview Handler Settings in Bulk Edit Mode, page 8-2](#)

### To Modify an Interview Handler

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

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



**Note** If the interview 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**.

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- Step 3** On the Edit Interview Handler 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 Interview Handler page, select **Save**.

- Step 5** On the Edit menu, select **Interview Questions**.

- Step 6** On the Interview Questions page, select a question number to change settings for each question, as applicable.

- Step 7** If you change any of the default settings on any of the question pages, select **Save** before leaving the page.
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### To Modify Interview Handler Settings in Bulk Edit Mode

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- 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. Select **Help > This Page** to see descriptions of each setting.

**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** 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**.

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## Changing Phone Language Settings in Cisco Unity Connection 9.x

Do the applicable procedure:

- [To Change Phone Language Settings for an Interview Handler, page 8-3](#)
- [To Change Phone Language Settings for Multiple Interview Handlers in Bulk Edit Mode, page 8-3](#)

### To Change Phone Language Settings for an Interview Handler

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

**Step 2** On the Search Interview Handlers page, select the interview handler display name.



**Note** If the interview 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**.

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

**Step 4** If applicable, rerecord questions in the new language:

- a. On the Edit menu, select **Interview Questions**.
- b. On the Interview Questions page, select a question number.
- c. On the Edit Interview Question page, rerecord the question.

**Step 5** As you make changes on the pages, select **Save** before leaving a page.

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### To Change Phone Language Settings for Multiple Interview Handlers in Bulk Edit Mode

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**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** On the Edit Interview 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**.

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

## Deleting Interview Handlers in Cisco Unity Connection 9.x

If an interview handler is referenced by other objects in Connection (for example, a caller input key on a call handler sends calls to the interview handler), you are not allowed to delete the interview handler until you have changed settings on the other objects to remove references to the interview handler you want to delete. If you try to delete a interview handler without first changing settings on objects that reference the interview handler, the delete operation fails.

If you delete an interview 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 an Interview Handler

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

**Step 2** On the Search Interview Handlers page, check the check box adjacent to the display name of the interview handler that you want to delete.




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**Note** If the interview 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**.

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**Step 3** Select **Show Dependencies** to search for database objects that have dependencies on the interview handler you want to delete.

**Step 4** From the dependencies search results, follow links to the affected objects and reassign the dependency to another interview 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 > Interview Handlers**.

**Step 9** On the Search Interview Handlers page, check the check box adjacent to the display name of the interview handler that you want to delete.

**Step 10** Select **Delete Selected**.




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

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

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