



CHAPTER 10

Managing Call Routing Tables in Cisco Unity Connection 9.x

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Overview of Default Call Routing Rules in Cisco Unity Connection 9.x

Cisco Unity Connection has two call routing tables—one for direct calls and one for forwarded calls—that handle calls from users and from unidentified callers.

Direct rules handle calls from users and unidentified callers that are dialed directly to Connection. The predefined direct routing rules are:

- **Attempt Sign-In**—Calls from users are routed to the user sign-in conversation.
- **Opening Greeting**—Calls from unidentified callers are routed to the Opening Greeting.

Forwarded rules handle calls that are forwarded to Connection from either a user extension or from an extension that is not associated with a user account (such as a conference room). The predefined forwarded routing rules are:

- **Attempt Forward**—All calls forwarded from a user extension are routed to the user greeting.
- **Opening Greeting**—Calls forwarded from an extension that is not associated with a user account are routed to the Opening Greeting.

You can change the order of the Attempt Sign-In and Attempt Forward rules relative to additional rules that you add in the respective routing tables, but the Opening Greeting rule is always the last entry for both tables. You cannot delete the predefined rules.

When you create a new rule, you need to specify only the criteria that are used to route the call, and can leave the other fields on the page blank. A blank field matches everything. For example, if you leave the Ports field blank, the rule applies to calls from all ports.

Adding Call Routing Rules in Cisco Unity Connection 9.x

To Add a Call Routing Rule

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the Direct Routing Rules or Forwarded Routing Rules page, select **Add New**.
- Step 3** On the New Direct Rule or New Forwarded Rule page, enter the name of the new rule in the Display Name field.
- Step 4** Select **Save**.
- Step 5** On the Edit Direct Rule or Edit Forwarded Rule page, continue entering applicable settings. (For field information, on the Help menu, select **This Page**.)



Note

When you create a new rule, you need to specify only the criteria that are used to route the call, and can leave the other fields on the page blank. A blank field matches everything. For example, if you leave the Ports field blank, the rule applies to calls from all ports.

- Step 6** When you have finished entering settings, select **Save**.
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Modifying Call Routing Rules in Cisco Unity Connection 9.x

To Modify a Call Routing Rule

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the Direct Routing Rules or Forwarded Routing Rules page, select the display name of the call routing rule that you want to modify.
- Step 3** On the Edit Direct Routing Rule or Edit Forwarded Routing Rule page, change settings as applicable. (For field information, on the Help menu, select **This Page**.)



Note

A blank field matches everything. For example, if you leave the Ports field blank, the rule applies to calls from all ports.

- Step 4** When you have finished entering settings on the page, select **Save**.



Note

Default Call Routing Rule when set to be inactive can cause a call to loop. Verify all calls are routed correctly while modifying Routing Rule.

Changing Phone Language Settings in Cisco Unity Connection 9.x

To Change Phone Language Settings for a Routing Rule

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the Direct Routing Rules or Forwarded Routing Rules page, select the display name of the call routing rule that you want to modify.
- Step 3** On the Edit Direct Routing Rule or Edit Forwarded Routing Rule page, select **Use System Default Language** or **Inherit Language from Caller**, or select one of the languages in the list.
- Step 4** Select **Save**.
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Changing the Order of Call Routing Rules in Cisco Unity Connection 9.x

To Change the Order of Call Routing Rules

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the Direct Routing Rules or Forwarded Routing Rules page, select **Change Order**.
- Step 3** On the Edit Direct Routing Rule Order or Edit Forwarded Routing Rule Order page, in the Reorganization list, select the name of a rule that you want to move, then select the down or up arrow as applicable.
- Step 4** When you have finished reordering the rules, select **Save**.
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Deleting Call Routing Rules in Cisco Unity Connection 9.x

To Delete a Call Routing Rule

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- Step 1** In Cisco Unity Connection Administration, expand **Call Management**, then expand **Call Routing**. For direct calls, select **Direct Routing Rules**. For forwarded calls, select **Forwarded Routing Rules**.
- Step 2** On the Direct Routing Rules or Forwarded Routing Rules page, check the check box adjacent to the display name of the rule that you want to delete.
- Step 3** Select **Delete Selected**.
- Step 4** In the dialog box that asks you to confirm the deletion, select **OK**.
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