The Personal Call Transfer Rules Web Tool

About the Personal Call Transfer Rules Web Tool

Cisco Unity Connection can transfer and screen your incoming calls according to rules you set up in the Personal Call Transfer Rules web tool.

Connection uses a personal call transfer rule to transfer particular calls to you according to caller identity, time of day, and your meeting schedule, or to transfer calls to voicemail or to another phone number. You can set rules to transfer calls to a phone number, a series of phone numbers, or to an email-based paging address, or to send SMS messages to an SMS device. Additionally, you can set up rules to screen some or all of your incoming calls.

You can build very simple personal call transfer rules—for example, to transfer a call from a single phone number to voicemail—or create more complex rules by using the following components:

Contacts list	Connection uses your contacts list to route incoming calls, as well as to place outgoing calls when you are using voice commands. (You manage your contacts list in the Messaging Assistant web tool.)
Caller groups	You can organize callers into groups in order to apply one rule to multiple callers without having to recreate the rule multiple times. Caller groups can contain other Connection users, contacts from your contacts list, and administrator-defined contacts.
Personal destinations	You can create a directory of contact phone numbers to which Connection can route incoming calls. (These destinations are in addition to notification devices.)
Destination groups	You can organize personal destinations and notification devices into groups so that Connection routes calls to each destination in the order listed until the phone is answered, the caller hangs up, or the last destination in the group is reached. You can specify the order of destinations in the group and the length of time that Connection waits for the phone to be picked up at each destination.

Once rules have been set up, you can enable them by phone or in the Personal Call Transfer Rules web tool.

Accessing the Personal Call Transfer Rules Web Tool

Procedure

Step 1 Go to the Cisco PCA sign-in page at **http://<Cisco Unity Connection server>/ciscopca**. The URL is case sensitive.
(Bookmark the Cisco PCA URL, so you do not have to enter the web address each time you want to access the Personal Call Transfer Rules web tool.)

Step 2 Enter your username and password.
If you cannot remember your Cisco PCA password, contact your Connection administrator for assistance.

Step 3 Select **Sign In**.

Step 4 On the Cisco PCA home page, select the **Personal Call Transfer Rules** link.

Step 5 When you are finished, select **Sign Out** in the top right corner of any Personal Call Transfer Rules page.

Accessing Help for the Personal Call Transfer Rules Web Tool

Procedure

Step 1 On any Personal Call Transfer Rules page, select the **Help** menu.

Step 2 From the Help menu, select the applicable link:

Option	Description
Content	Provides a list of topics in Help.
Index	Provides a Help index.
This Page	Provides the Help topic applicable to the page you are viewing.

For help on an icon, hover the cursor over the icon until the tooltip displays.