



Interview Handler Settings

Overview: Interview Handler Settings

Interview handlers collect information from callers by playing a series of questions that you have recorded, and then recording the answers offered by callers. For example, you might use an interview handler to take sales orders or to gather information for a product support line.

When a call is routed to an interview handler, the interview handler plays the first recorded question, then plays a beep, then records the answer. Cisco Unity stops recording either when the response reaches the maximum recording time that you have specified, or when the caller stops speaking. Cisco Unity then plays the second question, and so on. When all the answers have been recorded, they are forwarded as a single voice message, with beeps separating the answers, to the recipient that you designate.

Cisco Unity comes with a predefined interview handler called Example Interview, which you can modify but not delete. You can have callers routed to this interview handler if they do not press any phone keys during the opening greeting, or by selecting it as the after-greeting action on the Greetings page of the call handler that plays the opening greeting.

The Example Interview handler asks the following questions:

- What person or department are you trying to reach?
- What is your name?
- What is your phone number?
- What are the best times to reach you?

- Is there any other information you would like to leave?

You can modify the Example Interview handler, and you can create new ones.

To create a new interview handler

- Step 1** In the Cisco Unity Administrator, go to any **Call Management > Interview Handler** page.
- Step 2** Click the **Add** icon.
- Step 3** In the Add an Interview Handler dialog box, enter information as appropriate in the Name field.
- Step 4** Select **New Interview Handler** or **Based on Existing Interview Handler**. If you select Based on Existing Interview Handler, select the appropriate interview handler in the Based On field.
- Step 5** Click the **Add** button.
- Step 6** Enter settings for your new interview handler, and then click the **Save** icon.
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To modify an interview handler

- Step 1** In the Cisco Unity Administrator, go to any **Call Management > Interview Handler** page.
- Step 2** Click the **Find** icon.
- Step 3** Double-click the interview handler that you want to modify.
- Step 4** Change settings as appropriate, and then click the **Save** icon.
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Refer to the following sections in this chapter for more information:

- [Interview Handler Profile Settings, page 18-3](#)—This section provides information about the settings on the Profile page.
- [Interview Handler Questions Settings, page 18-4](#)—This section provides information about the settings on the Questions page.

Interview Handler Profile Settings

The profile settings specify to whom the interview response is delivered, the extension (if any) that callers dial to reach the interview 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 > Interview Handler > Profile Page

| Field | Considerations |
|----------------|---|
| Name | This displays the name of the interview handler. To change the name of the interview handler, enter a new name here, and then click the Save icon. |
| Owner | This setting displays the owner of the interview handler. The owner can be any subscriber or public distribution list that has the authority to request changes to the interview handler. Note that the owner is not necessarily the message recipient. To change the owner, select an Owner Type and click Change. |
| Created | <i>Display only.</i> This setting shows the date and time the interview handler was created. |
| Recorded Voice | This is the recorded name of the interview handler. To record an interview 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 can dial to reach the interview handler. If the interview 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. |

Table 18-1 Call Management > Interview Handler > Profile Page (continued)

| Field | Considerations |
|------------------------|--|
| Deliver Response To | Click Change and select a subscriber or public distribution list from the list. The subscriber or distribution list will receive messages left for this interview handler. |
| Response Urgency | Select the urgency for the interview message. If you select Ask Caller, Cisco Unity asks callers if they want to mark the interview message urgent. |
| After Interview Action | <p>Indicate the action that Cisco Unity performs after an unidentified caller leaves an interview message:</p> <ul style="list-style-type: none"> • Say Good-Bye—Cisco Unity plays a brief good-bye, and the call is disconnected. Click the Say Good-Bye link to view the Good-Bye call handler. • Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> – Call Handler—Sends the call to the call handler that you select. – Directory Handler—Sends the call to directory assistance. – 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. |

Interview Handler Questions Settings

You can record the questions for the interview handler on the Questions page.

Use the following table to learn more about interview handler question settings.

Table 18-2 *Call Management > Interview Handler > Questions Page*

| Field | Considerations |
|-----------------------------------|---|
| Question | Select the question number. The settings on the rest of the page apply to the question number selected here. |
| Question Text | Enter the complete text of the selected question, if it is short, or a summarized version of the question, if it is long. |
| Maximum Message Length in Seconds | Enter the recording length, in seconds, allowed for caller responses to the selected question. The default is 30 seconds. |
| Recording | Record the interview question. To record the question, 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. |

