



CHAPTER 6

Adding, Modifying, or Deleting a Class of Service

A class of service (COS) defines limits and permissions for accounts with voice mailboxes. For example, a COS:

- Controls user access to licensed features such as the Cisco Unity Inbox. (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 that users can use for transfers and when placing calls.

A COS is not specified for the individual accounts or templates that are associated with users without voice mailboxes (typically, these are administrator accounts). Permissions associated with administrator accounts are instead controlled by roles in Connection Administration. (See the [“Roles” section on page 2-2](#) for more details.)

See the following sections:

- [Default Classes of Service, page 6-2](#)
- [Adding a Class of Service, page 6-2](#)
- [Modifying the Settings for a Class of Service, page 6-2](#)
- [Assigning and Reassigning Users to a Class of Service, page 6-3](#)
- [Deleting a Class of Service, page 6-4](#)

Default Classes of Service

Cisco Unity Connection includes the following predefined classes of service, which you can modify but not delete:

Voice Mail User COS	Contains settings that are applicable to end users. By default, this COS is associated with the default Voice Mail User template.
System	A COS that special default user accounts are members of. This COS is read-only and cannot be modified or deleted.

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 the Settings for a Class of Service

You can modify the settings for a COS at any time. Changes to the settings in a COS—including features for which you need user licenses—affect new and existing members of the COS. 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.

To make changes to a COS, do the following “[To Modify the Settings for a Class of Service](#)” procedure.

To Modify the Settings for 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 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**.

For details on the features and functionality available for classes of service, see the “[Setting Up Features and Functionality That Are Controlled by Class of Service](#)” chapter.

Assigning and Reassigning Users to a Class of Service

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. If you find that the settings for a particular COS are no longer appropriate for an individual user or several users, you can reassign the user(s) to another COS at any time. (Changing the COS that is specified in a template does not affect user accounts that have already been created.)



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.

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 6-3](#)—Do this procedure to make a COS change for a single user account.
- [To Reassign Multiple Users to a Class of Service, page 6-3](#)—Do this procedure to reassign up to 25 users at one time to another COS.

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**.
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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 “[To Delete a Class of Service](#)” 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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