Managing Call Handlers in Cisco Unity Connection SRSV

See the following sections:

Overview of Default Call Handlers in Cisco Unity Connection SRSV

Cisco Unity Connection Survivable Remote Site Voicemail comes with the following predefined call handlers, which you can modify but not delete. Note that you should at least modify the greetings for these call handlers.

Opening Greeting	Acts as an automated attendant, playing the greeting that callers first hear when they call your organization, and performing the actions you specify. The Opening Greeting Call Routing rule transfers all incoming calls to the Opening Greeting call handler.
	By default, the Opening Greeting call handler allows callers to press * to reach the Sign-In conversation, or press # to reach the Operator call handler. Messages left in the Opening Greeting call handler are sent to the Undeliverable Messages distribution list.

Operator	Calls are routed to this call handler when callers press "0" or do not press any key (the default setting). You can configure the Operator call handler so that callers can leave a message or be transferred to a live operator.
	By default, the Operator call handler allows callers to press * to reach the Sign-In conversation, or press # to reach the Opening Greeting call handler. Messages left in the Operator call handler are sent to the mailbox for the Operator user.
Goodbye	Plays a brief goodbye message and then hangs up if there is no caller input.
	By default, the Goodbye call handler allows callers to press * to reach the Sign-In conversation, or press # to reach the Opening Greeting call handler. If you change the After Greeting action from Hang Up to Take Message, messages left in the Goodbye call handler are sent to the Undeliverable Messages distribution list.

Creating, Modifying, and Deleting Call Handler Templates in Cisco Unity Connection Survivable Remote Site Voicemail

Each call handler that you add in Cisco Unity Connection SRSV is based on a template. Settings from the template are applied as the call handler is created. Connection SRSV comes with one default call handler template, which has settings that are suitable for most call handlers. The administrator is allowed to create new templates.

Before you create call handlers, review the settings in the template that you plan to use and determine whether you need to make changes or create new templates. For each template, you should consider enabling the transfer, caller input, greetings, and message settings that will be needed for the call handlers that you plan to create. Note that if you change settings on a call handler template, the new settings are in effect only for new call handlers that are created by using that template. Changes to template settings do not affect existing call handlers.

Deleting a call handler template does not affect any call handlers that were based on that template when they were created. Note that you cannot delete the default template.

See the following procedures:

To Create a Call Handler Template

Step 1   In Cisco Unity Connection SRSV Administration, expand **Templates**, then select **Call Handler Templates**.

Step 2   On the Search Call Handler Templates page, select **Add New**.

Step 3   On the New Call Handler Template page, enter basic settings, as applicable. (For field information, on the Help menu, select **This Page**.)

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

Step 4   Select **Save**.

Step 5   On the Edit Call Handler Template page, continue entering applicable settings.

Step 6   When you have finished entering settings on the Edit Call Handler Template page, select **Save**.

Step 7   On the Edit menu, select any (or all) of the following related pages, to continue adding applicable settings to the new call handler template:

- Transfer Rules (see the "Transferring Calls in Cisco Unity Connection SRSV" section on page 10-10 for details)

- Caller Input (see the "Managing Caller Input During Greetings in Cisco Unity Connection SRSV" section on page 10-7 for details)

- Greetings (see the "Overview of Call Handler Greetings in Cisco Unity Connection SRSV" section on page 10-6 for details)

- Message Settings (see the "Taking Messages in Cisco Unity Connection SRSV" section on page 10-10 for details)

Step 8   If you change any of the default settings on any of the pages listed in Step 7, select **Save** before leaving the page.

To Modify a Call Handler Template

Step 1   In Cisco Unity Connection SRSV Administration, expand **Templates**, then select **Call Handler Templates**.

Step 2   On the Search Call Handler Templates page, select the display name of the call handler template that you want to modify.

✎

Note   If the call handler template 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 Call Handler Template, 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 Call Handler Template page, select **Save**.

Step 5   You may also want to change settings on any (or all) of the following related pages, as applicable:

- Transfer Rules (see the "Transferring Calls in Cisco Unity Connection SRSV" section on page 10-10 for details)

- Caller Input (see the "Managing Caller Input During Greetings in Cisco Unity Connection SRSV" section on page 10-7 for details)

- Greetings (see the "Overview of Call Handler Greetings in Cisco Unity Connection SRSV" section on page 10-6 for details)

- Message Settings (see the "Taking Messages in Cisco Unity Connection SRSV" section on page 10-10 for details)

Step 6   If you change any of the settings on a page listed in Step 5, select **Save** before leaving the page.

To Delete a Call Handler Template

Step 1   In Cisco Unity Connection Administration, expand **Templates**, then select **Call Handler Templates**.

Step 2   On the Search Call Handler Templates page, check the check box adjacent to the call handler template that you want to delete.

> ✎
> **Note**   If the call handler template 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 **Delete Selected**.

Step 4   Select **OK**.

Creating Call Handlers in Cisco Unity Connection SRSV

After you have created or updated the templates that you plan to use, you are ready to create call handlers.

To Create a Call Handler

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

Step 2   On the Search Call Handlers page, select **Add New**.

Step 3   On the New Call Handler page, enter basic settings, as applicable. (For field information, on the Help menu, select **This Page**.)

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

Step 4   Select **Save**.

Step 5   On the Edit Call Handler page, continue entering settings for the call handler.

Step 6   When you have finished entering settings on the Edit Call Handler page, select **Save**.

Step 7   On the Edit menu, select any (or all) of the following related pages, to continue adding applicable settings to the new call handler:

- Transfer Rules (see the for details)
- Caller Input (see the for details)
- Greetings (see the for details)
- Message Settings (see the for details)
- Call Handler Owners

> **Note** Depending on how you set up the call handler template on which this new call handler is based, you may not need to change any settings on these additional pages. At a minimum, however, you should record a name and one or more greetings for the call handler.

Step 8 If you change any of the settings on a page listed in Step 7, select **Save** before leaving the page.

Modifying Call Handlers in Cisco Unity Connection SRSV

After a call handler has been created, you may need to adjust settings. The tools in Cisco Unity Connection SRSV Administration allow you to modify a single call handler at a time, or make changes to multiple call handlers at once. Do the applicable procedure:

To Modify a Single Call Handler

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

Step 2 On the Search Call Handlers page, select the display name of the call handler that you want to modify.

> **Note** If the call 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 Call 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 Call Handler page, select **Save**.

Step 5 You may also want to change settings on any (or all) of the following related pages, as applicable:

- Transfer Rules (see the "Transferring Calls in Cisco Unity Connection SRSV" section on page 10-10 for details)
- Caller Input (see the "Managing Caller Input During Greetings in Cisco Unity Connection SRSV" section on page 10-7 for details)
- Greetings (see the "Overview of Call Handler Greetings in Cisco Unity Connection SRSV" section on page 10-6 for details)
- Message Settings (see the "Taking Messages in Cisco Unity Connection SRSV" section on page 10-10 for details)
- Call Handler Owners

Step 6 If you change any of the settings on a page listed in Step 5, select **Save** before leaving the page.

Overview of Call Handler Greetings in Cisco Unity Connection SRSV

Each call handler can have up to seven greetings. The greeting settings specify which greetings are enabled, how long they are enabled, the greeting source, and the actions that Connection SRSV takes during and after each greeting. When a greeting is enabled, Connection SRSV plays the greeting in the applicable situation until the specified date and time arrives, and then the greeting is automatically disabled. A greeting can also be enabled to play indefinitely.

Note that Call Handler greetings can be recorded in multiple languages. See the "Changing Phone Language Settings in Cisco Unity Connection SRSV" section on page 10-10 for instructions.

You can customize how Connection SRSV handles calls to call handlers that have the alternate greeting enabled. For example, you can specify that as long as the alternate greeting is enabled, Connection SRSV:

- Transfers callers directly to the greeting without ringing the extension that is assigned to the call handler (as applicable) whenever calls are transferred from the automated attendant or a directory handler to the user extension. (The phone rings if an outside caller or another Connection SRSV user dials a user extension directly.)
- Prevents all callers from skipping the greeting.
- Prevents all callers from leaving messages (when the call handler is set up to take message).

Note that Connection SRSV plays the greetings that you enable for the applicable situation; however, some greetings override other greetings when they are enabled:

Standard	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting.
Closed	Plays during the closed (nonbusiness) hours defined for the active schedule. A closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule.
Error	Plays if the caller enters invalid digits. This can happen if the digits do not match an extension, the extension is not found in the search scope, or the caller is otherwise restricted from dialing the digits. You cannot disable the error greeting. The system default error recording is, "I did not recognize that as a valid entry." By default, after the error greeting plays, Connection replays the greeting that was playing when the caller entered the invalid digits.

Call handler owners can select a different call handler greeting or record the call handler greetings from the System Call Handlers > Greetings page in Cisco Unity Connection SRSV Administration, or they can use the Cisco Unity Greetings Administrator to do so by phone. (For more information on recording greetings and using the Cisco Unity Greetings Administrator, see the "Managing Recorded Greetings and Recorded Names in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection* available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.)

Managing Call Handler Greetings in Cisco Unity Connection SRSV

You can modify call handlers greetings by using Cisco Unity Connection SRSV Administration, or by calling Connection SRSV by phone. When you use Connection SRSV Administration to modify greetings, you can do so for a single call handler, or you can modify the greetings for multiple call handlers at once.

To manage call handler greetings when you—or the call handler owners that you assign—cannot access Cisco Unity Connection SRSV Administration, you can use the Cisco Unity Greetings Administrator by phone. For more information, see the "Setting Up the 9.x Cisco Unity Greetings Administrator" section on page 18-4 and the "Using the 9.x Cisco Unity Greetings Administrator to Record or Rerecord Call Handler Greetings" section on page 18-2.

To Set Up Call Handler Greetings for a Single Call Handler

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

Step 2   On the Search Call Handlers page, select the display name of the applicable call handler.

> **Note**   If the call 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 menu, select **Greetings**.

Step 4   On the Greetings page, select the display name of the greeting that you want to set up.

Step 5   On the Edit Greeting page, enter settings as applicable.

Step 6   Select **Save**.

Step 7   To set up another greeting for the call handler, repeat Step 3 through Step 6.

Managing Caller Input During Greetings in Cisco Unity Connection SRSV

Caller input settings define actions that Cisco Unity Connection SRSV takes in response to phone keys pressed by callers during a call handler greeting. By using the settings on the Edit Greeting page for each individual greeting, you can specify on a per-greeting basis whether the greeting allows caller input and whether callers can perform transfers. Or, you can define caller input keys and options that apply to all of the call handler greetings by using the Caller Input page for the call handler.

See the following sections for details:

- Offering One-Key Dialing During Call Handler Greetings, page 10-8
- Offering System Transfers, page 10-9
- Abbreviated Extensions: Prepending Digits to Extensions That Callers Enter, page 10-9

Offering One-Key Dialing During Call Handler Greetings

One-key dialing enables you to designate a single digit to represent a user extension, alternate contact number, call handler, interview handler, or directory handler. Instead of entering the full extension, the caller presses a single key during a call handler greeting and Cisco Unity Connection SRSV responds accordingly. By specifying several different keys as caller input options, you can offer callers a menu of choices in the call handler greeting.

Configuring the transfer to alternate contact number action on one or more keys of a call handler allows you to quickly set up a simple audiotext tree that callers can use to transfer to specific non-user extensions on the phone system or to specific external numbers, without having to create separate call handlers for each number. When transferring a caller to an alternate contact number, Connection SRSV can either supervise the transfer or release the call to the phone system.

Callers can also bypass one-key dialing. You set the system to pause a certain number of seconds for additional key presses before routing the call according to the one-key dialing menu you have set up. These pauses allow callers to press full extension IDs to bypass one-key dialing menus, even during the handler greeting.

Further, you can lock certain keys to take the caller directly to the action programmed for that key without waiting for an additional key press. Note that you should not lock any key that matches the first digit of user extensions; otherwise, callers are not able to enter an extension to reach a user.

To Offer One-Key Dialing During a Call Handler Greeting

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

Step 2   On the Search Call Handler page, in the Search Results table, select the display name of the applicable call handler.

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> **Note**   If the call 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 Call Handler page, on the Edit menu, select **Caller Input**.

Step 4   In the Single Key Settings table, select the applicable phone keypad key.

Step 5   On the Edit Caller Input page for the key that you selected, check the **Ignore Additional Input (Locked)** check box to instruct Connection SRSV to immediately process the key without waiting for the caller to enter additional digits.

Step 6   Under Action, select an option and change settings as applicable.

Step 7   Select **Save**.

Step 8   Optionally, you can rerecord the call handler greetings to mention the key that callers can press while listening to the greetings:

    a.   On the Edit menu, select **Greetings**.

    b.   On the Greetings page, select the display name of the greeting that you want to modify.

    c.   On the Edit Greeting page, select **Play/Record**, and record a greeting.

    d.   Select **Save**.

Offering System Transfers

System transfers allow callers to dial numbers that are not associated with a user, contact, call handler, or other entity. For example, users and outside callers may find it convenient to be able to call Cisco Unity Connection SRSV and transfer from a call handler to a lobby extension, conference room extension, or an extension that is assigned to someone in the organization who is not a Connection SRSV user, such as an employee who is visiting from another site and is using a guest office.

You can configure individual call handler greetings to allow callers to transfer to numbers that are not associated with Connection SRSV users or call handlers while the greeting is playing.

For more information see the "Setting Up System Transfers in Cisco Unity Connection 9.x" chapter.

Abbreviated Extensions: Prepending Digits to Extensions That Callers Enter

You can simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.

Cisco Unity Connection SRSV first attempts to route the call to the prepended extension. If the prepended extension is not valid, Connection SRSV attempts to route the call to the dialed extension. In the following example, the call handler named Sales is configured with the prepended digits 123. When a caller dials 1000 while listening to the greeting for the Sales call handler, Connection SRSV attempts to route the call to extension 1231000; if the prepended extension is not valid, Connection SRSV attempts to route the call to extension 1000. (Note that if extension 1000 is not a valid extension and the greeting for the Sales call handler is configured to allow transfers to numbers not associated with users or call handlers, Connection SRSV performs a release transfer to 1231000.)

Abbreviated extensions can be used as a way for an organization to segment users into different groups. For example, suppose a company has two departments: Engineering and Marketing. The company uses six digit extensions, and all extensions in Engineering begin with 10 and all extensions in Marketing begin with 11. Call handlers could be created for Engineering and for Marketing, and each call handler could be configured to prepend a 10 or a 11, as applicable, to any extension dialed from that call handler. When set up this way, users would only have to enter the last four digits of a user extension.

To Configure Prepended Digits for Individual User or Call Handler Accounts

Step 1   In Cisco Unity Connection SRSV Administration, go to the Caller Input page for the applicable user, user template, call handler, or call handler template.

Step 2   In the Prepend Digits to Dialed Extensions section, check the **Enable** check box.

Step 3   In the Digits to Prepend field, enter the applicable digits.

Step 4   Select **Save**.

Changing Phone Language Settings in Cisco Unity Connection SRSV

Call handler greetings can be recorded in multiple languages when the language for the call handler is inherited from the caller. For example, if Cisco Unity Connection SRSV is configured to provide prompts in French and Spanish, it is possible to record the standard greeting in both languages so that Spanish- and French-speaking callers can hear the greeting in their own language.

To Change Phone Language Settings for a Call Handler

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

Step 2   On the Search Call Handler page, in the Search Results table, select the display name of the applicable call handler.

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> **Note**   If the call 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 Call Handler page, select **Use System Default Language** or **Inherit Language from Caller**, or select one of the languages in the Language list.

Step 4   Select **Save**.

Step 5   On the Edit menu, select **Greetings**.

Step 6   On the Greetings page, select the applicable greeting.

Step 7   On the Edit Greetings page, rerecord greetings in the new language.

Step 8   Select **Save**.

Taking Messages in Cisco Unity Connection SRSV

By using the settings for a particular call handler greeting, you can configure the call handler to take a message after playing the greeting. You can specify who receives messages for the call handler, whether messages are marked for dispatch delivery, the maximum recording length for messages from outside callers, what callers can do when leaving messages and whether their messages are automatically marked secure, and what action to take next on a call after a message is left.

Note that for some integrations, you can set up Cisco Unity Connection SRSV so that as a caller records a message, a warning prompt is played before the caller reaches the maximum allowable message length.

Transferring Calls in Cisco Unity Connection SRSV

The call transfer settings for a call handler specify how Cisco Unity Connection SRSV transfers calls that reach the call handler from the automated attendant. Each call handler has three transfer rules that you can customize: one for standard hours and one for closed (nonbusiness and holiday) hours of the active schedule, and an alternate transfer rule that, when enabled, overrides the standard and closed

transfer rules and is in effect at all times. When a call is transferred to the call handler, Connection SRSV first checks the applicable transfer rule to determine where to transfer the call—either to the call handler greeting, or to an extension.

When transferring to the call handler greeting, Connection SRSV plays the applicable greeting (standard, closed, holiday, internal, busy, or alternate) based on the situation and which greetings are enabled. You configure a transfer rule to transfer to the greeting if you want to use the call handler to provide the caller with a prerecorded menu of options or an informational message.

To route callers to a specific user or to another call handler, you configure the transfer rule to transfer to the extension of the user or call handler. When transferring a call to a user extension, Connection SRSV can either release the call to the phone system, or it can supervise the transfer. When Connection SRSV is set to supervise transfers, it can provide call screening and call holding options on indirect calls:

- With call screening, Connection SRSV can ask for the name of the caller before connecting to a user. The user can then hear who is calling and, when a phone is shared by more than one user, who the call is for. The user can then accept or refuse the call.

- With call holding, when the phone is busy, Connection SRSV can ask callers to hold. Each caller on hold uses a Connection SRSV port and a phone system port, and therefore the total number of callers that can be holding in the queue at any one time is limited by the number of available ports.

  The default wait time in the call holding queue for the first caller in the queue is 25 seconds. If the caller is still on hold after this amount of time, Connection SRSV asks whether the caller wants to continue holding, leave a message, or try another extension. If the caller does not press a key on the phone keypad or say a voice command to indicate that he or she wants to continue holding, leave a message, or dial another extension, the caller is transferred back to the Opening Greeting. Subsequent callers in the holding queue are told how many other callers are in the queue ahead of them, in addition to these options. (See the "Call Holding Wait Time in Cisco Unity Connection 9.x" section on page 14-5 for more information on call holding.)

  If call holding is not selected, callers are sent to the user or handler greeting that is enabled: the standard, closed, holiday, busy, or alternate greeting.

Deleting Call Handlers in Cisco Unity Connection SRSV

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

If you delete call handlers that are referenced by other call handlers, be sure to rerecord the greetings so that callers hear the correct information about input options.

To Delete a Call Handler

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

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

> **Note**   If the call 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   On the Search Call Handlers page, check the check box adjacent to the display name of the call handler that you want to delete.

Step 4   Select **Delete Selected**.

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

Step 5   In the dialog box that asks you to confirm the deletion, select **OK**.