



CHAPTER 13

Cisco Unity Connection 9.x Conversation

A Cisco Unity Connection conversation is a set of prerecorded prompts and menu options that callers hear as they interact with Connection by phone. It is organized into two main conversations—one for outside callers and one for Connection users. This chapter summarizes the Connection conversation and the ways that you can customize it.

See the following sections:

- [How Outside Callers Interact With Cisco Unity Connection 9.x by Phone, page 13-1](#)
- [How Users Interact With Cisco Unity Connection 9.x by Phone, page 13-1](#)
- [How Administrators Can Customize the User Conversation in Cisco Unity Connection 9.x, page 13-2](#)
- [How Users Can Customize the User Conversation in Cisco Unity Connection 9.x, page 13-5](#)

How Outside Callers Interact With Cisco Unity Connection 9.x by Phone

When outside callers access Cisco Unity Connection by phone, they hear a set of prerecorded instructions and options known as the outside caller conversation. The outside caller conversation enables callers to access the Connection automated attendant, conduct user searches by using the corporate directory, use call routing options, and play audiotext messages.

How Users Interact With Cisco Unity Connection 9.x by Phone

When users sign in to Cisco Unity Connection by phone, they hear the user conversation. Its collection of prompts enables users to sign in to Connection, enroll as new Connection users, send and receive messages, record greetings, and change their personal settings.

There are two ways in which users can interact with Connection by phone:

- Phone keypad keys—Users press keys on any touchtone phone to respond to prompts, or select menu options.
- Voice commands—Users speak into the phone handset, headset, or speakerphone, and Connection responds to their voice commands. Users have the option to press keys on the phone keypad for a primary set of commands rather than say a voice command.

You specify whether users are prompted to use phone keypad keys or voice commands when they sign in to Connection.

How Administrators Can Customize the User Conversation in Cisco Unity Connection 9.x

There are a number of ways administrators can customize the conversations that callers and users hear as they interact with Cisco Unity Connection.

See the following sections:

- [Advanced Conversation Configuration Settings, page 13-2](#)
- [Customizing the Language of System Prompts, page 13-2](#)
- [Class of Service Settings, page 13-3](#)
- [User Account and Template Settings, page 13-3](#)
- [Using the Custom Keypad Mapping Tool, page 13-5](#)

Advanced Conversation Configuration Settings

From the Advanced Conversation Configuration page in Connection Administration, some of the systemwide conversation customizations that you can make for all users include:

- Changing the order in which Connection prompts users to address and record messages.
- Changing how users confirm message addressing.
- Changing what users hear when they manage deleted messages.

See the “[Changing Conversation Settings for All Users in Cisco Unity Connection 9.x](#)” chapter for information and procedures for customizing the Connection conversation from the Advanced Conversation Configuration page.

For information on all available advanced conversation configuration settings, see the “Conversation Configuration” section in the “[Cisco Unity Connection 9.x Advanced Settings](#)” chapter of the *Interface Reference Guide for Cisco Unity Connection Administration Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/gui_reference/guide/9xcucgrgx.html.

Customizing the Language of System Prompts

The prompts that come with the Cisco Unity Connection system are played in different combinations in multiple places in the phone conversation.

While changing, replacing, and deleting prompts is not supported and can cause system errors, you can specify the default language in which system prompts are played to all Connection users and callers. For steps on changing the default language that Connection uses to play system prompts, see the “[Language of System Prompts in Cisco Unity Connection 9.x](#)” section on page 14-8.

Note that all system prompts are automatically deleted and replaced when you upgrade Connection (including maintenance upgrades).

Class of Service Settings

From the Class of Service settings page in Cisco Unity Connection Administration, conversation customizations that you can make for users include:

- Specifying call transfer and holding options.
- Enabling deleted message access.
- Determining the length of recorded names, greetings, and messages.
- Enabling features such as live reply, voice recognition, and access to external messages.
- Choosing the type of message security applied to user messages.

For detailed information on conversation-related settings that can be changed for a class of service, see the “[Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 9.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html.

User Account and Template Settings

Some of the conversation customizations that you can make for a user or for a template that you use to create users include:

Caller Input Settings

- Selecting the actions that Connection takes when callers enter digits during user greetings.
- Specifying keys that transfer to alternate contact numbers for a user, and optionally specifying the alternate contact numbers. (When an administrator configures a key to transfer to an alternate contact number, the user can edit the alternate contact number for the key by using the Connection personal settings conversation.)
- Specifying digits that can be prepended to any number that a caller dials while listening to the greeting for the user mailbox. This option simulates shorter extensions.

Phone Menu Settings

- Selecting the language.
- Setting the speed and volume level of prompts, recorded names, and user greetings.
- Specifying whether Connection asks a user for a PIN if the user is calling from the primary extension or an alternate extension.
- Specifying how long Connection waits for a user to respond to a menu, and how many times Connection repeats the menu when the user does not respond.
- Choosing whether users can use the phone keypad or voice-recognition conversation when they listen to and manage their messages by phone. Note the following:
 - There are several versions of the phone keypad conversation to choose from. Each version offers menus with a unique keypad mapping. You can also specify whether users hear full or brief menus.

- The voice-recognition conversation is a licensed feature. To use it, users must belong to a class of service that offers the license and have the feature enabled for them. Note that the touchtone conversation setting is used as a backup if the voice-recognition services are unavailable, and at any time that users choose to use the keypad rather than voice commands to interact with Connection.
- Selecting the actions that Connection performs when the user calls Connection, including greeting the user by name, playing new messages automatically, and announcing an alternate greeting notification.
- Determining what users hear when they exit the user conversation.

Playback Message Settings

- Specifying the speed and volume of messages that are played by phone.
- Specifying whether Connection plays the Message Type menu and message counts.
- Specifying message playback order.
- Changing the time format used for message time stamps.
- Selecting the action that Connection performs when messages are played, including announcing the name and number of the sender who left a message, and whether the time stamp is played before or after the message.
- Specifying that messages are marked saved upon hang-up or disconnect.
- Specifying the length of time to skip back or ahead when rewinding or fast-forwarding messages.
- Specifying whether Connection allow users to quickly listen to the messages without responding the After Message Menu options.
- Specifying whether Connection asks to confirm deletions of new and saved messages.

Send Message Settings

- Determining whether a user can send broadcast messages to other users, or update broadcast messages.
- Specifying that Connection prompts to confirm message recipients by name.
- Specifying that Connection prompts to continue adding names after each recipient.
- Specifying that Connection sends messages when a user hangs up or a call is disconnected.
- Determining whether users address messages to other users by entering extensions, by spelling first names, or by spelling last names.
- Enabling usage-based updates to the addressing priority list, which influences the order in which multiple matches are presented when the user addresses a message by saying a name or spelling part of a name.

For detailed information on conversation-related settings that can be changed per user, see the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html.

Using the Custom Keypad Mapping Tool

The Custom Keypad Mapping tool allows you to edit the key mappings that are associated with the Custom Keypad Mapping conversations. Within each of these conversations—which are assigned to individual users or user templates on the Phone Menu page in Cisco Unity Connection Administration—there are eight different menus that can be customized. Changing key mappings by using this tool does not affect any of the other Cisco Unity Connection conversation versions.

You can assign any one-, two-, or three-key sequence to any defined option for the Main menu, the Message Playback menu (the message header, body and footer can be mapped separately), the After Message menu, the Settings menu, the Message Settings menu, and the Personal Settings menu. You can customize which options are voiced in each menu and the order in which they are offered. The Custom Keypad Mapping tool is accessed in the Tools section of Connection Administration.

For more information and procedures, see the [“Custom Keypad Mapping Tool in Cisco Unity Connection 9.x”](#) chapter.

How Users Can Customize the User Conversation in Cisco Unity Connection 9.x

Cisco Unity Connection users can customize the conversation that they hear in a number of ways. See [Table 13-1](#) for a summary.

Table 13-1 **Settings That Users Can Change By Using the Cisco Unity Connection Messaging Assistant and the Phone Menus**

Settings That Can Be Changed by Using the Connection Messaging Assistant	Settings That Can Be Changed by Using the Phone Menus
Call Holding and Screening ¹ : <ul style="list-style-type: none"> • Select how Connection handles indirect calls when the user phone is busy, including placing the caller on hold, prompting the caller to hold or leave a message, and sending the caller directly to the greeting • Select how Connection handles indirect calls, including telling the user who the call is for, announcing that Connection is transferring the call, prompting the user to accept or refuse a call, and prompting callers to say their names 	Call Holding and Screening ¹ : <ul style="list-style-type: none"> • None

Table 13-1 *Settings That Users Can Change By Using the Cisco Unity Connection Messaging Assistant and the Phone Menus (continued)*

Settings That Can Be Changed by Using the Connection Messaging Assistant	Settings That Can Be Changed by Using the Phone Menus
<p>Call Transfers²:</p> <ul style="list-style-type: none"> • Configure the three basic transfer rules: standard, alternate, and closed hours • Enable or disable personal call transfer rules for each of the basic transfer rules • Transfer indirect calls to an extension or send them to the user greeting • Change extensions 	<p>Call Transfers²:</p> <ul style="list-style-type: none"> • Configure the three basic transfer rules: standard, alternate, and closed hours • Enable or disable personal call transfer rules for each of the basic transfer rules • Transfer indirect calls to an extension or send them to the user greeting • Change extensions • Configure alternate contact numbers for caller input keys that are assigned to the Transfer to Alternate Contact Number action
<p>Caller Options:</p> <ul style="list-style-type: none"> • Allow callers to edit messages • Allow callers to mark messages urgent 	<p>Caller Options:</p> <ul style="list-style-type: none"> • None
<p>Phone Menu Options:</p> <ul style="list-style-type: none"> • Set language for Connection prompts • Specify whether users use the phone keypad or voice-recognition input style • Set speed and volume of prompts, recorded names, and user greetings • Select full or brief Connection conversation menus • Select the action that Connection performs when the user calls Connection, including greeting the user by name, and announcing the number of new messages by type • Change the time format used for message time stamps • Specify alternate extensions 	<p>Phone Menu Options:</p> <ul style="list-style-type: none"> • Select full or brief Connection conversation menus
<p>Greetings:</p> <ul style="list-style-type: none"> • Record a personal greeting • Enable or disable greeting • Specify an expiration date for an enabled greeting • Switch between system prompt and personal greeting 	<p>Greetings:</p> <ul style="list-style-type: none"> • Record a personal greeting • Enable or disable greeting • Specify an expiration date for an enabled greeting

Table 13-1 **Settings That Users Can Change By Using the Cisco Unity Connection Messaging Assistant and the Phone Menus (continued)**

Settings That Can Be Changed by Using the Connection Messaging Assistant	Settings That Can Be Changed by Using the Phone Menus
<p>Message Notification:</p> <ul style="list-style-type: none"> • Enable or disable a notification device • Specify dialing or recipient options • Select the types of messages and message urgency for which Connection generates a notification • Specify a list of message senders (by username or calling phone number) for which Connection generates a notification • Set up a notification schedule, and specify what happens when a device does not answer, is busy, or fails 	<p>Message Notification:</p> <ul style="list-style-type: none"> • Enable or disable a notification device, and change its number
<p>Message Playback:</p> <ul style="list-style-type: none"> • Specify the speed and volume of messages that are played by phone • Specify message playback order • Specify whether Connection plays the Message Type menu • Select the action that Connection performs when messages are played, including announcing the name and number of the sender who left a message, and whether the time stamp is played before or after the message • Specify that messages are marked saved upon hang-up or disconnect • Specify whether Connection asks to confirm deletions of new and saved messages 	<p>Message Playback:</p> <ul style="list-style-type: none"> • Speed and volume of message as it is played
<p>Message Sending and Addressing:</p> <ul style="list-style-type: none"> • Specify that Connection prompts to confirm message recipients by name • Specify that Connection prompts to continue adding names after each recipient • Specify that Connection sends messages when users hang up or a call is disconnected • Switch between addressing messages to other users by name, or by extension • Specify order for addressing messages by name (last name then first name, or vice versa) 	<p>Message Addressing:</p> <ul style="list-style-type: none"> • Switch between addressing to other users by name or by extension (by pressing ##)³ • Review, add, or remove names in the addressing priority list⁴

Table 13-1 *Settings That Users Can Change By Using the Cisco Unity Connection Messaging Assistant and the Phone Menus (continued)*

Settings That Can Be Changed by Using the Connection Messaging Assistant	Settings That Can Be Changed by Using the Phone Menus
Personal Settings: <ul style="list-style-type: none"> Record a name Specify alternate names Change directory listing status Change password or PIN Add user-defined alternate extensions⁵ 	Personal Settings: <ul style="list-style-type: none"> Record a name Change directory listing status Change password or PIN Add user-defined alternate extensions⁵ Edit alternate contact numbers, if an administrator has configured one or more caller input keys to transfer to an alternate contact number during the user greeting
Private Lists: <ul style="list-style-type: none"> Enter a display name Record a list name Add and delete members 	Private Lists: <ul style="list-style-type: none"> Record a list name Add and delete members
Contacts: <ul style="list-style-type: none"> Set up contacts to use for both name dialing and call transfer rules 	Contacts: <ul style="list-style-type: none"> None

1. Call holding and screening options apply only to incoming calls that were routed to the user from the automated attendant or a directory handler, and not on direct calls. Holding and screening options do not apply when an outside caller or another user dials a user extension directly. In addition, holding and screening options are only available when supervised transfers are enabled. These settings apply if the user does not have personal call transfer rules enabled.
2. Call transfer options apply only to incoming calls that were routed to the user from the automated attendant or a directory handler, and not on direct calls. Transfer options do not apply when an outside caller or another user dials a user extension directly.
3. Note that this depends on whether you have enabled spelled name addressing.
4. To enable users to access the setup conversation that allows them to review, add, or remove names in the addressing priority list, the users must be assigned to a custom conversation, and you must use the Custom Keypad Mapping tool to map the Addressing Priority List conversation to a key in the Message Settings menu for that conversation.
5. Users must belong to a class of service with the Allow Users to Manage Their User-Defined Alternate Extensions option enabled. To enable users to access the phone menu conversation that allows them to review, add, or remove alternate extensions, the users must be assigned to a custom conversation, and you must use the Custom Keypad Mapping tool to map the Edit User-Defined Alternate Extensions option to a key in the Preferences Menu for that conversation.