



Directory Handler Settings

Overview: Directory Handler Settings

The directory handler provides directory assistance in Cisco Unity that callers can use to reach subscribers. When a caller searches on a name or part of a name, the directory handler looks up the extension and routes the call to the appropriate subscriber. The directory handler contains settings that specify how it searches for names, what it does when it finds one or more matches, and what it does when it detects no caller input.

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

- [Directory Handler Profile Settings, page 18-1](#)—This section provides information about the settings on the Profile page.
- [Directory Handler Search Options Settings, page 18-3](#)—This section provides information about the settings on the Search Options page.
- [Directory Handler Match List Options Settings, page 18-4](#)—This section provides information about the settings on the Match List Options page.
- [Directory Handler Caller Input Settings, page 18-5](#)—This section provides information about the settings on the Caller Input page.

Directory Handler Profile Settings

The profile settings specify who owns the directory handler, the extension, if any, that callers dial to reach the directory handler, and the language in which callers hear system prompts.

Use the following table to learn more about profile settings.

Table 18-1 Call Management > Directory Handler > Profile Page

Field	Considerations
Name	<i>Display only.</i> This setting shows the name of the directory handler.
Created	<i>Display only.</i> This setting shows the date and time that the directory handler was created.
Owner	This setting shows the directory handler owner. The owner can be any subscriber or public distribution list that has the authority to request changes to the directory handler. To change the owner, select an Owner Type and click Change.
Owner Type	Click Subscriber to assign ownership to a single subscriber. Click Distribution List to assign ownership to all subscribers on a public distribution list.
Recorded Voice	This is the recorded name of the directory handler. To record the directory handler name, use the Media Master control bar. (Note that the Media Master is not available across a firewall.) Use the Options menu in the Media Master control bar to set recording and playback devices, if applicable, and to use other sound files.
Extension	Enter the extension, if any, that callers dial to reach the directory handler. When the directory handler is reached only from one-key caller input, do not enter an extension here.
Language	Select the language in which Cisco Unity plays the handler system prompts. If you choose Inherited, Cisco Unity determines the language to use for system prompts on a per-call basis, depending on the handler or routing rule that processed the call. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the default phone language. The default phone language and the list of languages shown here are set on the System > Configuration > Phone Languages page.

Directory Handler Search Options Settings

The search options settings specify whether the directory handler searches for subscribers by using first name first, or last name first. Additionally, these settings allow you to restrict directory handler searches to the local Cisco Unity server only or, if your organization uses Digital Networking to network Cisco Unity servers within a dialing domain, to expand searches to Cisco Unity servers at other locations.

Even if you have Digital Networking set up, you may want to consider limiting directory handler searches to the local server if either of the following conditions is true:

- If there are a large number of subscribers with the same name in your organization. In this situation, if you enable directory handler searches for multiple locations, the list of matching names presented to callers may be too long to be useful.
- If it is important to retain the individual call transfer settings for subscribers associated with other networked locations. If you enable directory handler searches for multiple locations, any calls transferred from the directory handler to subscribers not associated with the local server are automatically handled by the phone system—rather than by Cisco Unity—even if these subscribers are set up for supervised transfers on their own local Cisco Unity servers. As a result, the call screening, call holding, and announce features would not be available on these calls. See the [“Subscriber Template Call Transfer Settings”](#) section on page 11-11 for more information on call transfer types.

Use the following table to learn more about search option settings.

Table 18-2 Call Management > Directory Handler > Search Options Page

Field	Considerations
Search In	<p>Select the scope for directory handler searches:</p> <ul style="list-style-type: none"> • Local Unity Server Only—Restricts directory handler searches to subscribers associated with the Cisco Unity server that the caller dialed. • Dialing Domain—Expands directory handler searches to include subscribers associated with other Cisco Unity servers within a dialing domain. Do not use this option if your organization has large numbers of subscribers with the same name at multiple locations or if it is important to retain call transfer settings for subscribers who are not associated with the local Cisco Unity server. Instead, choose Local Unity Server Only and provide information in the directory handler greeting that explains how callers can contact other Cisco Unity locations.
Search By	<p>Select the method that callers use to spell a subscriber name:</p> <ul style="list-style-type: none"> • First Name, Last Name—For example, callers press 535 (KEL) to reach Kelly Bader. • Last Name, First Name—For example, callers press 223 (BAD) to reach Kelly Bader. <p>Remember to include instructions in the directory handler greeting to reflect your selection.</p>

Directory Handler Match List Options Settings

The match list options settings specify whether, on a unique match, Cisco Unity routes the caller to the extension automatically, or first asks the caller to confirm the match. This page also specifies how Cisco Unity presents directory matches to callers—either by stating the extensions or by offering a menu of choices (“for Pat Amos, press 1; for Gerry Anderson, press 2...”).

Use the following table to learn more about match list options settings.

Table 18-3 Call Management > Directory Handler > Match List Options Page

Field	Considerations
On a Unique Match	Select one of the following settings: <ul style="list-style-type: none"> • Route Automatically—Cisco Unity routes the call to the extension assigned to the subscriber without prompting the caller to verify the match. • Request Caller Input First—Cisco Unity prompts the caller to verify the match.
Announce Matched Names Using	Select one of the following settings: <ul style="list-style-type: none"> • Extension Format—Cisco Unity announces the extensions of matching subscribers. • Menu Format—Cisco Unity provides a menu of subscribers, keeping subscriber extensions private. (For example, “For Pat Amos, press 1. For Gerry Anderson, press 2.”)
Announce Extension with Each Name	Cisco Unity provides a menu of subscribers that includes subscriber extensions. Callers might take note of subscriber extensions and skip directory assistance the next time they call. Available only if Menu Format is selected in the Announce Matched Names Using field.

Directory Handler Caller Input Settings

The caller input settings specify the number of seconds the directory handler waits for caller input, the number of times the caller is prompted to spell a name, and the action that Cisco Unity takes if the caller exits the directory handler.

Use the following table to learn more about caller input settings.

Table 18-4 Call Management > Directory Handler > Caller Input Page

Field	Considerations
Timeout if No Input in Seconds	Enter the number of seconds that Cisco Unity waits for caller input. When the caller does not press any key, Cisco Unity asks for confirmation that the caller is still there. If there is no response, Cisco Unity performs the action selected in the If Caller Exits Send To field.
Timeout After Last Input in Seconds	Enter the number of seconds that Cisco Unity waits after caller input before performing the action indicated by the input.
Times to Repeat Name Entry Prompt	Enter the number of times to reprompt the caller for input. When the caller does not press any key after being reprompted, Cisco Unity asks for confirmation that the caller is still there. If there is no response, Cisco Unity performs the action selected in the If Caller Exits Send To field.
If Caller Exits Send To	<p>Select the destination to which calls are sent if the caller exits the directory handler by pressing * or by not responding to prompts:</p> <ul style="list-style-type: none"> • Call Handler—Sends the call to another call handler that you select. • Directory Handler—Repeats the directory assistance prompts. Avoid this option. • Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers. • Interview Handler—Sends the call to the interview handler that you select. • Sign-In—Sends the call to the subscriber logon conversation. • Subscriber—Sends the call to the subscriber that you select.