



Class of Service Settings

Overview: Class of Service Settings

A class of service (COS) defines limits and permissions for using Cisco Unity. A COS is specified in each subscriber template; thus, a subscriber is assigned to the COS which is specified in the template upon which the subscriber account is based. Changes to the settings in a COS affect not only new members, but also existing members of the COS. COS settings cannot be changed in individual subscriber Cisco Unity accounts; however, a subscriber can be reassigned to a different COS at any time.

When a COS includes access to a feature that requires individual licenses, you can assign groups of subscribers to the COS only if enough licenses are available.

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

- | | |
|--------------------------------|--|
| {Default Subscriber} | Contains settings that are applicable to subscribers. By default, this COS is associated with the {Default Subscriber} template. |
| {Default Administrator} | Contains settings that are applicable to Cisco Unity administrators. By default, this COS has all the settings checked on the Subscribers > Class of Service > System Access Page. |

You can modify the predefined classes of service, and you can create new ones.

**Caution**

If you do not have at least one domain account with membership in a COS that offers access to the Cisco Unity Administrator, you may lose the ability to administer Cisco Unity, and be required to reinstall. As a best practice, make sure that at least one account is assigned to the Default Administrator COS. For more information, refer to the guidelines outlined in the white paper, “Security Best Practices for Cisco Unity 3.0” available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/security.htm.

To create a new class of service

-
- Step 1** Go to any **Subscribers > Class of Service** page.
 - Step 2** Click the **Add** icon.
 - Step 3** In the Add a Class of Service dialog box, enter information as appropriate in the Name field.
 - Step 4** Select **New Class of Service** or **Based on Existing Class of Service**. If you select Based on Existing Class of Service, select the appropriate class of service in the Based On field.
 - Step 5** Click the **Add** button.
 - Step 6** Enter settings for your new class of service, and then click the **Save** icon.
-

To modify a class of service

-
- Step 1** Go to any **Subscribers > Class of Service** page.
 - Step 2** Click the **Find** icon.
 - Step 3** Double-click the COS that you want to modify.
 - Step 4** Change settings as appropriate, and then click the **Save** icon.
-

You cannot delete a COS that has subscribers assigned to it. Before completing the deletion, you must reassign all subscribers to another COS. See the [“To assign or reassign subscribers to a class of service”](#) section on page 12-5 for more information.

Refer to the following sections in this chapter for more information:

- [Class of Service Profile Settings, page 12-3](#)—This section provides information about the settings on the Profile page.
- [Class of Service Subscriber Settings, page 12-4](#)—This section provides information about the settings on the Subscribers page.
- [Class of Service System Access Settings, page 12-6](#)—This section provides information about the settings on the System Access page.
- [Class of Service Call Transfer Settings, page 12-11](#)—This section provides information about the settings on the Call Transfer page.
- [Class of Service Messages Settings, page 12-11](#)—This section provides information about the settings on the Messages page.
- [Class of Service Greetings Settings, page 12-12](#)—This section provides information about the settings on the Greetings page.
- [Class of Service Licensed Features Settings, page 12-12](#)—This section provides information about the settings on the Licensed Features page.
- [Class of Service Restriction Table Settings, page 12-14](#)—This section provides information about the settings on the Restriction Tables page.

Class of Service Profile Settings

Class of service profile settings specify whether subscribers can record their own voice names and change their directory listing status. You can also indicate whether subscribers assigned to a class of service use regular or enhanced phone security. For details on setting up enhanced phone security, see [Chapter 8, “Enhanced Phone Security.”](#)

Use the following table to learn more about COS profile settings.

Table 12-1 *Subscribers > Class of Service > Profile Page*

Field	Considerations
Name	<i>Display only.</i> This setting shows the name of the COS.
Subscribers Can Record Their Own Voice Name	Uncheck the box to prevent subscribers assigned to this COS from recording their own names (for example, if your organization has all names and greetings recorded in one voice).
Maximum Recorded Name Length in Seconds	Indicate the number of seconds after which Cisco Unity stops recording the name of a subscriber assigned to this COS.
Listing Subscribers in the Phone Directory	Indicate whether subscribers assigned to this COS can choose to be listed in directory assistance. Directory assistance is the audio listing that subscribers and unidentified callers use to reach subscribers and to leave messages.
Phone Security	Indicate whether subscribers assigned to this COS use regular or enhanced phone security. Regular security requires subscribers to use passwords when logging on to Cisco Unity. Enhanced security adds RSA two-factor user authentication to regular security. Note that this field is available only when RSA Two Factor is checked on the System > Configuration > Settings page.

Class of Service Subscriber Settings

Class of service subscriber settings allow you to:

- View the total number of subscribers assigned to a COS, including subscribers who are assigned as part of a public distribution list.
- View a list of subscribers assigned to a COS.
- Reassign one or more subscribers to another COS.
- Assign one or more subscribers to the COS.

The number of subscribers assigned to a COS can be important if the members are given rights to licensed features. To confirm that the number of subscribers does not exceed the number of licenses, see the Subscribers > Class of Service > Licensed Features Page.

To assign or reassign subscribers to a class of service

-
- Step 1** Go to any **Subscribers > Class of Service** page.
- Step 2** Click the **Find** icon.
- Step 3** Double-click the name of the class of service to which subscribers are currently assigned.
- Step 4** Go to **Subscribers > Class of Service > Subscribers**.
- Step 5** Click **Assign** or **Reassign**, as appropriate.
- Step 6** Enter the name of a subscriber. You also can enter * for a list of all subscribers, or enter one or more characters followed by * to narrow your search.
- Step 7** Click **Find**.
- Step 8** From the list provided, select the names of the subscribers to be assigned or reassigned. To select more than one name, hold down the CTRL or SHIFT key.
- Step 9** Perform one of the following actions, as appropriate:
- Click the **Assign** button.
 - Select the appropriate class of service, and then click the **Reassign** button.
-

Use the following table to learn more about COS subscriber settings.

Table 12-2 *Subscribers > Class of Service > Subscribers Page*

Field	Considerations
Total Subscribers Assigned to <Name of COS>	Select one of the following: <ul style="list-style-type: none"> • View—Display a list of subscribers who are members of the COS. • Reassign—Reassign one or more subscribers to another COS. • Assign—Add one or more subscribers to the COS.

Table 12-2 *Subscribers > Class of Service > Subscribers Page (continued)*

Field	Considerations
Type a <Name of COS> Subscriber to Find	<p>Enter several characters of the name, and click Find. Or enter * to list all subscribers. Note that the more specific your entry, the more quickly Cisco Unity responds.</p> <p>When Assign is selected, Cisco Unity searches all subscribers in the organization. When View or Reassign is selected, the search is narrowed to subscribers assigned to the specified class of service.</p>
Matching <Name of COS> Subscribers	<p>A list of names that match the characters you entered in Type a <Name of COS> Subscriber to Find.</p> <p>To select several nonsequential names at one time, hold down the CTRL key while selecting.</p> <p>To select several names in sequence, hold down the SHIFT key, select the first name in the sequence, and then select the last name in the sequence.</p>

Class of Service System Access Settings

Class of service system access settings specify which tasks, if any, subscribers—including other system administrators—can perform in the Cisco Unity Administrator. You can customize access to Cisco Unity in several ways. For example, you can deny access to the Cisco Unity Administrator, or to specific pages in the Cisco Unity Administrator, such as COS, subscriber, or distribution list pages.

When you deny access to specific pages in the Cisco Unity Administrator, the links for these pages are disabled for the subscriber. Alternatively, you can specify read, edit, add, or delete privileges for these pages, or can allow subscribers access to subscriber pages only for the purpose of unlocking subscriber accounts or changing subscriber passwords.

You can grant one or more domain accounts access to the Cisco Unity Administrator on one or more Cisco Unity servers without adding a new subscriber account for each one by using the GrantUnityAccess utility. To do so, see the [“Accessing and Exiting the Cisco Unity Administrator”](#) section on page 1-9.

Use the following table to learn more about COS system access settings.

Table 12-3 *Subscribers > Class of Service > System Access Page*

Field	Considerations
Cisco Unity Administrator Application Access	Check this box to give subscribers assigned to this COS access to the Cisco Unity Administrator. Use the check boxes below this setting to indicate the level of access.
Class of Service	<p>Select the appropriate settings for subscribers assigned to this COS:</p> <ul style="list-style-type: none"> • Read—Check this box to give subscribers read-only access to the Subscribers > Class of Service pages of the Cisco Unity Administrator. • Edit—Check this box to allow subscribers to edit Subscribers > Class of Service pages of the Cisco Unity Administrator. • Add—Check this box to allow subscribers to edit Subscribers > Class of Service pages of the Cisco Unity Administrator, and add new ones. • Delete—Check this box to allow subscribers to edit Subscribers > Class of Service pages of the Cisco Unity Administrator, and delete them. <p>These fields are unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>

Table 12-3 *Subscribers > Class of Service > System Access Page (continued)*

Field	Considerations
Subscribers	<p>Select the appropriate settings for subscribers assigned to this COS:</p> <ul style="list-style-type: none"> • Read—Check this box to give subscribers read-only access to subscriber pages of the Cisco Unity Administrator. • Edit—Check this box to allow subscribers to edit subscriber pages of the Cisco Unity Administrator. • Add—Check this box to allow subscribers to edit subscriber pages and create new subscribers by using the Cisco Unity Administrator. • Delete—Check this box to allow subscribers to edit subscriber pages and delete subscribers by using the Cisco Unity Administrator. <p>These fields are unavailable when the Cisco Unity Administrator Application Access check box is unchecked, or when the Can Unlock Subscriber Accounts and Change Passwords check box is checked.</p>
Can Unlock Subscriber Accounts and Change Passwords	<p>Check this box to allow subscribers assigned to this COS to edit the necessary fields on subscriber pages in order to unlock subscriber accounts, and to change subscriber passwords. For all other fields on the subscriber pages, read-only access is permitted.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is unchecked, or when the Subscribers Access Read, Edit, Add, or Delete boxes are checked.</p>

Table 12-3 *Subscribers > Class of Service > System Access Page (continued)*

Field	Considerations
Public Distribution Lists	<p>Select the appropriate settings for subscribers assigned to this COS:</p> <ul style="list-style-type: none"> • Read—Check this box to give subscribers read-only access to the public distribution lists pages of the Cisco Unity Administrator. • Edit—Check this box to allow subscribers to edit the public distribution lists pages of the Cisco Unity Administrator. • Add—Check this box to allow subscribers to edit the public distribution lists pages of the Cisco Unity Administrator, and to add new public distribution lists. • Delete—Check this box to allow subscribers to edit the public distribution lists pages of the Cisco Unity Administrator, and to delete public distribution lists. <p>These fields are unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>
Schedules and Holidays	<p>Check this box to give subscribers assigned to this COS access to the System > Schedules page and the System > Holidays page of the Cisco Unity Administrator.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>
Restriction Tables Access	<p>Check this box to give subscribers assigned to this COS access to the Subscribers > Class of Service > Restriction Tables page of the Cisco Unity Administrator. Restriction tables limit the phone numbers that subscribers can enter for call transfer, message notification, and fax settings.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>
Routing Tables Access	<p>Check this box to give subscribers assigned to this COS access to the Call Management > Call Routing pages of the Cisco Unity Administrator. Call routing tables control the treatment and destinations of incoming calls, based on factors such as trunk, port, and dialed number.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>

Table 12-3 *Subscribers > Class of Service > System Access Page (continued)*

Field	Considerations
Call Handlers Access	<p>Check this box to give subscribers assigned to this COS access to the Call Management > Call Handlers pages of the Cisco Unity Administrator.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>
Status Monitor Access	<p>Check this box to give subscribers assigned to this COS access to the Status Monitor. The Status Monitor shows real-time information about Cisco Unity.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>
Reports Access	<p>Check this box to give subscribers assigned to this COS access to the Reports pages of the Cisco Unity Administrator.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>
Diagnostics Access	<p>Check this box to give subscribers assigned to this COS access to diagnostic tools on the System > Tools > Diagnostic Traces page.</p> <p>Inform subscribers assigned to the COS that running diagnostic traces can slow system performance. Typically, you run diagnostic traces only when troubleshooting a problem.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>
Technician Functions Access (Configuration, Licensing, Ports, and Switch Pages)	<p>Check this box to give subscribers assigned to this COS access to the System Settings pages of the Cisco Unity Administrator.</p> <p>Inform subscribers assigned to the COS to take care when making changes to the Configuration Settings, Ports, and Switch pages because incorrect settings can cause Cisco Unity to malfunction.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is unchecked.</p>

Class of Service Call Transfer Settings

Class of service call transfer settings specify whether subscribers can change call screening and call holding options.

Use the following table to learn more about COS call transfer settings.

Table 12-4 *Subscribers > Class of Service > Transfer Page*

Field	Considerations
Subscribers Can Change Call Screening Options	<p>Check this box to give subscribers assigned to this COS the ability to change their own call screening options by using the ActiveAssistant. Call screening options are listed under Gather Caller Information on the Subscribers > Subscribers > Call Transfer page.</p> <p>You may want to allow this option sparingly. Call screening increases the time necessary to transfer unidentified callers to an extension.</p>
Subscribers Can Change Call Holding Options	<p>Check this box to give subscribers assigned to this COS the ability to change their own call holding options by using the ActiveAssistant. Call holding options are listed under If the Call Is Busy on the Subscribers > Subscribers > Call Transfer page.</p>

Class of Service Messages Settings

Class of service messages settings specify the maximum length of messages (including live record messages), and whether subscribers can send messages to public distribution lists.

Use the following table to learn more about COS messages settings.

Table 12-5 *Subscribers > Class of Service > Messages Page*

Field	Considerations
Maximum Length of Message that Subscribers Can Record in Seconds	Select the length allowed to subscribers assigned to this COS for recording messages and conversations. The default setting is 300 (5 minutes), and the system maximum is 1200 (20 minutes). The maximum recording length of messages left by unidentified callers is set on the Subscribers > Subscribers > Messages page.
Subscribers Can Send Messages to Public Distribution Lists	Check this box to allow subscribers to send messages to public distribution lists.
Deleted Messages Are Copied to the Deleted Items Folder	Check this box to move deleted messages to the Deleted Items folder in Outlook when the subscriber deletes them by using the phone.

Class of Service Greetings Settings

The class of service greetings setting specifies the maximum length of greetings.

Use the following table to learn more about COS greetings settings.

Table 12-6 *Subscribers > Class of Service > Greetings Page*

Field	Considerations
Maximum Greeting Length in Seconds	Select the recording length allowed to subscribers assigned to this COS for recording greetings. The range is 1 to 999 seconds; the default is 90 seconds.

Class of Service Licensed Features Settings

Class of service licensed features settings specify which licensed Cisco Unity features the subscribers in this COS can use.

Note that when a COS includes access to an application that requires individual licenses, you can add subscribers to the COS only if enough licenses are available.

Use the following table to learn more about COS licensed features settings.

Table 12-7 *Subscribers > Class of Service > Licensed Features Page*

Field	Considerations
Number of COS Members	<p><i>Display only.</i> This setting shows the number of subscribers assigned to this COS.</p> <p>When you give a COS access to a licensed feature, refer to this number to calculate whether there are enough licenses for all the subscribers assigned to the COS.</p>
ViewMail for Outlook	Check this box to allow subscribers assigned to this COS to use ViewMail for Outlook.
ActiveAssistant	Check this box to allow subscribers assigned to this COS to use the ActiveAssistant.
Text-to-Speech E-Mail	<p>Check this box to allow subscribers assigned to this COS to have their e-mail messages read to them by an e-mail reader over the phone.</p> <p>To allow subscribers to have their e-mail messages delivered to a fax machine, you must select both the check boxes for text-to-speech e-mail and for FaxMail.</p>
FaxMail	<p>Check this box to allow subscribers assigned to this COS to manage their fax messages over the phone, which includes having their fax and e-mail messages delivered to a fax machine. The permission granted by checking this box applies only to managing faxes over the phone. All subscribers, regardless of COS, can manage fax messages in their Inboxes.</p> <p>To allow subscribers assigned to this COS to have their e-mail messages delivered to a fax machine, you must select the check boxes for both Text-to-Speech E-Mail and for FaxMail.</p>
Cisco Unity Visual Messaging Interface	Check this box to allow subscribers assigned to this COS to use the Cisco Unity Visual Messaging Interface (VMI).
Total, Used, Available	<i>Display only.</i> Use this chart to monitor the number of unused licenses.

Class of Service Restriction Table Settings

Class of service restriction table settings specify which restriction tables are used for message delivery, call transfer, and fax delivery for subscribers in this COS.

See the [“Overview: Restriction Tables”](#) section on page 21-1 for more information about restriction tables.

Use the following table to learn more about COS restriction table settings.

Table 12-8 *Subscribers > Class of Service > Restriction Tables Page*

Field	Considerations
Select a Restriction Table	<p>Select a restriction table for each of the following:</p> <ul style="list-style-type: none"> • Outcalling—Select a restriction table to limit phone numbers that subscribers assigned to this COS can enter in message delivery settings. • Transfers—Select a restriction table to limit phone numbers that subscribers assigned to this COS can enter in call transfer settings. • Fax—Select a restriction table to limit phone numbers that subscribers assigned to this COS can enter in fax dialing settings. <p>The restriction table selected for Outcalling is also applied to the phone number entered in the Media Master control bar when a subscriber records a greeting or name by using the phone, or listens to a message by using ViewMail.</p> <p>Note that when you click the View link for any of these tables, you leave the Subscribers > Class of Service > Restriction Tables page, and move to the Call Management > Restriction Tables page.</p>