

Cisco Unity VMO Message Default Subject Line Appearance

Document ID: 42565

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Introduction

Periodically, there are questions from Cisco Unity Administrators about how to change the appearance of a ViewMail for Outlook (VMO) message's subject line when it is received in the inbox. When voicemail messages are delivered to the e-mail client, they appear with a default subject line header. Cisco Unity sets the subject line when it creates the message in your inbox.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity 4.2.1 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Is it Possible to Customize a Cisco Unity Voicemail Message Received in the Inbox?

Yes, Cisco Unity 4.2(1) and later allows some customization of the subject line text Unity constructs for new inbound messages. There are four different subject lines used for inbound messages:

- Messages from known subscribers to another subscriber
- Messages from an unknown caller to another subscriber
- Messages left for an interview handler
- Messages left via the live record function

Subject lines can include any text and use insertion variable strings for adding the subscriber's name, extension, calling number and called number. If the variable in question is not available, it appears as blank in the subject line. Currently four insertion variable strings are available to include in the line:

- %NAME% Sends subscriber's name or sends interview box's name.
- %EXTENSION% Sends subscriber's primary extension or sends interview box's DTMF ID – if available.
- %CALLERID% Caller ID as obtained from the switch integration.
- %CALLEDID% Called ID as obtained from the switch integration.

Subject lines can be edited only for US English via the Tools Depot (**Administration Tools > Advanced Settings Tool**). The Advanced Settings Tool in the Tools Depot has options for customizing subject text for the Cisco Unity 4.2(1) release based on the source of the call.

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Related Information

- **Voice Technology Support**
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Updated: Aug 17, 2007

Document ID: 42565
