Introduction to Unified Messaging in Cisco Unity Connection

In Cisco Unity Connection, we gathered several existing features and a new feature under the rubric of unified messaging. These features include:

- Synchronization of voice messages in Connection and Exchange mailboxes (also known as single inbox—this feature is new in Connection)
- Text-to-speech (TTS) access to Exchange email
- Access to Exchange calendars, which allows users to do meeting-related tasks by phone (for example, hear a list of upcoming meetings, or accept or decline meeting invitations)
- Access to Exchange contacts, which allows users to import Exchange contacts and use the contact information in personal call transfer rules and when placing outgoing calls by using voice commands
- Notification of upcoming Cisco Unified MeetingPlace meetings on the phone
- Scheduling and joining of MeetingPlace meetings
- Transcription of Connection voice messages (SpeechView)

This guide explains how to configure unified messaging features and, for single inbox, how to move Exchange mailboxes between servers and how to restore Exchange mailboxes.

For information about SpeechView, see the "Configuring Transcription (SpeechView) in Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

In Cisco Unity Connection, we gathered several existing features and a new feature under the rubric of unified messaging. These features include:

- Synchronization of voice messages in Connection and Office 365 mailboxes (also known as single inbox)
- Text-to-speech (TTS) access to Office 365 email
- Access to Office 365 calendars, which allows users to do meeting-related tasks by phone (for example, hear a list of upcoming meetings, or accept or decline meeting invitations)
- Access to Office 365 contacts, which allows users to import Office 365 contacts and use the contact information in personal call transfer rules and when placing outgoing calls by using voice commands