



CHAPTER 6

Managing Interview Handlers

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Interview Handler Settings Overview

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.

By default, this recipient is the Example Administrator. If you want these messages to be routed to another recipient, choose a subscriber (such as the operator) or a distribution list as the recipient. Do not delete the Example Administrator account unless you have assigned the applicable subscribers or public distribution lists to review the messages sent to the Interview call handler.

About the Example Interview Handler

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 when 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?

Creating and Modifying Interview Handlers

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 applicable 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 applicable 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 applicable, and then click the **Save** icon.
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