



CHAPTER 9

Interview Handler Settings

Interview Handler Profile Page

Table 9-1 Call Management > Interview Handler > Profile Page

Field	Considerations
Name	Displays the name of the interview handler. To change the name of the interview handler, enter a new name here, and then click the Save icon.
Owner	Displays the owner of the interview handler. The owner can be any subscriber or public distribution list that has the authority to request changes to the interview handler. Note that the owner is not necessarily the message recipient. To change the owner, select an Owner Type and click Change.
Created	<i>Display only.</i> Shows the date and time the interview handler was created.
Recorded Voice	The recorded name of the interview handler. To record an interview 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 can dial to reach the interview handler. If the interview handler is reached only from one-key caller input, do not enter an extension here. Default: Blank.
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, 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.
Deliver Response To	A subscriber or distribution list that will receive messages that are left for this interview handler. Click Change and select a subscriber or public distribution list from the list. Default: Subscriber.

Table 9-1 Call Management > Interview Handler > Profile Page (continued)

Field	Considerations
Response Urgency	Select the urgency for the interview message. If you select Ask Caller, Cisco Unity asks callers if they want to mark the interview message urgent. Default: Mark Normal.
After Interview Action	Indicate where the unidentified caller will be sent after leaving an interview message: <ul style="list-style-type: none"> • Call Handler—Sends the call to the call handler that you specify. • Directory Handler—Sends the call to directory handler that you specify. • Greetings Administrator—Sends the call to a conversation for changing call handler greetings by phone. • Hang Up—Disconnects the call. Use carefully; unexpected hang-ups can appear rude to callers. • Interview Handler—Sends the call to the interview handler that you specify. • Sign-In—Sends the call to the subscriber logon conversation. • Subscriber—Sends the call to the subscriber that you specify. • 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. • 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. Default: Call Handler.

Interview Handler Questions Page

Table 9-2 Call Management > Interview Handler > Questions Page

Field	Considerations
Question	Select the question number. The settings on the rest of the page apply to the question number selected here. Default: Default questions one through five.
Question Text	Enter the complete text of the selected question, if it is short, or a summarized version of the question, if it is long.
Maximum Message Length in Seconds	Enter the recording length, in seconds, allowed for caller responses to the selected question. If enabled, a warning tone will sound before the maximum message length is reached. Default: 30 seconds.

Table 9-2 *Call Management > Interview Handler > Questions Page (continued)*

Field	Considerations
Recording	Record the interview question. To record the question, 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.

