



CHAPTER 2

Class of Service Settings

Class of Service Profile Page

Table 2-1 Subscribers > Class of Service > Profile Page

| Field | Considerations |
|---|--|
| Name | <i>Display only.</i> Shows the name of the COS. |
| Subscribers Can Record Their Own Voice Names | <p>When this check box is checked, subscribers can use the Cisco Unity phone conversation or the Cisco Unity Assistant to record their voice names. Subscribers are prompted to record their names during first-time enrollment. (Subscribers must have recorded names to be listed in the phone directory.)</p> <p>Note that even when this check box is checked, Cisco Unity does not prevent subscribers from completing the enrollment process if they do not record a name. However, you can change whether recording a voice name is required to complete first-time enrollment. See the Advanced Settings tool Help (in the Unity Settings list, click Conversation—First-Time Enrollment: Require Subscribers to Record Names). The Advanced Settings tool is available in Tools Depot.</p> <p>Uncheck the check box to prevent subscribers who are assigned to this COS from recording their own names (for example, if your organization has all names and greetings recorded in one voice) and from being prompted to record a name during first-time enrollment.</p> |
| Maximum Recorded Name Length in Seconds | Indicate the number of seconds after which Cisco Unity stops recording the name of a subscriber who is assigned to this COS. |
| Listing Subscribers in the Phone Directory | <p>Indicate whether subscribers who are assigned to this COS can choose to be listed in directory assistance.</p> <p>Directory assistance is the audio listing that subscribers and unidentified callers use to reach subscribers and to leave messages. Note that subscribers must have recorded names to be listed in the phone directory.</p> |
| Subscribers Can View Administrator-Defined Alternate Extensions | Indicate whether subscribers who are assigned to this COS can view the alternate extensions that administrators specified on the Subscribers > Alternate Extensions page. |

Table 2-1 Subscribers > Class of Service > Profile Page (continued)

| Field | Considerations |
|--|--|
| Subscribers Can Add, Modify, and Delete Their Own Alternate Extensions | <p>Indicate whether subscribers who are assigned to this COS can specify their own set of alternate extensions in the Cisco Unity Assistant. When this check box is checked, subscribers can define up to five alternate extensions in addition to those already defined for them on the Subscribers > Alternate Extensions page.</p> <p>By allowing subscribers to specify their own alternate extensions, you can reduce the number of requests that Cisco Unity administrators handle for subscribers who want alternate extensions specified for multiple cell phones, home phones, and other phones.</p> |
| Phone Security | <p>Indicate whether subscribers who are assigned to this COS use regular or enhanced phone security. Regular security requires subscribers to use passwords when logging on to Cisco Unity. Enhanced security adds RSA two-factor user authentication.</p> <p>Note that this field is available only when RSA Two Factor is checked on the System > Configuration > Settings page.</p> |

Class of Service Subscribers Page

Table 2-2 Subscribers > Class of Service > Subscribers Page

| Field | Considerations |
|---|---|
| Total Subscribers Assigned to <Name of COS> | <p>Select one of the following:</p> <ul style="list-style-type: none"> View—Display a list of subscribers who are members of the COS. Reassign—Reassign one or more subscribers to another COS. Assign—Add one or more subscribers to the COS. |
| Type a <Name of COS> Subscriber to Find | <p>Enter several characters of the name, and click Find. Or enter * to list all subscribers.</p> <p>When Assign is selected, Cisco Unity searches all subscribers in the organization. When View or Reassign is selected, the search is narrowed to subscribers who are assigned to the specified COS.</p> |
| Matching <Name of COS> Subscribers | <p>A list of names that match the characters you entered in the Type a <Name of COS> Subscriber to Find field.</p> <p>To select several nonsequential names at one time, hold down the Ctrl key while selecting.</p> <p>To select several names in sequence, hold down the Shift key, select the first name in the sequence, and then select the last name in the sequence.</p> |

Class of Service System Access Page

Table 2-3 Subscribers > Class of Service > System Access Page

| Field | Considerations |
|--|---|
| Cisco Unity Administrator Application Access | <p>Check this check box to give subscribers who are assigned to this COS access to the Cisco Unity Administrator. Use the check boxes below this setting to indicate the level of access.</p> |

Table 2-3 *Subscribers > Class of Service > System Access Page (continued)*

| Field | Considerations |
|---|--|
| Class of Service | <p>Select the applicable settings for subscribers who are assigned to this COS:</p> <ul style="list-style-type: none"> • Read—Check this check box to give subscribers read-only access to the Subscribers > Class of Service pages of the Cisco Unity Administrator. • Edit—Check this check box to allow subscribers to edit Subscribers > Class of Service pages of the Cisco Unity Administrator. • Add—Check this check box to allow subscribers to edit Subscribers > Class of Service pages of the Cisco Unity Administrator, and to add new ones. • Delete—Check this check box to allow subscribers to edit Subscribers > Class of Service pages of the Cisco Unity Administrator, and to delete them. <p>These fields are unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |
| Directory Handler | <p>Select the applicable settings for subscribers who are assigned to this COS:</p> <ul style="list-style-type: none"> • Read—Check this check box to give subscribers read-only access to directory handler pages of the Cisco Unity Administrator. • Edit—Check this check box to allow subscribers to edit directory handler pages of the Cisco Unity Administrator. • Add—Check this check box to allow subscribers to edit directory handler pages and to create new directory handlers by using the Cisco Unity Administrator. • Delete—Check this check box to allow subscribers to edit directory handler pages and to delete directory handlers by using the Cisco Unity Administrator. <p>These fields are unavailable when the Cisco Unity Administrator Application Access check box is not checked, or when the Can Unlock Subscriber Accounts and Change Passwords check box is checked.</p> |
| Subscribers | <p>Select the applicable settings for subscribers who are assigned to this COS:</p> <ul style="list-style-type: none"> • Read—Check this check box to give subscribers read-only access to subscriber pages of the Cisco Unity Administrator. • Edit—Check this check box to allow subscribers to edit subscriber pages of the Cisco Unity Administrator. • Add—Check this check box to allow subscribers to edit subscriber pages and to create new subscribers by using the Cisco Unity Administrator. • Delete—Check this check box to allow subscribers to edit subscriber pages and to delete subscribers by using the Cisco Unity Administrator. <p>These fields are unavailable when the Cisco Unity Administrator Application Access check box is not checked, or when the Can Unlock Subscriber Accounts and Change Passwords check box is checked.</p> |
| Can Unlock Subscriber Accounts and Change Passwords | <p>Check this check box to allow subscribers who are assigned to this COS to edit the necessary fields on subscriber pages in order to unlock subscriber accounts, and to change subscriber passwords. For all other fields on the subscriber pages, read-only access is permitted.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked, or when the Subscribers Read, Edit, Add, or Delete check boxes are checked.</p> |

Table 2-3 *Subscribers > Class of Service > System Access Page (continued)*

| Field | Considerations |
|---------------------------|---|
| Public Distribution Lists | <p>Select the applicable settings for subscribers who are assigned to this COS:</p> <ul style="list-style-type: none"> • Read—Check this check box to give subscribers read-only access to the public distribution lists pages of the Cisco Unity Administrator. • Edit—Check this check box to allow subscribers to edit the public distribution lists pages of the Cisco Unity Administrator. • Add—Check this check box to allow subscribers to edit the public distribution lists pages of the Cisco Unity Administrator, and to add new public distribution lists. • Delete—Check this check box to allow subscribers to edit the public distribution lists pages of the Cisco Unity Administrator, and to delete public distribution lists. <p>These fields are unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |
| Schedules and Holidays | <p>Check this check box to give subscribers who are assigned to this COS access to the System > Schedules page and the System > Holidays page of the Cisco Unity Administrator.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |
| Restriction Tables Access | <p>Check this check box to give subscribers who are assigned to this COS access to the Subscribers > Class of Service > Restriction Tables page of the Cisco Unity Administrator. Restriction tables limit the phone numbers that subscribers can enter for call transfer, message notification, and fax settings.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |
| Routing Tables Access | <p>Check this check box to give subscribers who are assigned to this COS access to the Call Management > Call Routing pages of the Cisco Unity Administrator. Call routing tables control the treatment and destinations of incoming calls, based on factors such as trunk, port, and dialed number.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |
| Call Handlers Access | <p>Check this check box to give subscribers who are assigned to this COS access to the Call Management > Call Handlers pages of the Cisco Unity Administrator.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |
| Status Monitor Access | <p>Check this check box to give subscribers who are assigned to this COS access to the Status Monitor. The Status Monitor shows real-time information about Cisco Unity.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |
| Reports Access | <p>Check this check box to give subscribers who are assigned to this COS access to the Reports pages of the Cisco Unity Administrator.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |
| Network Access | <p>Check this check box to give subscribers who are assigned to this COS access to the Network pages of the Cisco Unity Administrator.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |
| Diagnostics Access | <p>Check this check box to give subscribers who are assigned to this COS access to diagnostic tools on the System > Tools > Diagnostic Traces page.</p> <p>Inform subscribers who are assigned to the COS that running diagnostic traces can slow system performance. Typically, you run diagnostic traces only when troubleshooting a problem.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |

Table 2-3 Subscribers > Class of Service > System Access Page (continued)

| Field | Considerations |
|--|---|
| Technician Functions Access (Configuration, Licensing, Ports, and Integration Pages) | <p>Check this check box to give subscribers who are assigned to this COS access to the System Settings pages of the Cisco Unity Administrator.</p> <p>Inform subscribers who are assigned to the COS to take care when making changes to the Configuration Settings, Ports, and Integration pages because incorrect settings can cause Cisco Unity to malfunction.</p> <p>Unavailable when the Cisco Unity Administrator Application Access check box is not checked.</p> |

Class of Service Transfer Page

Table 2-4 Subscribers > Class of Service > Transfer Page


| Field | Considerations |
|---|--|
| Subscribers Can Change Call Screening Options | <p>Check this check box to allow subscribers who are assigned to this COS to change their own call screening options by using the Cisco Unity Assistant. Call screening options are listed under Gather Caller Information on the Subscribers > Subscribers > Call Transfer page.</p> <p>You may want to allow this option sparingly. Call screening increases the time necessary to transfer callers to an extension.</p> |
| Subscribers Can Change Call Holding Options | <p>Check this check box to allow subscribers who are assigned to this COS to change their own call holding options by using the Cisco Unity Assistant. Call holding options are listed under If the Call Is Busy on the Subscribers > Subscribers > Call Transfer page.</p> |

Class of Service Messages Page

Table 2-5 Subscribers > Class of Service > Messages Page

| Field | Considerations |
|--|--|
| Maximum Length of Message That Subscribers Can Record in Seconds | <p>Select the length for recording messages allowed to subscribers who are assigned to this COS. The default setting is 300 (5 minutes), and the system maximum is 1,200 (20 minutes).</p> <p>Note The maximum recording length of messages left by unidentified callers is set on the Subscribers > Subscribers > Messages page.</p> |
| Subscribers Can Send Messages to Public Distribution Lists | <p>Check this check box to allow subscribers who are assigned to this COS to send messages to public distribution lists.</p> |

Table 2-5 Subscribers > Class of Service > Messages Page (continued)

| Field | Considerations |
|--|---|
| Deleted Messages Are Copied to the Deleted Items Folder | <p>Check this check box to have deleted messages moved to a Deleted Items folder. Depending on how Cisco Unity is set up, subscribers can access the Deleted Items folder by using Outlook, the Cisco Unity Inbox, or the Cisco Unity phone conversation.</p> <p> Caution The hard disk on the server where messages are stored can quickly run out of space when deleted messages are saved. To prevent this from happening, you can use the Message Store Manager utility, available in Tools Depot, to automatically purge messages according to a schedule you specify. See the Message Store Manager utility Help for details.</p> |
| Subscribers Can Reply to Messages from Other Subscribers by Calling Them | <p>Check this check box to allow subscribers who are assigned to this COS to use the live reply feature. When this check box is checked, subscribers can press 4-4 after listening to a subscriber message, and Cisco Unity will call the subscriber who left the message. (Subscribers who use Optional Conversation 1 can press 8-8 to use live reply.)</p> <p>When this check box is not checked, live reply is disabled in the subscriber phone conversation.</p> |

Class of Service Greetings Page

Table 2-6 Subscribers > Class of Service > Greetings Page

| Field | Considerations |
|---|--|
| Maximum Greeting Length in Seconds | <p>Select the recording length allowed to subscribers who are assigned to this COS for recording greetings.</p> <p>The range is 1 to 999 seconds; the default is 90 seconds.</p> <p>If enabled, a warning tone will sound before the maximum greeting length is reached.</p> |
| After Greeting, Play Recording Before Taking Messages | <p>Indicate whether Cisco Unity plays a recording that callers cannot skip before allowing them to leave a message for subscribers who are assigned to this COS. You can also indicate whether all callers hear the recording or only unidentified callers:</p> <ul style="list-style-type: none"> • Do Not Play a Recording—Before they leave a message, callers hear only the subscriber or call handler greeting. • Play Recording Only for Unidentified Callers—Before they leave a message, outside callers (and subscribers who did not log on to Cisco Unity before calling from an external phone or from a phone that is not associated with a subscriber account) hear the subscriber or call handler greeting and then the recording. • Play Recording to All Callers—Before they leave a message, subscribers and outside callers hear the subscriber or call handler greeting and then the recording. <p>Use the Media Master control bar to record and play what you want callers to hear. (Note that the Media Master is not available across a firewall that blocks DCOM communications.) 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.</p> <p>Default: Do Not Play a Recording.</p> |

Class of Service Features Page

Table 2-7 Subscribers > Class of Service > Features Page

| Field | Considerations |
|--|---|
| Cisco Unity Subscriber Type | <p>If the system has Unified Messaging, indicate whether subscribers who are associated with this class of service should be licensed to use it.</p> <p>The total number of Cisco Unity subscribers who are associated with classes of service with Unified Messaging is reported in the Cisco Unity Subscriber Feature—Unified Messaging field on the System > Licensing pages in the Cisco Unity Administrator.</p> |
| FaxMail | <p>Check this check box to allow subscribers who are assigned to this COS to manage their fax messages by phone or from the Cisco Unity Inbox.</p> <p>To allow subscribers to have their e-mail messages delivered to a fax machine, you must select the check boxes for both Text to Speech for E-Mail Messages and for FaxMail.</p> |
| Text to Speech for E-Mail Messages | <p>Check this check box to allow subscribers who are assigned to this COS to have their e-mail messages read to them by an e-mail reader by phone.</p> <p>To allow subscribers to have their e-mail messages delivered to a fax machine, you must select both the check boxes for Text to Speech for E-Mail Messages and for FaxMail.</p> <p>(Note that even those who do not have class of service rights to TTS will hear e-mail messages announced when they review messages in their Deleted Items folder, as applicable. The e-mails are not read to subscribers; Cisco Unity announces each e-mail and subscribers are offered the opportunity to delete it, mark it new, and so on.)</p> |
| Cisco Unity Assistant | <p>Check this check box to allow subscribers who are assigned to this COS to use the Cisco Unity Assistant.</p> |
| Cisco Unity Inbox (Visual Messaging Interface) | <p>Check this check box to allow subscribers who are assigned to this COS to use the Cisco Unity Inbox, which is a licensed feature. Note that when you give a COS access to a licensed feature, it can be important to track the number of subscribers who are assigned to the COS.</p> <p>To confirm that the number of subscribers does not exceed the number of licenses, see the System > Licensing > License Counts page.</p> |
| Lists Available to Subscribers | <p>Enter a number between one and 99 to specify the maximum number of private lists available to subscribers who are assigned to this COS. Subscribers can manage their private lists by phone and from the Cisco Unity Assistant.</p> |
| Maximum Members Per List | <p>Enter a number between one and 999 to specify the maximum number of members that subscribers can add to a private list when they use the Cisco Unity conversation or the Cisco Unity Assistant. (There is no limit imposed on the number of members that can be added to a private list when you use the Subscribers > Subscribers > Private Lists page to add members to a list.)</p> <p>The subscriber is the only person who can send voice messages to the list.</p> |

Class of Service Restriction Tables Page

Table 2-8 Subscribers > Class of Service > Restriction Tables Page

| Field | Considerations |
|----------------------------|---|
| Select a Restriction Table | <p>Select a restriction table for each of the following:</p> <ul style="list-style-type: none"> • Outcalling—Select a restriction table to limit phone numbers that subscribers who are assigned to this COS can enter in message delivery settings. The table you select also restricts the subscriber extensions that Cisco Unity dials when the phone is selected as the recording and playback device for the Media Master. • Transfers—Select a restriction table to limit phone numbers that subscribers who are assigned to this COS can enter in call transfer settings. • Fax—Select a restriction table to limit phone numbers that subscribers who are assigned to this COS can enter in fax dialing settings. <p>Note that when you click the View link for any of these tables, you leave the Subscribers > Class of Service > Restriction Tables page, and move to the Call Management > Restriction Tables page.</p> |