



CHAPTER 1

Introduction to Cisco Unity Connection Users and Contacts


Understanding User Accounts

In Cisco Unity Connection there are two types of users:

Users With Voice Mailboxes	<p>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, depending on the class of service that they are assigned.</p> <p>A user account that is set up with a voice mailbox has a phone extension and is counted as a voice mail licensed user.</p>
Users Without Voice Mailboxes	<p>For users who do not need to send or receive voice messages, but need to administer the system. You determine which tasks administrators can do by assigning their accounts to any of the six predefined roles.</p> <p>An account that is set up without a voice mailbox does not have a phone extension and is not counted as a voice mail licensed user.</p>

Cisco Unity Connection 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	<p>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.</p> <p> 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.</p>
Operator	<p>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 mailbox for the Operator user account, or reconfigure the Operator call handler to send messages to a different user or to a distribution list.</p> <p>The Operator user account cannot be deleted.</p>
Undeliverable Messages Mailbox	<p>By default, the Undeliverable Messages Mailbox user 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.</p> <p>This account cannot be deleted.</p>
Unity Connection Messaging System	<p>The Unity Connection Messaging System user account is configured as a user without a voice mailbox. It acts as a surrogate sender for messages from outside callers. Thus, messages from outside callers are identified as coming from the Unity Connection Messaging System mailbox.</p> <p>This account cannot be deleted.</p>

Understanding Contacts

In Cisco Unity Connection there are two types of contacts:

System Contacts	<p>A system contact 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 who frequently communicates with Connection users.</p>
Personal Contacts	<p>Personal contacts are similar to system contacts, but are created by individual users and are only accessible by the user who created them.</p>

How Contacts Are Used

System and personal contacts have several uses 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 internal users to transfer to the extension of the system contact by using the VUI (voice-recognition conversation) “Call” command. (Users must be using the VUI in order to access system contacts.)

Directory access to system contacts is available only to internal users who are using the VUI, 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.

- **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 need to communicate with users, we recommend that you create system contacts for them rather than personal contacts. System contacts are available to all users, unlike personal contacts that would need to be set up individually for each user. In addition, users are able to add the system contacts to their personal call routing rules and personal groups, and can use voice commands to call the system contacts. Also, if the contact information changes, you update it in only one place.

