



CHAPTER 9

Managing User Accounts in Bulk

When you need to manage multiple user accounts at once, Cisco Unity Connection offers a Bulk Edit utility and the Bulk Administration Tool. See the following sections for more information:

- [Using the Bulk Edit Utility to Manage User Accounts, page 9-1](#)
- [Using the Connection Bulk Administration Tool to Manage User Accounts, page 9-1](#)

Using the Bulk Edit Utility to Manage User Accounts

The Cisco Unity Connection Bulk Edit utility allows you to select large numbers of user accounts and quickly make the same changes to all of them at one time. The procedure below tells you how to access Bulk Edit from Connection Administration. To learn how to use Bulk Edit to modify user accounts for specific features and functionality, see the “[Setting Up Features and Functionality That Are Controlled by User Account Settings](#)” chapter.

To Access the Cisco Unity Connection Bulk Edit Utility

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Click **Bulk Edit**.
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Using the Connection Bulk Administration Tool to Manage User Accounts

The Bulk Administration Tool allows you to create, update, and delete multiple user accounts or system contacts at the same time by importing information contained in a comma separated value (CSV) file. In addition, it allows you to export information about users or system contacts from Cisco Unity Connection to a CSV file.

To learn more about the tool, see the “[Using the Cisco Unity Connection Bulk Administration Tool](#)” appendix.

To Access the Bulk Administration Tool

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.

Step 2 Click **Bulk Administration Tool**.
