



Adding, Modifying, or Deleting a Class of Service

A class of service (COS) defines limits and permissions for using Cisco Unity Connection. For example, a COS:

- Controls user access to licensed features such as the Cisco Unity Inbox.



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.

- 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 directory assistance.
- 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 users can use for transfers and when placing calls.

A COS is specified in each user template; thus, a user is assigned to the COS that is specified in the template upon which the user account is based. You can reassign a user to a different COS at any time.



Note A COS is not specified for accounts or user templates for users without voice mailboxes; the settings on the COS page are applicable only to users with voice mailboxes.

See the following sections:

- [Adding a Class of Service, page 5-1](#)
- [Modifying a Class of Service, page 5-2](#)
- [Deleting a Class of Service, page 5-3](#)

Adding a Class of Service

To Create a Class of Service

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

- Step 2** On the Search Class of Service page, click **Add New**.
- Step 3** On the Edit Class of Service page, enter settings as applicable.



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

- Step 4** Click **Save**.
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Modifying a Class of Service

Changes to the settings in a COS affect not only new members, but also existing members of the COS. When you make changes to a COS, user accounts that are associated with that COS will change to reflect the updates. 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 log on to Cisco Unity Connection, they will be unable to access the feature.

Keep in mind that if you change which COS is specified on a user template page, user accounts that have already been created based on that template will not be changed and reassigned to the new COS. When you make changes to a user template, the updated template settings will only affect user accounts that are subsequently created from that template. To make changes to a COS, do the following “[To Modify a Class of Service](#)” procedure.

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 5-2](#)—Do this procedure to make a COS change for a single user account.
- [To Reassign Multiple Users to a Class of Service, page 5-3](#)—Do this procedure to reassign up to 25 users at one time to another COS. (Note that you can also use Cisco Unity Connection Bulk Administration Manager to reassign a group of users to a different class of service. See the Bulk Administration Manager Help for information.)

To Modify a Class of Service

- Step 1** In Cisco Unity Connection Administration, expand **Class of Service**, then click **Class of Service**.
- Step 2** On the Search Class of Service page, click 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 click **Find**.

- Step 3** Change settings on the Edit Class of Service page, as applicable.
- Step 4** Click **Save**.
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To Assign or Reassign a User to a Class of Service

- Step 1** In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, in the Search Results table, click 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 click **Find**.

Step 3 On the Edit User Basics page, in the Class of Service field, click the applicable class of service.

Step 4 Click **Save**.

To Reassign Multiple Users to a Class of Service

Step 1 In Cisco Unity Connection Administration, expand **Class of Service**, then click **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 click **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 field, click the name of the COS to which you want to move the users that you selected in [Step 3](#).

Step 5 Click **Move Selected User**.

Deleting a Class of Service

Before you can delete a COS, you first must reassign any members of that COS to another COS. Do the following procedure.

To Delete a Class of Service

Step 1 In Cisco Unity Connection Administration, expand **Class of Service**, then click **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 click **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 field, click the name of the class of service to which you want to move the users that you selected in [Step 3](#).

Step 5 Click **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 click **Refresh** for changes to be reflected in the Search Results table.

- Step 7** Expand **Class of Service**, then click **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 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 click **Find**.

- Step 9** Click **Delete Selected**.
- Step 10** Click **OK** to confirm the deletion.
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