



Introduction to Cisco Unity Connection Users, Contacts, Default Accounts, and Default System Distribution Lists

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Understanding User Accounts

In Cisco Unity Connection there are two types of users:

- **Users With Voice Mailboxes**—For users who will need to send and receive voice messages, and who may be able to use other Connection features such as Personal Call Transfer Rules and the Cisco Unity Inbox.
- **Users Without Voice Mailboxes**—For users who do not need to send or receive voice messages, but need to be given access to administer the system. A user account that is set up without a voice mailbox does not have a phone extension and is not counted as a licensed user.

Users without voice mailboxes typically require only administrative access to Connection. These users can have any of six predefined administrator roles assigned to them. Roles specify which tasks administrators can do in Cisco Unity Connection Administration. Connection comes with the following predefined administrator roles:

- **Audio Text Administrator**—Administers call handlers, directory handlers, and interview handlers.
- **Greeting Administrator**—Manages call handler recorded greetings over the phone by allowing access to the Cisco Unity Greetings Administrator. Note that users with this administrator role assigned to them must also be users with voice mailboxes, because they must be able to access Connection by phone.
- **Help Desk Administrator**—Resets user passwords and unlocks user accounts; can view user settings pages.
- **Technician**—Has access to all functions that enable management of the voice messaging system server and phone system integration settings; can run all reports and use diagnostic tools; and can view all system and user settings pages.

- **User Administrator**—Administers user accounts; has access to all user administration functions, can run user-related reports, and can use user administration tools.
- **System Administrator**—This is the top-level administrator role; has access to all administration functions, including all user and system settings, all reports, and all administration and diagnostic tools. The default administrator account that the installer specified during initial setup of Cisco Unity Connection is set to this role.

Administrator roles can be assigned to users with voice mailboxes, but as a best practice we recommend that Connection administrators not use the same user account to log on to Connection Administration that they use to log on to the Cisco Personal Communications Assistant to manage their own Connection messages.

To see the specific privileges for each administrator role, go to System Settings > Roles and click the name of each role.

Understanding Contacts

Types of Contacts

In Cisco Unity Connection there are two types of contacts:

- **System Contacts**—A system contact is an entity in the Connection database that does not have access to any Connection features such as voice messaging. A system contact may represent a person in your company who has a voice mail account on another system. A system contact might also represent a customer or vendor who does not need a voice mailbox, but has frequent contact with Connection users.

Keep in mind that directory access to system contacts is available only to internal users who are using the VUI (voice-recognition conversation), by using the “Call” command from either the Connection main menu or from the internal directory. System contacts are not available to users who are using the TUI, or from the external directory.

Also note that system contacts are never accessible by external callers, from the directory, TUI, or VUI.

- **Personal Contacts**—Personal contacts are similar to system contacts, but are created by individual users and are only accessible by the user who created them.

How Contacts Are Used

System and personal contacts have several purposes in Connection:

- **Directory Access** (Applicable to system contacts only)—When you create a system contact in Cisco Unity Connection Administration and record a voice name for the contact, the system contact can then be accessed by users from the Connection directory. This allows users to transfer to the extension of the system contact by using the VUI “Call” command. (Users must be using the VUI in order to access system contacts.)
- **Name Dialing Access**—Users have the ability to quickly and easily place phone calls to other users, system contacts, and personal contacts, when using the user speech recognition conversation. For example, a user might set up a personal contact with the name “Daycare Center.” Then in the user speech recognition conversation, the user would say “Call Daycare Center,” and Connection would place a call to the phone number that the user entered for this contact.

- **Personal Call Transfer Rules**—Users can add other users, system contacts, and personal contacts to their Personal Call Transfer Rules and caller groups. For example, a user can create a transfer rule that states that when an incoming call indicates a Caller ID that matches the phone number for a personal contact named “Daycare Center,” the call will be transferred to the cell phone of the user.

If you have staff, vendors, or partners who do not have mailboxes on the system, but are in contact with users of the system, we recommend that you create system contacts for them. System contacts are available to all users, unlike personal contacts that would need to be set up individually for each user. If users have the necessary user licenses, they will be able to add the system contacts to their personal call routing rules and personal groups, and will be able to use voice commands to call the system contacts. Also, if the contact information changes, you update it in only one place.

Default User Accounts

Cisco Unity Connection creates the following four default user accounts, which you use when setting up the system. These accounts are not included in your user license count.

- **Administrator**—The Administrator user account has the highest level of administrative privileges (System Administrator role) and is used to access Cisco Unity Connection Administration. The alias and password for this account are specified during installation. This account is configured as a user without a voice mailbox.

**Caution**

The default Administrator account can be deleted. However, be sure that you have assigned the System Administrator role to at least one other user before you delete this account.

- **Operator**—The Operator user account is the message recipient for the Operator call handler. When calls to the operator go unanswered, callers can leave a message, depending on the call transfer settings for the Operator call handler. We recommend that you assign someone to monitor the Operator user account mailbox, or reconfigure the Operator call handler to send messages to a different user or to a distribution list. The Operator user account cannot be deleted.
- **Undeliverable Messages Mailbox**—By default, the Undeliverable Messages Mailbox account is the only member of the Undeliverable Messages distribution list, which receives notification of undeliverable messages. We recommend that you assign someone to monitor this mailbox, or add a user to the Undeliverable Messages distribution list, to monitor and reroute (as appropriate) any messages that are delivered to the list. This account cannot be deleted.
- **Unity Connection Messaging System**—The Unity Connection Messaging System user account acts as a surrogate sender for messages from unidentified callers. Thus, messages from unidentified callers are identified as coming from the Unity Connection Messaging System mailbox. This account is configured as a user without a voice mailbox, and cannot be deleted.

Default System Distribution Lists

Cisco Unity Connection includes the following predefined system distribution lists, which you can modify but not delete:

- **All Voice Mail Users**—When new users with mailboxes are created—either individually in Cisco Unity Connection Administration, or by using Cisco Unity Connection Bulk Administration Manager—they are automatically added to this list. When user accounts are deleted, they are automatically removed from this list. This distribution list cannot be deleted.



Note The four default user accounts are not members of this list.

- **Undeliverable Messages**—Users assigned to the Undeliverable Messages list receive messages left by unidentified callers for recipients whose mailboxes are not found, and non-delivery receipts (NDRs) that cannot be delivered to the original sender of a message.

By default, the Undeliverable Messages Mailbox user account is the only member of the Undeliverable Messages distribution list. We recommend that you add a user to this system distribution list, to monitor and reroute (as applicable) any messages that are delivered to the list.