



CHAPTER 6

Adding, Modifying, or Deleting a Class of Service in Cisco Unity Connection 9.x

A class of service (COS) defines limits and permissions for accounts with voice mailboxes. For example, a COS:

- Controls user access to licensed features such as the Cisco Unity Connection Web Inbox or Messaging Inbox . (When a COS includes access to a feature that requires individual licenses, you can assign groups of users to the COS only if enough licenses are available.)
- Controls user access to non-licensed features such as personal call transfer rules.
- Controls how users interact with Connection. For example, a COS dictates the maximum length of user messages and greetings, and whether users can choose to be listed in the corporate directory.
- Controls call transfer options.
- Specifies the number of private distribution lists allowed to users, and the number of members allowed on each list.
- Specifies the restriction tables used to control the phone numbers that users can use for transfers and when placing calls.

A COS is not specified for the individual accounts or templates that are associated with users without voice mailboxes (typically, these are administrator accounts). Permissions associated with administrator accounts are instead controlled by roles in Connection Administration. (See the [“Roles in Cisco Unity Connection 9.x”](#) section on page 2-4 for more details.)

See the following sections:

- [Default Classes of Service in Cisco Unity Connection 9.x, page 6-2](#)
- [Adding a Class of Service in Cisco Unity Connection 9.x, page 6-2](#)
- [Modifying the Settings for a Class of Service in Cisco Unity Connection 9.x, page 6-2](#)
- [Assigning and Reassigning Users to a Class of Service in Cisco Unity Connection 9.x, page 6-3](#)
- [Deleting a Class of Service in Cisco Unity Connection 9.x, page 6-4](#)

Default Classes of Service in Cisco Unity Connection 9.x

Cisco Unity Connection includes the following predefined classes of service, which you can modify but not delete:

Voicemail User COS	Contains settings that are applicable to end users. By default, this COS is associated with the default Voicemail User template.
System	A COS that special default user accounts are members of. This COS is read-only and cannot be modified or deleted.

Adding a Class of Service in Cisco Unity Connection 9.x

To Create a Class of Service

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- Step 1** In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service**.
- Step 2** On the Search Class of Service page, select **Add New**.
- Step 3** On the New Class of Service page, enter settings as applicable.



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

- Step 4** Select **Save**.
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Modifying the Settings for a Class of Service in Cisco Unity Connection 9.x

You can modify the settings for a COS at any time. Changes to the settings in a COS—including features for which you need user licenses—affect new and existing members of the COS. For example, if members of the COS currently have access to a licensed feature and you change the COS to remove access to the feature, the next time those users sign in to Cisco Unity Connection, they are unable to access the feature.

To make changes to a COS, do the applicable procedure:

- [To Modify the Settings for a Class of Service, page 6-2](#)
- [To Modify Class of Service Settings in Bulk Edit Mode, page 6-3](#)

To Modify the Settings for a Class of Service

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- Step 1** In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service**.
- Step 2** On the Search Class of Service page, select the display name of the applicable class of service.

**Note**

If the class of service 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 Class of Service page, change settings as applicable.

Step 4 Select **Save**.

For details on the features and functionality available for classes of service, see the [“Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 9.x”](#) chapter.

To Modify Class of Service Settings in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service**.

Step 2 On the Search Class of Service page, check the applicable class of service check boxes, and select **Bulk Edit**.

If the classes of service that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable classes of service. Then select **Bulk Edit**.

Step 3 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual.

Select **Help > This Page** to see detailed information about the settings for each field.

Note The Status message at the top of the Edit Class of Service page tells you how many classes of service are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 4 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 5 Select **Submit**.

Assigning and Reassigning Users to a Class of Service in Cisco Unity Connection 9.x

A COS is specified in each user template; thus, a user is assigned to the COS that is specified in the template on which the user account is based. If you find that the settings for a particular COS are no longer appropriate for an individual user or several users, you can reassign the users to another COS at any time. (Changing the COS that is specified in a template does not affect user accounts that have already been created.)

**Note**

When a COS includes access to a feature that requires individual licenses, you can assign groups of users to the COS only if enough licenses are available.

If you want to reassign users to a COS, do one of the following procedures:

- [To Assign or Reassign a User to a Class of Service, page 6-4](#)—Do this procedure to make a COS change for a single user account.
- [To Reassign Multiple Users to a Class of Service, page 6-4](#)—Do this procedure to reassign up to 25 users at one time to another COS.

To Assign or Reassign a User to a Class of Service

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- Step 1** In Cisco Unity Connection Administration, select **Users**.
- Step 2** On the Search Users page, in the Search Results table, select the alias of the applicable user.



Note If the user alias 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 User Basics page, in the Class of Service list, select the applicable class of service.
- Step 4** Select **Save**.
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To Reassign Multiple Users to a Class of Service

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- Step 1** In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service Membership**.
- Step 2** On the Search Class of Service Members page, set parameters in the Find Class of Service Members fields according to the COS from which you want to move users, then select **Find**.
- Step 3** In the Class of Service Members Search Results table, check the check boxes to the left of the user aliases that you want to move to another COS. You can move up to 25 users at one time.
- Step 4** In the To list, select the name of the COS to which you want to move the users that you selected in [Step 3](#).
- Step 5** Select **Move Selected User**.
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Deleting a Class of Service in Cisco Unity Connection 9.x

Before you can delete a COS, you first must reassign any members of that COS to another COS. Do the following [“To Delete a Class of Service”](#) procedure.

To Delete a Class of Service

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- Step 1** In Cisco Unity Connection Administration, expand **Class of Service**, then select **Class of Service Membership**.
- Step 2** On the Search Class of Service Members page, set parameters in the Find Class of Service Members fields according to the class of service you want to delete, then select **Find**.
- Step 3** In the Class of Service Members Search Results table, check the check boxes to the left of the user aliases that you want to move to another class of service.

- Step 4** In the To list, select the name of the class of service to which you want to move the users that you selected in [Step 3](#).
- Step 5** Select **Move Selected User**.
- Step 6** Repeat [Step 3](#) through [Step 5](#) until the Class of Service Members Search Results table shows there are no members in the class of service that you want to delete.



Note You may need to select **Refresh** for changes to be reflected in the Search Results table.

- Step 7** Expand **Class of Service**, then select **Class of Service**.
- Step 8** On the Search Class of Service page, check the check box to the left of the display name of the class of service that you want to delete.



Note If the class of service 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 9** Select **Delete Selected**.
- Step 10** Select **OK** to confirm the deletion.
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