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Introduction

Cisco Unity Connection provides a set of tools for administering, monitoring, and troubleshooting the system. The tools that enable the system administrators to provision the Unity Connection server and provide feature rich services, such as integrated voice messaging and audio text application for enterprise level businesses.

Types of Contacts

Unity Connection supports the following types of contacts:

- Administrator defined contacts: Administrator defined contacts are the contacts are available to all users. These contacts can be configured for agents, staff vendors, or contractors that have an external phone number and need to be reachable from the voice messaging system.

Administrator-defined contacts can be configured for VPIM messaging. These contacts represent users on other VPIM-compatible voice messaging systems. When contacts have been set up to represent the VPIM users, Unity Connection users can send and receive messages to and from the VPIM users on the other voice messaging systems. For more information on VPIM network, see the "Creating VPIM Contacts" section of the "VPIM Networking" chapter of the Networking Guide for Cisco Unity Connection Release 15 at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/networking/guide/b_15cucnetx.html.

- User defined contacts: User defined contacts are created by the individual users and are only accessible to the users who create them. You can create such contacts through Cisco Personal Communications Assistant. You can also add such contacts to their personal call routing rules, caller groups, and can also use voice commands to call other contacts.

For more information on how a user can maintain contacts, see the "Managing Your Contacts" chapter of *User Guide for the Cisco Unity Connection Messaging Assistant Web Tool Release 15* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/user/guide/assistant/b_15cucugasst.html.

Contact Templates

Contacts are based on contact templates. Contact Template settings apply to all newly created contacts and any change in the template thereafter is not reflected in any existing contact.

Unity Connection includes one predefined contact template that you can edit. You can also create new templates based on your requirements. If Unity Connection has more than one partition defined or is configured for VPIM networking, you may want to create a contact template for each partition or for each VPIM location.

Configuring Contact Templates

Step 1 In Cisco Unity Connection Administration, expand Templates and select Contact Templates.

The Search Contact Templates page appears displaying the currently configured contact templates.

Step 2 Configure contact templates (For more information on each field, see Help> This Page):

- To add a contact template:

  On the Search Contact Templates page, select Add New.

  On the New Contact Template page, enter the values of the required fields and select Save.

  On the Edit Contact Template Basics page, enter the values of the required fields and select Save.

- To edit an existing contact template:

  On the Search Contact Templates page, select the contact template that you want to edit.

  On the Edit Contact Template Basics page, enter the values of the required fields and select Save.

- To delete one or more contact templates:

  On the Search Contact Templates page, check the check boxes to select the contact templates that you want to delete.

  Select Delete Selected and OK to confirm deletion.

Configuring Contacts

You can configure contacts using either of the following methods:

- Configuring Contacts Manually: Allows to manually configure each contact through Search Contacts page. For information, see the Configuring Contacts Manually, on page 3.
- Configuring Contacts through Bulk Administration Tool (BAT): Allows you to configure multiple contacts using BAT at the same time. For information, see the Configuring Contacts through Bulk Administration Tool (BAT), on page 3.

Configuring Contacts Manually

Step 1 In Cisco Unity Connection Administration, expand Contacts and select Contacts.

The Search Contacts page appears displaying the currently configured contacts.

Step 2 Configure contacts in Unity Connection (For more information on each field, see Help> This Page):

- To add a contact:

  On the Search Contacts page, select Add New.

  On the New Contact page, enter the values of the required fields and select Save.

  On the Edit Contact Basics page, enter the values of the required fields and select Save.

- To edit a contact:

  On the Search Contacts page, select the contact that you want to edit.

  On the Edit Contacts Basics page, select Edit to edit the contact settings and select Save.

- To edit multiple contacts:

  On the Search Contacts page, check the check boxes for the contacts you want to edit and then select Bulk Edit.

  On the Edit Contact Basics page, enter the values of the required fields and select Submit.

  Note You cannot edit the Alternate Names of multiple contacts using Bulk Edit.

- To delete one or more contacts:

  On the Search Contacts page, select the contacts that you want to delete.

  Select Delete Selected and OK to confirm deletion.

Configuring Contacts through Bulk Administration Tool (BAT)

BAT allows you to create Cisco Unity Connection contacts from a CSV file. For information on configuring contacts and constructing CSV file, see the Bulk Administration Tool section.

Contact Settings

Contact settings includes configuring the contacts with alternate names and providing SMTP proxy addresses. Using Alternate names, contacts can be recognized using voice recognition functionality and setting up SMTP proxy address enables the IMAP client users to communicate with Unity Connection contacts or VPIM contacts.

Alternate Names

Alternate names are different versions of a name than what is listed in the corporate directory. For example, if a caller asks Unity Connection to dial “Mary Jameson,” which was the maiden name of Mary Brown, Unity Connection can reference this information and connect the caller to the correct user.

Alternate names can be created for VPIM contacts, administrator defined contacts, and user defined contacts.You could also use alternate names to add phonetic spellings of hard to pronounce names. For example, you can add “Goolay” as an alternate name for the last name “Goulet”.

SMTP Proxy Addresses

Unity Connection uses SMTP proxy addresses to map the recipients of an incoming SMTP message sent from an IMAP client to the appropriate Unity Connection user or VPIM contact. If users use IMAP clients to send, reply to, or forward messages to VPIM contacts you should configure each VPIM contact with an SMTP address.

Note Unity Connection handles SMTP messages sent to the contacts that are not associated with a VPIM location according to the option selected for the System Settings > General Configuration > When a Recipient Cannot Be Found setting.

For example, when Robin Smith, whose email client is configured to access Unity Connection with the email address robin.smith@example.com, records a voice message in ViewMail for Outlook and sends it to chris.jones@example.com, Unity Connection searches the list of SMTP proxy addresses for robin.smith@example.com and chris.jones@example.com. If these addresses are defined as SMTP proxy addresses for the Unity Connection users Robin Smith and Chris Jones respectively, Unity Connection delivers the message as a voice message from Robin Smith to Chris Jones.

Step 1 In Cisco Unity Connection Administration, expand Contacts and select Contacts.

The Search Contacts page appears displaying the currently configured contacts.

Step 2 Configure SMTP proxy addresses for contacts (For more information on each field, see Help> This Page):

- To add SMTP proxy address for a contact:

  On the Search Contact page, select the contact that you want to edit.

  On the Edit Contact Basics page, select Edit> SMTP Proxy Address.

  On the SMTP Proxy Addresses page, select Add New.

  Enter the SMTP proxy address and select Save.

- To add SMTP proxy addresses for multiple contacts:

  On the Search Contact page, select the contacts that you want to edit and then select Bulk Edit.

  On the Edit Contact Basics page, select Edit> SMTP Proxy Address.

  Enter the SMTP proxy addresses and select Submit.