C H A P T E R 6

Cisco Unity Connection SRSV Administration - User Settings Interface

See the following sections:

Search Administrators

The Search Administrators page lists the administrators those can login in Cisco Unity Connection SRSV Administration. You can also search a particular administrator name from the list. The search results, by default, return all administrators detail. By default, the administrator can view 25 records per page and can select rows per page from the dropdown list, the max limit being 250 search results returned on one page. The administrator can perform custom search on the name field using the following options:

- Begins with
- Contains
- Ends with
- Is Exactly
- Is Empty
- Is Not Empty

Table 6-1   Search Administrators Page

Field	Description
Alias	A unique text name for the administrator.
	Select the Alias to go to the specific page for the administrator.

Table 6-1   Search Administrators Page (continued)

Field	Description
First Name	*(Display only)* The first name of the administrator.
Last Name	*(Display only)* The last name of the administrator.
Display Name	*(Display only)* The name of the administrator.
Delete Selected	Check the check box to the left of the administrator display name, and select Delete Selected. You can delete multiple administrators at once.
Add New	Select the Add New button to add an administrators. A new page opens, on which you enter data applicable to the new administrator.

Add New Administrator

Table 6-2   Add New Administrator Page

Field	Description
Alias	A unique text name for the administrator.
First Name	The first name of the administrator.
Last Name	The last name of the administrator.
Display Name	Enter a descriptive name for the administrator.

Edit Administrator Basics

Table 6-3   Edit Administrator Basics Page

Field	Description
Alias	A unique text name for the administrator.
First Name	*(Optional)* The first name of the administrator.
Last Name	*(Optional)* The last name of the administrator.
Display Name	*(Optional)* Enter a descriptive name for the administrator.
Initials	*(Optional)* Enter the initials of the administrator.
Title	*(Optional)* Enter a title for the administrator.
Employee ID	*(Optional)* Enter an ID for the administrator.
Address	*(Optional)* Enter the administrator address.
Building	*(Optional)* Enter the building the administrator is located in.
City	*(Optional)* Enter the city.
State	*(Optional)* Enter the state.
Postal Code	*(Optional)* Enter the postal code.
Country	*(Optional)* Enter the country.

Table 6-3   Edit Administrator Basics Page (continued)

Field	Description
Use System Default Time Zone	Check this check box to have branch apply the system default time zone to the hours selected in the active schedule. When this check box is not checked, you select a Time Zone from the list.
Time Zone	Select the desired time zone for the administrator, or check the Use System Default Time Zone check box. The default time zone is the time zone set on the branch. Change this setting only for those administrators who are located in a different time zone than the Connection SRSV server.
Language	Select the language in which the conversation plays instructions to administrators. Select Use System Default Language or select a language from the list. Note that this setting does not apply to the voice-recognition conversation. **Note** Depending on your license settings, United States English may not be available.
Department	*(Optional)* Enter the administrator department.
Manager	*(Optional)* Enter the name of the manager.
Billing ID	*(Optional)* Billing ID can be used for organization-specific information, such as accounting information, department names, or project codes. This information can be included in user reports.

Change Password

Table 6-4   Change Password Page

Field	Description
Password	Enter a Web application password that can have any combination of alphanumeric characters, and the following special characters: ~!@#$%^&*()-_+={}|][:”’;<>?/ \., To help protect Cisco Unity Connection from unauthorized access and toll fraud, enter a long and non-trivial password (eight or more characters for passwords). The maximum length for passwords is 80 characters.
Confirm Password	Enter the new password again to confirm the entry.

Edit Roles

Table 6-5   Edit Roles Page

Field	Description
Assigned Roles	Use in conjunction with the Available Roles setting to assign roles to users who administer the branch. Select the up and down arrows to move the applicable roles from the Available Roles box to the Assigned Roles box. Select from the following pre-defined roles: • Audio Text Administrator • Audit Administrator • Greeting Administrator • Help Desk Administrator • Remote Administrator • System Administrator • Technician • User Administrator
Available Roles	Use in conjunction with the Assigned Roles setting to assign roles to users who administer the branch. Select the up and down arrows to move the applicable roles from the Available Roles box to the Assigned Roles box. Select from the following pre-defined roles: • Audio Text Administrator • Audit Administrator • Greeting Administrator • Help Desk Administrator • Remote Administrator • System Administrator • Technician • User Administrator

Adding an Administrator Account

To Add an Administrator Account

Step 1   In Cisco Unity Connection SRSV Administration, select **Users > Administrators**.

Step 2   On the Search Administrators page, select **Add New**. The New Administrator page opens.

Step 3   In the Alias field, enter an alias for the account.

Step 4   Enter information in the optional fields, as applicable. (For field information, on the Help menu, select **This Page**.)

Note that the SMTP Address field is optional in the sense that if you do not enter a value, Connection uses the alias to form the SMTP address. However, the SMTP address cannot include non-ASCII characters. Thus, if the user alias contains non-ASCII characters, you must provide an acceptable SMTP address.

Step 5 Select **Save**. The administrator account is created, and the Edit Administrator page opens.

Step 6 On the Edit Administrator page, enter additional information, as applicable. If you change any settings on the page, select **Save**.

Step 7 On the Edit menu, select **Roles**.

Step 8 On the Edit Roles page, select a role name in the Assigned Roles or Available Roles fields, then select the **Up** or **Down** arrow to move the role to the applicable field.

Step 9 When the **Assigned Roles** field contains all of the applicable roles for the administrator, select **Save**.

Step 10 On the Edit Menu, select **Change Password**.

Step 11 On the Change Password page, enter a password in the Password field. Note that the password must meet the following requirements for password complexity:

- A minimum length requirement (as set on the Edit Authentication Rule page, in the Minimum Credential Length field)

- Inclusion of at least one character from each of the following categories: upper-case letter, lower-case letter, number, and symbol (~ ! @ # $ % ^ & * " ' , . : ; ? - _ ( ) [ ] < > { } + = / \ |)

- No characters repeated consecutively more than three times (for example, aaaaB1C9 is invalid)

- No inclusion of the alias or name of the administrator

Step 12 Enter the password again in the Confirm Password field.

Step 13 Select **Save**.

Search Subscribers

The Search Subscribers page lists all the subscribers available in Cisco Unity Connection SRSV.

The search results, by default, return all subscribers detail those can access Cisco Unity Connection SRSV. By default, the administrator can view 25 records per page and can select rows per page from the dropdown list, the max limit being 250 search results returned on one page. The administrator can perform custom search on the name field using the following options:

- Begins with
- Contains
- Ends with
- Is Exactly
- Is Empty
- Is Not Empty

Table 6-6   Search Subscribers Page

Field	Description
Alias	A unique text name for the subscriber.
	Select the Alias to go to the specific page for the subscriber.
Extension	*(Display only)* An extension of the subscriber.
First Name	*(Display only)* The first name of the subscriber.
Last Name	*(Display only)* The last name of the subsciber.
Display Name	*(Display only)* The name of the subscriber.

You cannot edit any subscribers related information on the branch. If any update is required in the subscribers information, then it should be done at the central Connection location.