



# CHAPTER 7

## Call Handler Settings

### Call Handler Profile Page

Table 7-1 Call Management > Call Handlers > Profile Page

Field	Considerations
Name	Displays the name of the call handler. To change the name of the call handler, enter a new name here, and then click the Save icon.
Created	<i>Display only.</i> Shows the date and time that the call handler was created.
Owner	To change the owner, select an Owner Type and click Change. The owner can be any subscriber or public distribution list. The owner of the call handler can record and change the call handler greeting by phone. Note that the owner is not necessarily the message recipient.
Owner Type	Click Subscriber to assign ownership to a single subscriber. Click Public Distribution List to assign ownership to all subscribers on a public distribution list. Default: Subscriber.
Recorded Voice	The recorded name of the call handler. To record a call 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.
Active Schedule	Select the schedule to determine the times that standard and closed transfer rules and greetings are in effect for the call handler. To view details of the selected schedule, click the View link. Note that when you click the link, you leave this page and move to the System > Schedules page. Default: Weekdays.
Extension	Enter the extension, if any, that callers dial to reach the call handler. Assign an extension only if you plan to allow callers to dial the number. When the call handler is reached only from one-key caller input, do not enter an extension here. Note that this extension is not the same as the extension to which calls are transferred. The extension to which calls are transferred is set on the Call Management > Call Handlers > Call Transfer page. Default: Blank.

Table 7-1 Call Management &gt; Call Handlers &gt; Profile Page (continued)

Field	Considerations
Language	<p>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.</p> <p>The default phone language and the list of languages shown here are set on the System &gt; Configuration &gt; Phone Languages page.</p> <p>Default: Inherited.</p>
Switch <i>(for dual phone system integrations only)</i>	<p>Select the phone system that the call handler uses. If this setting is incorrect, Cisco Unity will not be able to transfer calls to or from the call handler.</p>

## Call Handler Call Transfer Page

Table 7-2 Call Management &gt; Call Handlers &gt; Call Transfer Page

Field	Considerations
Transfer Rule Applies To	<p>The settings on the rest of the page apply to the transfer rule selected here: standard, closed, or alternate.</p> <p>The schedule that is used to determine the times that standard and closed transfer rules are in effect is set on the Profile page. When enabled, the alternate transfer rule overrides the standard and closed transfer rules and is in effect at all times.</p>
Status	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> <li>Enabled—The transfer rule is active and Cisco Unity directs callers as defined by the settings within this rule.</li> <li>Disabled—The transfer rule is inactive and Cisco Unity ignores all settings within this rule.</li> </ul> <p>When Transfer Rule Applies To is set to Standard, this setting is automatically set to Enabled, and it cannot be changed.</p>
Transfer Incoming Calls	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> <li>No (Send Directly)—Cisco Unity transfers the call to the call handler greeting.</li> <li>Yes, Ring the Recipient—Cisco Unity transfers calls to the extension assigned to the message recipient. Cisco Unity displays the name and extension in the adjacent field. The message recipient is set on the Messages page of the call handler.</li> <li>Yes, Ring Subscriber—Cisco Unity transfers calls to the number entered in the adjacent field. The number can be an extension or any phone number. Use digits 0 through 9, *, and #. You can also enter , (comma) to insert a one-second pause. When a SIP phone system is integrated with Cisco Unity and the transfer type is Release to Switch, using a comma to insert a pause will not work.</li> </ul> <p>Default: No (Send Directly).</p>

Table 7-2 Call Management &gt; Call Handlers &gt; Call Transfer Page (continued)

Field	Considerations
While Transferring, Notify Caller	<p>Indicate whether Cisco Unity notifies callers when it transfers a call:</p> <ul style="list-style-type: none"> <li>• Check the Do Not Play the “Wait While I Transfer Your Call” Prompt check box if you do not want Cisco Unity to notify callers.</li> <li>• Uncheck the Do Not Play the “Wait While I Transfer Your Call” Prompt check box if you want Cisco Unity to notify callers and ask them to hold.</li> </ul> <p>Default: Check box is checked.</p>
Transfer Type	<p>Select how Cisco Unity transfers calls:</p> <ul style="list-style-type: none"> <li>• Release to Switch—Cisco Unity puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Cisco Unity—forwards the call to the subscriber or handler greeting. This transfer type allows Cisco Unity to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the subscriber extension.</li> <li>• Supervise Transfer—Cisco Unity acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Cisco Unity—not the phone system—forwards the call to the subscriber or handler greeting. Use Supervise Transfer only when the number of rings before forwarding (or the time to wait before forwarding) on the phone system is set to more than the number of rings (or time to wait) that Cisco Unity supervises the call.</li> </ul> <p>The Transfer Type option is unavailable when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an outside caller or another subscriber dials a subscriber extension directly.</p> <p>Default: Release to Switch.</p>
Rings to Wait For	<p>Select the number of times the extension rings before Cisco Unity plays the subscriber or handler greeting.</p> <p>Set this value to at least 2 to give subscribers a chance to answer. Avoid setting to more than 4, especially if the call may be transferred to another extension, where the caller might have to wait for another set of rings. This value should be at least two rings fewer than the phone system setting for forwarding calls.</p> <p>This option is unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Default: Two rings.</p>
If the Call Is Busy	<p>Select the action that Cisco Unity performs when the subscriber phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> <li>• Always Hold—Cisco Unity plays a prompt indicating that the extension is busy. The caller is put on hold. Note that this hold is not performed by the phone system.</li> <li>• No Holding—Cisco Unity prompts the caller to leave a message and allows the caller to dial another extension.</li> <li>• Ask Caller—Cisco Unity gives the caller the options of holding, leaving a message, or dialing another extension.</li> </ul> <p>These options are unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Default: No Holding.</p>

Table 7-2 Call Management &gt; Call Handlers &gt; Call Transfer Page (continued)

Field	Considerations
Announce	<p>Check this check box to have Cisco Unity say “transferring call” when the subscriber answers the phone.</p> <p>This option is unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Default: Check box not checked.</p>
Introduce (Call for Name)	<p>Check this check box to have Cisco Unity say “call for &lt;recorded name of the call handler&gt;” when the subscriber answers the phone. Use this setting if the subscriber who is the message recipient takes calls for more than one dialed extension. The introduction alerts the subscriber who answers that the call is for the call handler.</p> <p>This option is unavailable when Release to Switch is checked or when Transfer Incoming Calls is set to No (Send Directly).</p> <p>Default: Check box not checked.</p>
Confirm (Call Can Be Accepted or Refused)	<p>Check this check box to have Cisco Unity prompt the subscriber to accept or refuse a call. If the call is accepted, it is transferred to the subscriber phone. If the call is refused, Cisco Unity plays the applicable subscriber greeting. You use this setting with the Ask Caller’s Name setting to allow the subscriber to screen calls.</p> <p>This option is unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Default: Check box not checked.</p>
Ask Caller’s Name	<p>Check this check box to have Cisco Unity prompt callers to say their names. When the phone is answered, the subscriber hears “Call from...” before Cisco Unity transfers the call. You use this setting with the Confirm setting to allow the subscriber to screen calls.</p> <p>This option is unavailable when Release to Switch is selected or when Transfer Incoming Calls is set to the No (Send Directly) option.</p> <p>Default: Check box not checked.</p>

## Call Handler Greetings Page

Table 7-3 Call Management &gt; Call Handlers &gt; Greetings Page

Field	Considerations
Greeting	<p>Select the greeting that you want to specify settings for. This setting does not reflect which of the greetings is active.</p> <p>The schedule that is used to determine the times that standard and closed greetings are in effect is set on the Profile page. When enabled, the alternate greeting overrides the standard and closed greetings and is in effect at all times.</p>

Table 7-3 Call Management &gt; Call Handlers &gt; Greetings Page (continued)

Field	Considerations
Status	<p>Indicate whether the selected greeting is enabled and for how long:</p> <ul style="list-style-type: none"> <li>• When a call handler greeting is enabled, it is enabled until you disable it.</li> <li>• When a subscriber greeting is enabled, Cisco Unity plays it in the applicable situation until the specified date and time arrives, and then the greeting is automatically disabled.</li> </ul> <p>Recording a greeting does not automatically enable it; it must be enabled here.</p>
Source	<p>Indicate the source for the greeting selected in the Greeting field:</p> <ul style="list-style-type: none"> <li>• System—Select to use the prerecorded system default greeting. Cisco Unity plays a prerecorded greeting along with the recorded name of the subscriber (for example, “Sorry, &lt;subscriber name&gt; is not available”). If the subscriber does not have a recorded name, Cisco Unity plays the subscriber extension instead. When a greeting is enabled but not recorded, Cisco Unity plays a prerecorded system greeting.</li> <li>• Recording—Select to use a personal recording for the subscriber (or call handler). To record and play greetings here, use the Media Master control bar (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.</li> </ul> <p><b>Note</b> Recording a greeting does not enable it.</p> <ul style="list-style-type: none"> <li>• Blank—Select to have no recording. When the greeting source is left blank, Cisco Unity immediately performs the after-greeting action.</li> </ul> <p>Default: Recording for call handlers; System for subscriber greetings.</p>
Allow Caller Input	<p>Check this check box to enable caller input for the greeting. The Caller Input page defines the actions that Cisco Unity takes in response to touchtone keys pressed by callers. Click the Caller Input link to view the Caller Input page.</p> <p>Default: Check box checked.</p>

Table 7-3 Call Management &gt; Call Handlers &gt; Greetings Page (continued)

Field	Considerations
After Greeting	<p>Indicate the action that Cisco Unity performs after the greeting plays:</p> <ul style="list-style-type: none"> <li>• Take Message—Cisco Unity records a message from the caller. Click the Take Message link to view the Messages page.</li> <li>• Say Good-Bye—Cisco Unity plays a brief goodbye, and the call is disconnected. Click the Say Good-Bye link to view the Goodbye call handler.</li> <li>• Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</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> <li>– Call Handler—Sends the call to the call handler that you select.</li> <li>– Directory Handler—Sends the call to directory assistance.</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>– Hotel Checked Out—When the Cisco Unity Hospitality and Property Management Integration has been installed, this option sends the call to a conversation that allows hotel guests to access archived messages after they have checked out.</li> <li>– Interview Handler—Sends the call to the interview handler that you select.</li> <li>– Sign-In—Sends the call to the subscriber logon conversation, which prompts subscribers to enter their ID and their password.</li> <li>– Subscriber—Sends the call to the subscriber that you select.</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> </ul> </li> </ul> <p>Default: Send Caller to Hang Up.</p>
Do Not Play the “Record Your Message At The Tone” Prompt	<p>Indicate whether Cisco Unity tells callers when to record their message:</p> <ul style="list-style-type: none"> <li>• Check the Do Not Play the “Record Your Message At The Tone” Prompt check box if you do not want Cisco Unity to tell callers.</li> <li>• Uncheck the Do Not Play the “Record Your Message At The Tone” Prompt check box if you want Cisco Unity to tell callers to record their message after the tone.</li> </ul> <p>Default: Check box not checked.</p>
Reprompt the User After this Many Seconds of Silence	<p>Check this check box and enter a value in the field on the right to indicate the number of seconds of silence to allow. When Cisco Unity receives no input from a caller within this number of seconds, Cisco Unity prompts the caller again.</p> <p>Default: Two seconds; check box not checked.</p>

Table 7-3 Call Management &gt; Call Handlers &gt; Greetings Page (continued)

Field	Considerations
Number of Times to Reprompt	Indicate the number of times to reprompt a caller. After the number of times indicated here, Cisco Unity performs the after-greeting action. Default: One time.

## Call Handler Caller Input Page

Table 7-4 Call Management &gt; Call Handlers &gt; Caller Input Page

Field	Considerations
Allow Callers to Dial an Extension During Greeting	Check this check box to allow callers to enter an extension while a greeting plays. Use in conjunction with the Lock This Key check box to allow callers to enter some extensions but not others. For Cisco Unity to recognize caller input during a subscriber greeting, the Allow Caller Input check box must be checked on each applicable Greetings page. Default: Check box checked.
Milliseconds to Wait for Additional Digits	Indicate the amount of time that Cisco Unity waits for additional input after callers press a single key that is not locked. If there is no input within this time, Cisco Unity performs the action assigned to the single key. We recommend a value of 1500 (one and one-half seconds). This option is unavailable if the Allow Callers to Dial an Extension During Greeting check box is not checked. Default: 1,500 milliseconds.
Prepend Digits	Enter the digits that will be prepended to any extension that a caller dials while listening to the greeting of the call handler. You can simulate abbreviated extensions by using prepended and postpended digits for call handlers and subscriber mailboxes. When such digits are defined, they will be prepended and postpended to any extension that a caller dials while listening to the greeting for the call handler or subscriber mailbox. Cisco Unity first attempts to route the call to the prepended/postpended extension. If the prepended/postpended extension is not valid, Cisco Unity attempts to route the call to the dialed extension. For example, a call handler named Sales is configured with the prepended digits 123 and the postpended digits 456. When a caller dials 1000 while listening to the greeting for the Sales call handler, Cisco Unity attempts to route the call to extension 1231000456; if the prepended/postpended extension is not valid, Cisco Unity attempts to route the call to extension 1000. You can set up multiple call handlers for which callers are able to enter the same digits (for example 1000) to reach a support person, but the calls can be routed to a support person appropriate to the particular call handler (for example, a Technical Support call handler or a Sales call handler) because of the presence of the prepended and postpended digits.

Table 7-4 Call Management &gt; Call Handlers &gt; Caller Input Page (continued)

Field	Considerations
Postpend Digits	<p>Enter the digits that will be postpended to any extension that a caller dials while listening to the greeting of the call handler.</p> <p>You can simulate abbreviated extensions by using prepended and postpended digits for call handlers and subscriber mailboxes. When such digits are defined, they will be prepended and postpended to any extension that a caller dials while listening to the greeting for the call handler or subscriber mailbox.</p> <p>Cisco Unity first attempts to route the call to the prepended/postpended extension. If the prepended/postpended extension is not valid, Cisco Unity attempts to route the call to the dialed extension. For example, a call handler named Sales is configured with the prepended digits 123 and the postpended digits 456. When a caller dials 1000 while listening to the greeting for the Sales call handler, Cisco Unity attempts to route the call to extension 1231000456; if the prepended/postpended extension is not valid, Cisco Unity attempts to route the call to extension 1000.</p> <p>You can set up multiple call handlers for which callers are able to enter the same digits (for example 1000) to reach a support person, but the calls can be routed to a support person appropriate to the particular call handler (for example, a Technical Support call handler or a Sales call handler) because of the presence of the prepended and postpended digits.</p>
Lock This Key to the Action	<p>Check this check box to have Cisco Unity ignore additional input after callers press the key; Cisco Unity performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.</p> <p>To lock the actions for all keys, uncheck the Allow Callers to Dial an Extension During Greeting check box.</p> <p>Default: Check box not checked.</p>

Table 7-4 Call Management &gt; Call Handlers &gt; Caller Input Page (continued)

Field	Considerations
Action	<p>Indicate the action that Cisco Unity performs after a caller presses the corresponding key.</p> <ul style="list-style-type: none"> <li>• Ignore Key—No action taken. Cisco Unity plays the entire greeting, then performs the after-greeting action.</li> <li>• Skip Greeting—Cisco Unity skips the greeting and performs the after-greeting action. Skip Greeting is assigned to # by default to provide callers a standard way to skip greetings.</li> <li>• Take Message—Cisco Unity records a message from the caller. The greeting should indicate that a message will be recorded. Click the Take Message link to view the associated Messages page.</li> <li>• Say Good-Bye—Cisco Unity plays a brief goodbye, and the call is disconnected. Click the Say Good-Bye link to view the Goodbye call handler.</li> <li>• Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</li> <li>– Call Handler—Sends the call to the call handler that you select.</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> <li>– Directory Handler—Sends the call to directory assistance.</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>– Hotel Checked Out—When the Cisco Unity Hospitality and Property Management Integration has been installed, this option sends the call to a conversation that allows hotel guests to access archived messages after they have checked out.</li> <li>– Interview Handler—Sends the call to the interview handler that you select.</li> <li>– Sign-In—Sends the call to the subscriber logon conversation, which prompts subscribers to enter their ID and their password.</li> <li>– Subscriber—Sends the call to the subscriber that you select.</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> </ul> </li> </ul> <p>Default: Ignore Key.</p>

# Call Handler Messages Page

Table 7-5 *Call Management > Call Handlers > Messages Page*

Field	Considerations
Message Recipient	<p>Select the subscriber or public distribution list that receives messages left for this call handler. Select a recipient type from the list, then click Select.</p> <p>When you select a public distribution list, each member of the list receives the call handler messages.</p> <p>Default: A selected subscriber.</p>
Maximum Message Length in Seconds	<p>Set the recording length allowed for messages left by unidentified callers.</p> <p>Recipients may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages.</p> <p>If enabled, a warning tone will sound before the maximum message length is reached.</p> <p>Default: 300 seconds.</p>

Table 7-5 Call Management &gt; Call Handlers &gt; Messages Page (continued)

Field	Considerations
After Message Action	<p>Indicate the action that Cisco Unity performs after an unidentified caller leaves a message:</p> <ul style="list-style-type: none"> <li>• Say Good-bye—Cisco Unity plays a brief goodbye, and the call is disconnected. Click the Say Good-bye link to view the Goodbye call handler.</li> <li>• Send Caller To—Cisco Unity sends the call to the destination that you select: <ul style="list-style-type: none"> <li>– Broadcast Message Administrator—Sends the call to a conversation for sending broadcast messages.</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> <li>– Call Handler—Sends the call to the call handler that you select.</li> <li>– Directory Handler—Sends the call to directory assistance.</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>– Hotel Checked Out—When the Cisco Unity Hospitality and Property Management Integration has been installed, this option sends the call to a conversation that allows hotel guests to access archived messages after they have checked out.</li> <li>– Interview Handler—Sends the call to the interview handler that you select.</li> <li>– Sign-In—Sends the call to the subscriber logon conversation, which prompts subscribers to enter their ID and their password.</li> <li>– Subscriber—Sends the call to the subscriber that you select.</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> </ul> </li> </ul> <p>Default: Hang Up.</p>
Callers Can Edit Messages	<p>Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.</p> <p>Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.</p> <p>Default: Check box checked.</p>

Table 7-5 Call Management &gt; Call Handlers &gt; Messages Page (continued)

Field	Considerations
Mark Messages as Urgent	<p>Indicate the action that Cisco Unity will allow:</p> <ul style="list-style-type: none"> <li>• Always—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support call handlers.</li> <li>• Never—Messages left by unidentified calls are never marked urgent.</li> <li>• Ask Caller for Their Preference—Cisco Unity asks unidentified callers whether to mark their messages urgent.</li> </ul> <p>Cisco Unity plays new urgent messages before other messages.</p> <p>Default: Never.</p>