



## CHAPTER 4

# Managing Call Handlers

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## Call Handler Settings Overview

Call handlers answer calls, greet callers with recorded prompts and provide them with information and options, route calls, and take messages. They are a basic component of Cisco Unity. Your plan for call handlers can be simple, using only the predefined Cisco Unity call handlers, or you can create an unlimited number of new call handlers. You may want to use call handlers in the following ways:

- As an automated attendant—A call handler can be used in place of a human operator to answer and direct calls by playing greetings and responding to touchtones. The automated attendant can provide a menu of options (for example, “For Sales, press 1; for Service, press 2; for our business hours, press 3.”).
- To offer prerecorded audiotext—A call handler can be used to provide information that customers request frequently (for example, “Our normal business hours are Monday through Friday, 8 a.m. to 5 p.m.”).
- As a message recipient—A call handler can be used to take messages for the organization (for example, “All of our customer service representatives are busy. Please state your name, phone number, and account number, and we will return your call as soon as possible.”).
- To transfer calls—A call handler can be used to route callers to a subscriber (for example, after hours, you could transfer calls that come to a technical support call handler directly to the cell phone of the person who is on call), or to another call handler.

## Predefined Call Handlers

Cisco Unity comes with the following predefined call handlers, which you can modify but not delete. Note that you will at least want to modify the greetings for these call handlers.

<b>Opening Greeting</b>	<p>Acts as an automated attendant, playing the greeting that callers first hear when they call your organization, and performing the actions you specify. The Default Call Handler Call Routing rule transfers all incoming calls to the Opening Greeting call handler.</p> <p>By default, the Opening Greeting call handler allows callers to press * to reach the Sign-in conversation, or press # to reach the Operator call handler. Messages left in the Opening Greeting call handler are sent to the Example Administrator.</p>
<b>Operator</b>	<p>Calls are routed to this call handler when callers press “0” or do not press any key, (the default setting) as stated in the Cisco Unity conversation. You can set up the Operator call handler so that callers can leave a message or be transferred to a live operator.</p> <p>By default, the Operator call handler allows callers to press * to reach the Sign-in conversation, or press # to reach the Opening Greeting call handler. Messages left in the Operator call handler are sent to the Unaddressed Messages distribution list.</p>
<b>Goodbye</b>	<p>Plays a brief goodbye message and then hangs up if there is no caller input.</p> <p>By default, the Goodbye call handler allows callers to press * to reach the Sign-in conversation, or press # to reach the Opening Greeting call handler. If you change the After Greeting action from Hang Up to Take Message, then messages left in the Goodbye call handler are sent to the Example Administrator.</p>

## Creating and Modifying Call Handlers

You can use the procedures in this section to create new call handlers or to modify existing ones by using the Cisco Unity Administrator. You can also use the Bulk Edit utility to make changes to multiple call handlers at once. The Bulk Edit utility is available in the Tools Depot. (To access Tools Depot, double-click the Cisco Unity Tools Depot icon on the Cisco Unity server desktop.)



### Timesaver

Depending on the hardware that your Cisco Unity server uses, if you have 1,000 or more call handlers, we do not recommend that you use the Cisco Unity Administrator to create additional call handlers or to modify existing call handlers, as the process can be lengthy. Instead, we recommend that you use the Audio Text Manager to create additional call handlers, and use either the Bulk Edit utility or Audio Text Manager to modify them.

To manage call handler greetings when you or the call handler owner(s) that you assign cannot access the Cisco Unity Administrator, you can use the Cisco Unity Greetings Administrator. For more information, see the [“Cisco Unity Greetings Administrator Overview”](#) section on page 26-1 and the [“Using the Cisco Unity Greetings Administrator to Manage Call Handler Greetings”](#) section on page 26-3.

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### To Create a New Call Handler in the Cisco Unity Administrator

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- Step 1** In the Cisco Unity Administrator, go to any **Call Management > Call Handlers** page.
- Step 2** Click the **Add** icon.
- Step 3** In the Add a Call Handler dialog box, enter information as applicable in the Name field.
- Step 4** Select **New Handler** or **Based on Existing Handler**. If you select Based on Existing Handler, select the applicable call handler in the Based On field.
- Note that if you based your new call handler on an existing one, you reuse all of the settings, including recorded greetings. For this reason, make sure to rerecord the greeting for the new call handler.
- Step 5** Click the **Add** button.
- Step 6** Enter settings for your new call handler, and then click the **Save** icon.
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### To Modify a Call Handler in the Cisco Unity Administrator

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- Step 1** In the Cisco Unity Administrator, go to any **Call Management > Call Handlers** page.
- Step 2** Click the **Find** icon.
- Step 3** Double-click the call handler that you want to modify.
- Step 4** Change settings as applicable, and then click the **Save** icon.
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## About Call Handler Transfer Settings

Call transfer settings specify how Cisco Unity transfers calls from the automated attendant or a directory handler to subscriber phones. (Note that transfer options do not apply when an outside caller or another subscriber dials a subscriber extension directly.)

When transferring a call to a subscriber extension, Cisco Unity can either release the call to the phone system, or it can supervise the transfer. When Cisco Unity is set to supervise transfers, it can provide call screening and call holding options on indirect calls:

- With call screening, Cisco Unity can ask for the name of the caller before connecting to a subscriber. The subscriber can then hear who is calling and, when a phone is shared by more than one subscriber, who the call is for. The subscriber can then accept or refuse the call.
- With call holding, when the phone is busy, Cisco Unity can ask callers to hold. Each caller on hold uses a Cisco Unity port and a phone system port, and therefore the total number of callers that can be holding in the queue at any one time is limited by the number of available ports.

The default wait time in the call holding queue for the first caller in the queue is 25 seconds. If the caller is still on hold after this amount of time, Cisco Unity asks whether the caller wants to continue holding, to leave a message, or to try another extension. If the caller does not press 1 to continue holding, press 2 to leave a message, or dial another extension, the caller will be transferred back to the Opening Greeting. Subsequent callers in the holding queue will be told how many other callers are in the queue ahead of them, in addition to these options. (See the [“Configuring Call Waiting Hold Time”](#) section on page 15-6 and the [“Working With Cisco Unity Music on Hold”](#) section on page 11-5 for more information on call holding.)

If call holding is not selected, callers are sent to the subscriber or handler greeting that is enabled: the busy, standard, closed, or alternate greeting.

Each call handler can have three transfer rules that you can customize: one for standard hours and one for closed hours of the active schedule, and an alternate transfer rule that, when enabled, overrides the standard and closed transfer rules and is in effect at all times.

## About Call Handler Greetings Settings

Each subscriber and call handler can have up to five greetings. The greeting settings specify which greetings are enabled, the greeting source, and the actions that Cisco Unity takes during and after each greeting.

Note that Cisco Unity plays the greetings that you enable for the applicable situation, while some greetings override other greetings when they are enabled:

<b>Standard</b>	Plays at all times unless overridden by another greeting. You cannot disable the standard greeting.
<b>Closed</b>	Plays during the closed (nonbusiness) hours defined for the active schedule. A closed greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule.
<b>Internal</b>	Plays to internal callers only. It can provide information that only coworkers need to know. (For example, “I will be in the lab all afternoon.”) An internal greeting overrides the standard and closed greetings.  Not all phone system integrations provide the support necessary for an internal greeting.
<b>Busy</b>	Plays when the extension is busy. (For example, “All of our operators are with other customers.”) A busy greeting overrides the standard, closed, and internal greetings.  Not all phone system integrations provide the support necessary for a busy greeting.
<b>Alternate</b>	Can be used for a variety of special situations, such as vacations, leave of absence, or a holiday. (For example, “I will be out of the office until...”.) An alternate greeting overrides all other greetings.

Call handler owners can select a different call handler greeting or record the call handler greetings from the Call Management > Call Handlers > Greetings page in the Cisco Unity Administrator, or they can use the Cisco Unity Greetings Administrator to do so over the phone. For more information, see the [“Cisco Unity Greetings Administrator Overview”](#) section on page 26-1.