



# CHAPTER 8

## Directory Handler Settings

### Directory Handler Profile Page

Table 8-1 Call Management > Directory Handler > Profile Page

Field	Considerations
Name	<i>Display only.</i> Shows the name of the selected directory handler.
Created	<i>Display only.</i> Shows the date and time that the directory handler was created.
Owner	Shows the directory handler owner. The owner can be any subscriber who has the authority to request changes to the directory handler. To change the owner, click Change. Default: Example Administrator.
Owner Type	A directory handler can be owned only by a subscriber.
Recorded Voice	Shows the recorded name of the directory handler.  To record the directory handler name, use the Media Master control bar. Use the Paste From File option on the Options menu of the Media Master control bar to use a prerecorded WAV file as the recording. Note that the Media Master is not available across a firewall that blocks DCOM communications.
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. Default: 555 or blank, depending on how the directory handler was created.
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. Default: Inherited.

Table 8-1 Call Management &gt; Directory Handler &gt; Profile Page (continued)

Field	Considerations
Play All Names	<p>Check this check box to play the names of subscribers in the directory for caller selection, rather than requiring the caller to search by spelled name.</p> <p>Cisco Unity plays the names of all subscribers in the directory when either of the following conditions are true:</p> <ul style="list-style-type: none"> <li>• One to five subscriber names are listed in the directory.</li> <li>• The caller chooses to play all names listed in the directory. When there are more than five (but fewer than 51) subscriber names listed in the directory, the Cisco Unity phone conversation allows callers the choice of either searching for a subscriber in the directory by spelled name or having Cisco Unity play all names listed in the directory.</li> </ul> <p>When a directory handler includes more than 50 subscriber names, Cisco Unity requires the caller to search for a subscriber by spelled name.</p> <p>When there are no subscriber names listed in the directory, Cisco Unity sends the caller to the call handler specified on the Caller Input page.</p> <p>Default: Check box not checked.</p>

## Directory Handler Search Options Page

Table 8-2 Call Management &gt; Directory Handler &gt; Search Options Page

Field	Considerations
Search In	<p>Select the scope for directory handler searches:</p> <ul style="list-style-type: none"> <li>• Local Cisco Unity Server Only—Restricts directory handler searches to subscribers associated with the Cisco Unity server that the caller dialed.</li> <li>• Location—Restricts directory handler searches to subscribers associated with the primary and local delivery locations for the selected Cisco Unity server.</li> <li>• Class of Service—Restricts directory handler searches to subscribers associated with the selected class of service on the local Cisco Unity server.</li> <li>• 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, a Public Distribution List, or a Class of Service.</li> <li>• Public Distribution List—Restricts directory handler searches to subscribers associated with the selected public distribution list. Note that all public distribution lists are presented, including lists that may contain Cisco Unity subscribers who do not have recorded names (and thus will not be presented to callers), and/or lists that may contain members who are not Cisco Unity subscribers.</li> </ul> <p>Provide information in the call handler greeting that routes callers to this directory handler, explaining how callers can contact other Cisco Unity locations.</p> <p>Default: Local Cisco Unity Server Only.</p>

Table 8-2 Call Management &gt; Directory Handler &gt; Search Options Page (continued)

Field	Considerations
Search By	<p>Select the method that callers use to spell a subscriber name:</p> <ul style="list-style-type: none"> <li>• First Name, Last Name—For example, callers press 535 (KEL) to reach Kelly Bader.</li> <li>• Last Name, First Name—For example, callers press 223 (BAD) to reach Kelly Bader.</li> </ul> <p>Include instructions that reflect the Search By selection in the call handler greeting that routes callers to this directory handler.</p> <p>Default: Last Name, First Name.</p>

## Directory Handler Match List Options Page

Table 8-3 Call Management &gt; Directory Handler &gt; Match List Options Page

Field	Considerations
On a Unique Match	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> <li>• Route Automatically—Cisco Unity routes the call to the extension assigned to the subscriber without prompting the caller to verify the match.</li> <li>• Request Caller Input First—Cisco Unity prompts the caller to verify the match.</li> </ul> <p>Default: Request Caller Input First.</p>

Table 8-3 Call Management &gt; Directory Handler &gt; Match List Options Page (continued)

Field	Considerations
Announce Matched Names Using	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> <li>• Extension Format—Cisco Unity announces the names and extensions of matching subscribers. For example, “For Pat Amos, press 123. For Gerry Anderson, press 104.” Callers enter the extension number to choose a subscriber. The Play All Names option on the Directory Handler &gt; Profile Page is not supported for use with Extension Format. If the Play All Names check box is checked when Extension Format is selected and when Cisco Unity plays all names listed in the directory (rather than the caller searching for a subscriber by spelled name), Cisco Unity announces the names of matching subscribers, but not their extensions. For example, “Pat Amos. To repeat, press 1. To choose the name, press 2. To go to the next name, press #.”</li> <li>• Menu Format—Cisco Unity provides a menu of subscribers. For example, “For Pat Amos, press 1. For Gerry Anderson, press 2.” Callers enter the menu number to choose a subscriber. When Menu Format is selected in combination with the following fields, Cisco Unity provides three different menu options: <ul style="list-style-type: none"> <li>– When the Play All Names check box is checked on the Directory Handler &gt; Profile page, and when Cisco Unity plays all names listed in the directory (rather than the caller searching for a subscriber by spelled name), Cisco Unity plays the names of subscribers in the directory for caller selection, rather than requiring the caller to search by spelled name. For example, “Pat Amos. To repeat, press 1. To choose the name, press 2. To go to the next name, press #.”</li> <li>– When the Announce Extension with Each Name check box is checked, and when Cisco Unity plays all names listed in the directory (rather than the caller searching for a subscriber by spelled name), Cisco Unity provides a menu of subscribers that includes subscriber extensions. For example, “For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2.”</li> <li>– When both the Announce Extension with Each Name and the Play All Names check boxes are checked, Cisco Unity provides a menu of subscribers that includes subscriber extensions. For example, “Pat Amos at extension 123. To repeat, press 1. To choose the name, press 2. To go to the next name, press #.”</li> </ul> </li> </ul> <p>Default: Menu Format.</p>
Announce Extension with Each Name	<p>Cisco Unity provides a menu of subscribers that includes subscriber extensions. Callers enter the menu number to select a subscriber. For example, “For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2.” Callers might take note of subscriber extensions to skip directory assistance the next time they call.</p> <p>This functionality is supported only when Menu Format is selected in the Announce Matched Names Using field.</p> <p>Default: Check box checked.</p>

# Directory Handler Caller Input Page

Table 8-4 Call Management > Directory Handler > Caller Input

Field	Considerations
Timeout if No Input in Seconds	<p>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.</p> <p>Default: Five seconds.</p>
Timeout After Last Input in Seconds	<p>Enter the number of seconds that Cisco Unity waits after caller input before performing the action indicated by the input.</p> <p>Default: Four seconds.</p>
Times to Repeat Name Entry Prompt	<p>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.</p> <p>Default: One time.</p>
If Caller Exits Send To	<p>Select the destination to which calls are sent when the caller exits the directory handler by pressing *:</p> <ul style="list-style-type: none"> <li>• Call Handler—Sends the call to another call handler that you specify.</li> <li>• Directory Handler—Sends the call to another directory handler that you specify.</li> <li>• Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>• Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Sign-In—Sends the call to the subscriber logon conversation.</li> <li>• Subscriber—Sends the call to the subscriber that you specify.</li> <li>• Subscriber System Transfer—Sends the call to a conversation that allows subscribers to transfer to a number that they specify. Subscribers are prompted to log on and then can enter numbers that are not associated with Cisco Unity subscribers—such as lobby and conference room phones, and even phone numbers outside the organization. Cisco Unity performs the transfer only when the subscriber restriction table permits it.</li> <li>• Caller System Transfer—Sends the call to a conversation that allows callers to transfer to a number that they specify. For example, callers may want to dial a lobby or conference room phone that is not associated with a Cisco Unity subscriber. Cisco Unity performs the transfer only when the CS_Default_System_Transfer restriction table permits it.</li> </ul> <p>Default: Call Handler.</p>

Table 8-4 Call Management &gt; Directory Handler &gt; Caller Input (continued)

Field	Considerations
If No Input Send To	<p>Select the destination to which calls are sent when the caller does not respond to the name entry prompt:</p> <ul style="list-style-type: none"> <li>• Call Handler—Sends the call to another call handler that you specify.</li> <li>• Directory Handler—Sends the call to another directory handler that you specify.</li> <li>• Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>• Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Sign-In—Sends the call to the subscriber logon conversation.</li> <li>• Subscriber—Sends the call to the subscriber that you specify.</li> </ul> <p>Default: Call Handler.</p> <p><b>Note</b> This option is not valid if “Play All Names” has been selected on the Profile page.</p>
If No Selections Send To	<p>Select the destination to which calls are sent when the caller enters a name but does not select an item from the resulting match list, or when the Play All Names check box on the Directory Handler &gt; Profile Page is checked and the caller does not respond to prompts:</p> <ul style="list-style-type: none"> <li>• Call Handler—Sends the call to another call handler that you specify.</li> <li>• Directory Handler—Sends the call to another directory handler that you specify.</li> <li>• Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>• Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Sign-In—Sends the call to the subscriber logon conversation.</li> <li>• Subscriber—Sends the call to the subscriber that you specify.</li> </ul> <p>Default: Call Handler.</p>
If Caller Presses Zero Send To	<p>Select the destination to which calls are sent when the caller exits the directory handler by pressing 0:</p> <ul style="list-style-type: none"> <li>• Call Handler—Sends the call to another call handler that you specify.</li> <li>• Directory Handler—Sends the call to another directory handler that you specify.</li> <li>• Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone.</li> <li>• Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>• Interview Handler—Sends the call to the interview handler that you specify.</li> <li>• Sign-In—Sends the call to the subscriber logon conversation.</li> <li>• Subscriber—Sends the call to the subscriber that you specify.</li> </ul> <p>Default: Call Handler.</p>



