# Unity Connection PreGreetings Recording Configuration Example



Document ID: 118716

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### Introduction

This document describes how to configure a Common Greeting such as an introductory Welcome Message before every user's or Call Handler's Greeting.

## Prerequisites

#### Requirements

Cisco recommends that you have knowledge of Cisco Unity Connection (UC).

#### **Components Used**

The information in this document is based on UC Versions 8.X and later but might work for earlier versions.

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.

## Design

A standard greeting (for example, "Welcome to Cisco...") must be played before every user's Personal Recording or before a Call Handler Greeting.

Here are some examples:

- A call is forwarded to John's mailbox: "Welcome to Cisco. Hello, This is John. I'm not available ...... "
- A call is forwarded to Peter's mailbox: "Welcome to Cisco. Hi, This is Peter. Please leave a message....."
- A call is forwarded to a Call Handler: "Welcome to Cisco. Thank you for calling....."
- A call is forwarded to a Directory Handler: "Welcome to Cisco. Spell the Last and First Name ...... "

This document provides an example to configure a PreGreeting Recording for a call transferred to a user's mailbox or Call Handler with the use of the *Forwarded Routing Rule*.

*Note*: In order to configure a similar greeting before a user signs in, complete the same steps and use the Direct Routing rule instead of the Forwarded Routing Rule.

The Call Handler for the Pre–GreetingMessage can also be configured to accept Call Inputs to transfer the call to a user extension, external number, or Directory Handler.

### Configure

Here is an overview of the configuration:

- 1. Create a New Call Handler (for example, PreGreetingsMessage) and record the message.
- 2. Create a New Forwarded Routing Rule (for example, PreGreetingsRule) with no Conditions (without conditions, all calls will match this rule).
- 3. Configure the PreGreetingsRule Forwarded Routing Rule in order to send the call to PreGreetingsMessage Call Handler.
- 4. Configure the PreGreetingsMessage Call Handler in order to choose the *After Greeting* option as a Call Action and select *Route from Next Call Routing Rule* from the drop–down menu.
- 5. Configure Caller Input for the PreGreetingsMessage Call Handler if required.

#### **Create a New Call Handler**

- 1. Log into UC Administration with an Administrator account.
- 2. Navigate to *Call Management > System Call Handlers* and create a new Call Handler called PreGreetingsMessage.

Call Management		Display Name 🕈
System Call Handlers	Goodbye	
Directory Handlers	Opening Greeting	
Custom Recordings	Operator	
E-Call Routing	PreGreetingsMessage	

#### **Create a New Forwarded Routing Rule**

- 1. Navigate to *Call Routing > Forwarded Routing Rule* and create a new Routing Rule called PreGreetingsRule.
- 2. In the Send Call to section, select *Call Handler* and select *PreGreetingsMessage* from the drop–down menu.
- 3. Save without the addition of any conditions.



#### **Configure the New Call Handler**

- 1. Navigate to *Call Management > System Call Handlers* and select *PreGreetingsMessage*.
- 2. Go to *Edit* > *Greetings* and select *Standard*.
- 3. Under the Callers Hear section, select *My Personal Recording*.
- 4. Under the After Greeting section, select *Call Action* and choose *Route From Next Call Routing Rule* from the drop–down menu.
- 5. Under the Recording secton, click *Play/Record* in order to record the Greeting:

Call Management	09 ÷ 25 ÷ PM ÷		
System Call Handlers			
Directory Handlers	Callers Hear		
Interview Handlers	System Default Greeting		
Custom Recordings			
	My Personal Recording		
Message Storage	○ Nothing		
Mailbox Stores	Play the "Record Your Message at the Tone" Prompt		
Mailbox Stores Membership			
⊞Mailbox Quotas	Callers See		
⊞Message Aging	My Personal Recording		
Networking	Play the IDecord Your Message at the Topol Dramat		
Egacy Links	Play the "Record Your Message at the Ione" Prompt		
Branch Management	During Greeting		
HTTP(S) Links			
Locations			
····VPIM	Allow Transfers to Numbers Not Associated with Users or Call Handlers		
Connection Location Passwords	Times to Re-prompt Caller 0		
Unified Messaging	Delay between Re-promots* 2 seconds		
Unified Messaging Services			
Unified Messaging Accounts Status			
. Casach\// any Transmistion	After Greeting		
	After Greeting		
SpeechView Transcription Video	After Greeting     Call Action     Route From Next Call Routing Rule		
SpeechView Transcription Video Video Services Video Services Accounts Status	After Greeting Call Action Route From Next Call Routing Rule  Call Handler Goodbye		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan	After Greeting Call Action Route From Next Call Routing Rule  Call Handler Coodbye Attempt Transfer		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions	After Greeting Call Action Route From Next Call Routing Rule  Call Handler Coodbye Attempt Transfer		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces	After Greeting Call Action Route From Next Call Routing Rule  Call Handler Coodbye Call Handler Goodbye Go Directly to Greetings		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings	After Greeting <ul> <li>Call Action</li> <li>Call Handler</li> <li>Goodbye</li> <li>Attempt Transfer</li> <li>Go Directly to Greetings</li> </ul> Interview Handler		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration	After Greeting  Call Action Route From Next Call Routing Rule   Call Handler Goodbye  Attempt Transfer Go Directly to Greetings Interview Handler  Directory Handler System Directory Handler		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster	After Greeting  Call Action Route From Next Call Routing Rule   Call Handler Goodbye  Attempt Transfer Go Directly to Greetings Interview Handler  Directory Handler  Readerst Manager Administration		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules	After Greeting            • Call Action        Route From Next Call Routing Rule ‡             • Call Handler           Goodbye         ‡             • Call Handler           Goodbye         ‡             • Interview Handler         ‡           Directory Handler             • Directory Handler           System Directory Handler         ‡             • Conversation           Broadcast Message Administrator         ‡		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules Roles	After Greeting Call Action Route From Next Call Routing Rule Call Handler Goodbye Attempt Transfer Go Directly to Greetings Interview Handler Directory Handler System Directory Handler User with Mailbox 10		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules Roles Restriction Tables	After Greeting Call Action Route From Next Call Routing Rule Call Handler Goodbye Attempt Transfer Go Directly to Greetings Interview Handler Directory Handler System Directory Handler Conversation Broadcast Message Administrator User with Mailbox 10 Attempt Transfer		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules Roles Restriction Tables Licenses	After Greeting Call Action Route From Next Call Routing Rule Call Handler Goodbye Attempt Transfer Go Directly to Greetings Interview Handler Directory Handler Conversation Broadcast Message Administrator User with Mailbox 10 Attempt Transfer Conversion Conversions		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules Roles Roles Cicenses Schedules	After Greeting Call Action Route From Next Call Routing Rule Call Handler Goodbye Attempt Transfer Go Directly to Greetings Interview Handler Directory Handler System Directory Handler Conversation Broadcast Message Administrator User with Mailbox 10 Attempt Transfer Go Directly to Greetings		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules Roles Restriction Tables Licenses Schedules Holiday Schedules	After Greeting Call Action Route From Next Call Routing Rule Call Handler Goodbye Attempt Transfer Go Directly to Greetings Interview Handler Directory Handler System Directory Handler Conversation Broadcast Message Administrator User with Mailbox 10 Attempt Transfer Go Directly to Greetings Recordings		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules Roles Restriction Tables Licenses Schedules Holiday Schedules Global Nicknames	After Greeting Call Action Route From Next Call Routing Rule Call Handler Goodbye Attempt Transfer Go Directly to Greetings Interview Handler Directory Handler System Directory Handler Conversation Broadcast Message Administrator User with Mailbox 10 Attempt Transfer Go Directly to Greetings Recordings Recordings		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules Roles Restriction Tables Licenses Schedules Global Nicknames Subject Line Formats	After Greeting Call Action Route From Next Call Routing Rule Call Handler Goodbye Attempt Transfer Go Directly to Greetings Interview Handler Directory Handler System Directory Handler Conversation Broadcast Message Administrator User with Mailbox 10 Attempt Transfer Go Directly to Greetings Recordings Recorded Languages: Select Language Englich (United States) t		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules Roles Roles Roles Schedules Holiday Schedules Global Nicknames Subject Line Formats Attachment Descriptions	After Greeting Call Action Route From Next Call Routing Rule ‡ Call Handler Goodbye ‡ Attempt Transfer Go Directly to Greetings Interview Handler ‡ Directory Handler \$ System Directory Handler ‡ Conversation Broadcast Message Administrator ‡ User with Mailbox 10 ‡ Attempt Transfer Go Directly to Greetings Recordings Recorded Languages: Select Language English(United States) ‡		
SpeechView Transcription Video Video Services Video Services Accounts Status Dial Plan Partitions Search Spaces System Settings General Configuration Cluster Authentication Rules Roles Restriction Tables Licenses Schedules Holiday Schedules Global Nicknames Subject Line Formats Attachment Descriptions Enterprise Parameters	After Greeting            • Call Action        Route From Next Call Routing Rule ‡             • Call Handler           Goodbye         ‡             • Call Handler           Goodbye         ‡             • Call Handler           Goodbye         ‡             • Attempt Transfer           Go Directly to Greetings             Interview Handler           ‡             Directory Handler           \$         System Directory Handler         ‡             Directory Handler           System Directory Handler             Conversation           Broadcast Message Administrator             Other with Mailbox           10             • Attempt Transfer           Go Directly to Greetings             • Attempt Transfer           Go Directly to Greetings             Recordings           Recorded Languages:          Select Language          English(United States)         ‡             Greeting		

#### **Configure Caller Input**

If the call is transferred to voicemail, this feature gives the caller the option to transfer the call to a Directoy Handler rather than leave a message. Caller Inputs can also be set to transfer the call to an Operator, Opening Greeting, or Caller System Transfers. This example uses the Directory Handler for the transfer.

Here is an example:

- A call is forwarded to John's mailbox: "Welcome to Cisco. Press 9 to search for a user. Hello, This is John. I'm not available.... "
- A call is forwarded to Peter's mailbox: "Welcome to Cisco. Press 9 to search for a user. Hi, This is Peter. Please leave a message...."

Complete these steps in order to configure caller input.

- 1. Navigate to *Call Management > System Call Handlers* and select *PreGreetingsMessage*.
- 2. Go to *Edit > Caller Input* and select *Key 9*.
- 3. Under Action, choose *Directory Handler* and select the *Directory Handler Name* from the drop–down menu.

Here are some other options:

- In order to transfer the call to a defined extension, select *Transfer to Alternate Contact Number* and define the extension under Action.
- In order to transfer the call by enabling the caller to dial an extension, under Action, select *Conversation* and choose *Caller System Transfer* or *User System Transfer* in the drop-down menu. More details on the types of transfers can be found in the Setting Up System Transfers in Cisco Unity Connection document.

Sieco Unity Connection	Celler Input	:	Search Call Handlers 👂 Edit Call Handler Basics (Pro	sGreetingsNessage) 🕨 Caller In
all Management System Call Handlers Directory Handlers Interview Handlers	Call Handler	Edit Refresh Help		
Custom Recordings	Caller Inpu	t Keys		
E-Call Routing	Key	Action	Target	Status
essage Storage	1	Send caller to	Sign-In	Locked
Hailbox Stores	4	Skip greeting		Locked
Mailbox Stores Membership	Q	Ignore key		Unlocked
Mailbox Quotas	1	Ignore key		Unlocked
Message Aging	2	Ignore key		Unlocked
stworking	3	Ignore key		Unlocked
Legacy Links	4	Ignore key		Unlocked
Branch Management	5	Ignore key		Unlocked
HTTP(S) Links	6	Ignore key		Unlocked
Locations	Z	Send caller to	Caller System Transfer	Unlocked
VPIM		Transfer to Alternate Contact Number		Unlocked
Connection Location Passwords	2	Send caller to	System Directory Handler	Unlocked

Call Management	Edit Caller Input		
System Call Handlers	Key a		
Directory Handlers	····, g	Key R is set to transfer the call to a defined	
Interview Handlers	Ignore Additional Input (Locked)     Rey 8 is set to transfer the call to a defined     adencion number 8023		
Custom Recordings		extension number 6025	
E-Call Routing	Action		
Message Storage	Call Action	Transfer To Alternate Contact Number	
Mailbox Stores	0	Extension of LIDI	
··· Mailbox Stores Membership		Extension of Okt 8023 Description	
B-Mailbox Quotas		Transfer Type Release to Switch +	
E Message Aging			
Networking		Rings to Wait For 4	
🗄 - Legacy Links	Call Handler	Goodbye ‡	
Branch Management			
HTTP(S) Links		Attempt Transfer	
Locations		Go Directly to Greetings	
VPIM	O Interview Handler	\$	
Connection Location Passwords			
Unified Messaging	<ul> <li>Directory Handler</li> </ul>	System Directory Handler	
··· Unified Messaging Services	Conversation	Caller System Transfer 🗧	
Unified Messaging Accounts Status	Ollear with Mailbox		
SpeechView Transcription	U user with Hallbox	Key 7 is set to Caller System Transfer	
Video		Attempt Transfer	
Video Services		Go Directly to Greetings	
Wideo Convices Accounts Status			

# Verify

There is currently no verification procedure available for this configuration.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Updated: Jan 21, 2015

Document ID: 118716