Managing Call Transfer Rules

About Call Transfer Rules

Call transfer rules control how Cisco Unity Connection handles incoming indirect calls, which are from callers who do not dial you directly (for example, callers who use the directory to reach you). For direct calls—when outside callers or other users dial your personal phone number to reach you—your Connection transfer settings do not apply.

You can choose to answer indirect calls, or you can have indirect calls routed immediately to voicemail.

Tip To set up call transfers for direct calls to your extension, talk to your Connection administrator. Your desk phone or even the phone system that your organization uses may offer transfer features that you can use to manage direct calls.

The three call transfer rules and how they work are described below.

Standard Transfer Rule

This transfer rule is active during the business hours that your Connection administrator specified for your organization. If no other transfer rules are turned on, the standard transfer rule is active for nonbusiness hours as well.

By design, the standard transfer rule cannot be turned off.

Alternate Transfer Rule

Turn on this transfer rule for a specific time period when you want to override the other transfer rules. For example, you may want to route all your calls immediately to voicemail while you are out of the office on vacation or you may want to transfer your calls to a different extension if you are temporarily working from another location.

When it is turned on, the alternate transfer rule is always active. It overrides all other transfer rules.

Closed Transfer Rule

Turn on this transfer rule to set how indirect calls to you are handled during the nonbusiness hours that your Connection administrator specified for your organization. For example, you may want to route all your calls immediately to voicemail during nonbusiness hours.

When it is turned on, the closed transfer rule is active during nonbusiness hours.

Changing Settings for Call Transfer Rules

You can choose to have indirect calls ring your extension, or another extension or phone number that you specify, or be transferred immediately to voicemail, so your phone does not ring at all. (When you send calls to voicemail, callers do not have to wait while your phone rings unanswered. Your greeting plays immediately.)

Changing the Settings for a Call Transfer Rule by Using the Phone Keypad

Step 1   Call and sign in to Connection.

Step 2   At the Main menu, select the option **Setup Options**, then **Transfer Settings**.

Step 3   Select the transfer rule whose settings you want to change.

Step 4   After Connection announces your current transfer settings, follow the prompts to enable or disable the rule, to switch between transferring calls to a phone and to voicemail, or to change your transfer phone number.

(To transfer calls to an external phone number, contact your Connection administrator.)

Note   Changing your transfer number does not change whether calls are transferred to a phone or sent to voicemail. Connection transfers calls to your transfer number only if you also specify that Connection transfer your calls to a phone.

Changing the Settings for a Call Transfer Rule by Using Voice Commands

Step 1   Call and sign in to Connection.

Step 2   When Connection asks, "What do you want to do," say:

"**Setup Options**." (Connection temporarily switches to the phone keypad.)

Step 3   On the phone keypad, select the option **Transfer Settings**.

Step 4   Select the transfer rule whose settings you want to change.

Step 5   After Connection announces your current transfer settings, follow the prompts to enable or disable the rule, to switch between transferring calls to a phone and to voicemail, or to change your transfer phone number.

(To transfer calls to an external phone number, contact your Connection administrator.)

Note   Changing your transfer number does not change whether calls are transferred to a phone or sent to voicemail. Connection transfers calls to your transfer number only if you also specify that Connection transfer your calls to a phone.

Tip   To switch back to using voice commands, keep pressing ***** until you hear the "Voice Command Conversation" prompt.