Managing Directory Handlers in Cisco Unity Connection 9.x

**Note**
Directory handlers provide access to a corporate directory that callers can use to reach Unity Connection users with mailboxes. When a caller searches for a username or part of a name, a directory handler looks up the extension and routes the call to the appropriate user.

Each directory handler contains settings that specify how it searches for names, what it does when it finds one or more matches, and what it does when it detects no caller input.

See the following sections:
- Overview of Default Directory Handler in Unity Connection, page 7-1
- Creating a Directory Handler in Unity Connection, page 7-2
- Modifying a Directory Handler in Unity Connection, page 7-2
- Changing Phone Language Settings in Unity Connection, page 7-3
- Routing Calls to a Voice Directory Handler in Unity Connection, page 7-4
- Deleting a Directory Handler in Unity Connection, page 7-5

**Overview of Default Directory Handler in Unity Connection**

Unity Connection includes one default directory handler, the System Directory Handler, which you can modify but not delete. By default, this directory handler is configured to search all users who have mailboxes on the system, in last name, first name order. Callers use the phone keypad to interact with the default System Directory Handler. There is no default voice-enabled directory handler. (For additional discussion of the types of directory handlers, see the “Directory Handlers in Unity Connection” section on page 4-3.)

In the default configuration, the default directory handler is accessed when callers press 4 during the Opening Greeting call handler greeting.
Creating a Directory Handler in Unity Connection

You can create as many directory handlers as needed to route calls to users by using available filters such as location and search space. You can create both phone-keypad and voice-enabled directory handlers on the same system, and users can be listed in more than one directory handler.

Note that the voice-recognition option is required in order to create voice-enabled directory handlers.

Because directory handlers do not have greetings, we recommend that you use call handlers or one-key dialing to route callers to a directory handler, and use the call handler greeting to explain caller options for each directory handler.

By creating more than one directory handler, you can provide efficient and secure directory searches for systems with hundreds or thousands of users. Multiple directory handlers can also be used for call routing in headquarters and branch office deployments where Cisco Unity Connection provides centralized call processing. Users can be listed in more than one directory handler, and you can create as many directory handlers as needed to manage caller searches for users.

To Create a Directory Handler

Step 1  In Cisco Unity Connection Administration, expand Call Management, then select Directory Handlers.

Step 2  On the Search Directory Handlers page, select Add New.

Step 3  On the New Directory Handler page, enter a display name and, optionally, an extension for the directory handler.

Note  Fields marked with * (an asterisk) are required.

Step 4  To create a voice-enabled directory handler, check the Voice Enabled check box.

Step 5  Select Save.

Step 6  On the Edit Directory Handler Basics page, continue entering settings for the directory handler. (For field information, on the Help menu, select This Page.)

Step 7  When you have finished entering settings on the Edit Directory Handler page, select Save.

Step 8  On the Edit menu, select Caller Input to continue adding applicable settings to the new directory handler.

Step 9  If you change any of the settings on the Caller Input page, select Save before leaving the page.

Modifying a Directory Handler in Unity Connection

Do the applicable procedure:

- To Modify a Directory Handler, page 7-2
- To Modify Directory Handler Settings in Bulk Edit Mode, page 7-3

To Modify a Directory Handler

Step 1  In Cisco Unity Connection Administration, expand Call Management, then select Directory Handlers.
Step 2 On the Search Directory Handlers page, select the display name of the directory handler that you want to modify.

Note If the directory handler that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select Find.

Step 3 On the Edit Directory Handler Basics page, change settings as applicable. (For field information, on the Help menu, select This Page.)

Step 4 When you have finished changing settings on the Edit Directory Handler page, select Save.

Step 5 To change the settings on the Caller Input page, on the Edit menu, select Caller Input.

Step 6 If you change any of the settings on the Caller Input page, select Save before leaving the page.

To Modify Directory Handler Settings in Bulk Edit Mode

Step 1 On the Search Directory Handlers page, check the applicable directory handler check boxes, and select Bulk Edit.

If the directory handlers that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable directory handlers. Then select Bulk Edit.

Step 2 To make a change to a setting, check the check box to the left of the field name to select it, and then set the field as usual. Select Help > This Page to see descriptions of each setting.

Note The Status message at the top of the Edit Directory Handler Basics page tells you how many directory handlers are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select Submit.

Changing Phone Language Settings in Unity Connection

For each phone directory handler, you can specify whether to use the language that was applied by a previous call handler or by a routing rule.

Do the applicable procedure:

- To Change Phone Language Settings for a Directory Handler, page 7-3
- To Change Phone Language Settings for Multiple Directory Handlers in Bulk Edit Mode, page 7-4

To Change Phone Language Settings for a Directory Handler

Step 1 In Cisco Unity Connection Administration, expand Call Management, then select Directory Handlers.

Step 2 On the Search Directory Handlers page, select the directory handler display name.
Routing Calls to a Voice Directory Handler in Unity Connection

Because directory handlers do not have greetings, we recommend that you use call handlers or one-key dialing to route callers to a directory handler, and use the call handler greeting to explain caller options for each directory handler.

If you are setting up a voice directory handler, see the following task list for configuring Cisco Unified Communications Manager to route a phone number from Cisco Unified CM to the Unity Connection voice directory.

Task List for Routing Calls to the Voice Directory Handler
1. In Cisco Unified CM Administration, add the ports that you want to use for the voice-type directory handler to a new line group.
2. Add the line group to a new hunt list.
3. Add the hunt list to a new hunt pilot to which calls for the voice-type directory handler will be routed.
4. In Cisco Unity Connection Administration, configure the ports to route calls to the voice-type directory handler.

For information on TTY configuration, see the “TTY Overview” section on page 6-12.

Deleting a Directory Handler in Unity Connection

If a directory handler is referenced by other objects in Connection (for example, a routing rule or a system call handler is set to route calls to the directory handler), you are not allowed to delete the directory handler until you have changed settings on the other objects to remove references to the directory handler you want to delete. If you try to delete a directory handler without first changing settings on objects that reference the directory handler, the delete operation fails.

If you delete a directory handler that was referenced by one or more call handlers, be sure to rerecord the call handler greetings so that callers hear the appropriate information about input options.

To Delete a Directory Handler

1. In Cisco Unity Connection Administration, expand Call Management, then select Directory Handlers.
2. On the Search Directory Handlers page, select the check box adjacent to the display name of the directory handler that you want to delete.
   
   **Note** If the directory handler that you want to delete does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select Find.
3. Select Show Dependencies to search for database objects that have dependencies on the directory handler you want to delete.
4. From the dependencies search results, follow links to the affected objects and reassign the dependency to another directory handler.
5. Select Tools > Show Dependency Results.
6. On the Show Dependency Results page, select Display Previous Results.
7. Repeat Step 4 through Step 6 until all dependencies have been reassigned.
9. On the Search Directory Handlers page, check the check box adjacent to the display name of the directory handler that you want to delete.
10. Select Delete Selected.
   
   **Note** If you are concerned that you might delete the wrong directory handler from the search page, select the display name to navigate to the Edit Directory Handler Basics page. Use the data on that page to confirm that it is the directory handler you want to delete.
11. In the dialog box that asks you to confirm the deletion, select OK.