



## CHAPTER 9

# Cisco Unity Connection SRSV Administration - Call Management Settings Interface

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See the following sections:

- [Search Call Handlers, page 9-1](#)
- [New Call Handler, page 9-2](#)
- [Edit Call Handler Basics, page 9-2](#)
- [Call Handler Transfer Rules, page 9-4](#)
- [Call Handler Edit Transfer Rule, page 9-4](#)
- [Call Handler Caller Input, page 9-6](#)
- [Call Handler Edit Caller Input, page 9-7](#)
- [Call Handler Greetings, page 9-8](#)
- [Call Handler Edit Greeting, page 9-9](#)
- [Call Handler Message Settings, page 9-11](#)
- [Search Directory Handlers, page 9-12](#)
- [Edit Directory Handler Basics, page 9-13](#)
- [Edit Directory Handler Basics, page 9-13](#)
- [Directory Handler Caller Input, page 9-16](#)
- [Directory Handler Greeting, page 9-19](#)

## Search Call Handlers

The Search Call Handlers page displays lists of all available call handlers.

The search results, by default, return all call handlers. By default, the administrator can view 25 records per page and can select rows per page from the dropdown list, the max limit being 250 search results returned on one page. The administrator can perform custom search on the call handler name field using the following options:

- Begins with
- Contains
- Ends with

- Is Exactly
- Is Empty
- Is Not Empty

**Table 9-1 Search Call Handlers Page**

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: <ul style="list-style-type: none"> <li>• All—Display all search results, regardless of the partition to which they belong.</li> <li>• Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.</li> </ul>
Display Name	The name of the call handler. Select the Display Name to go to the specific page for the call handler.
Extension	<i>(Display only)</i> The extension that the phone system uses to connect to the call handler.
Delete Selected	To delete a call handler, check the check box to the left of the display name, and select Delete Selected. You can delete multiple call handlers at once. Note that the default system call handlers can not be deleted.
Add New	To add a call handler, select the Add New button. A new page opens, on which you enter data applicable to the new call handler.

## New Call Handler

**Table 9-2 New Call Handler Page**

Field	Description
Display Name	Enter a descriptive name for the call handler.
Extension	Enter the extension that the phone system uses to connect to the call handler.
Call Handler Template	Select the template on which to base the new call handler. The template affects most call handler settings.

## Edit Call Handler Basics

**Table 9-3 Edit Call Handler Basics Page**

Field	Description
Display Name	Enter a descriptive name for the call handler.
Creation Time	<i>(Display only)</i> Shows the date and time when the call handler was created.
Phone System	<i>(Display only)</i> Select the phone system that the call handler uses.
Active Schedule	Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Cisco Unity Connection SRSV takes after the greeting.

**Table 9-3** *Edit Call Handler Basics Page (continued)*

Field	Description
Use System Default Time Zone	<p>Check this check box to have Cisco Unity Connection SRSV apply the system default time zone to the hours selected in the active schedule.</p> <p>When this check box is not checked, you select a Time Zone from the list.</p>
Time Zone	<p>Select the desired time zone for the call handler, or check the Use System Default Time Zone check box to have Connection SRSV use the system default time zone defined on the System Settings &gt; General Configuration page.</p> <p>The call handler time zone setting is applied to the selected Active Schedule to determine when standard, closed, or holiday greetings are played for callers, and when standard or closed transfer rules apply.</p> <p>Note that if you change the time zone setting for a user, the standard and closed greetings are also played as per the user's time zone settings.</p>
Language	<p>Select the language in which Connection SRSV plays the handler system prompts to the caller:</p> <ul style="list-style-type: none"> <li>• Use System Default Language—Connection SRSV uses the system default language for the language that callers hear when they call your organization.</li> <li>• Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p>
Extension	Enter the extension that the phone system uses to connect to the call handler.
Partition	<p>Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Connection SRSV. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Recorded Name	<p>This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant.</p> <p>To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.</p>
Search Scope	<p>Select the search scope that is applied to match extensions that callers dial from the call handler to objects in a particular search space:</p> <ul style="list-style-type: none"> <li>• Search Space—Select a specific search space from the list.</li> <li>• Inherit Search Space from Call—Select this option to use the search space that was applied to the call by a previous call handler or by a routing rule.</li> </ul>

# Call Handler Transfer Rules

**Table 9-4** Call Handler Transfer Rules Page

Field	Description
Enabled	Check or uncheck this check box and select Save to enable or disable one or more transfer rules. By design, the standard transfer rule cannot be disabled.
Rule Name	The name of the transfer rule. Select the Rule Name to go to the specific page for the transfer rule.
Extension	<i>(Display only)</i> The extension that the phone system uses to connect to the object.
End Date	<i>(Display only)</i> Indicates the date and time at which the rule is disabled, if it has been enabled until a specific end date.

# Call Handler Edit Transfer Rule

**Table 9-5** Call Handler Edit Transfer Rule Page

Field	Description
Rule Name	<i>(Display only)</i> The transfer option being edited.
Status	Indicate whether the transfer option is enabled and for how long: <ul style="list-style-type: none"> <li>• Disabled—The transfer option is not in effect.</li> <li>• Enabled With No End Date and Time—The transfer option is enabled until you disable it.</li> <li>• Enabled Until—Connection SRSV performs the selected transfer option until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection SRSV will automatically disable the transfer option.</li> </ul> <p><b>Note</b> By design, the standard transfer rule cannot be disabled.</p>
Transfer Calls To	Select one of the following settings: <ul style="list-style-type: none"> <li>• Greeting—When this option is selected, the call is transferred as follows: <ul style="list-style-type: none"> <li>– For user settings—to the user greeting, without ringing the user phone.</li> <li>– For call handler settings—to the call handler greeting.</li> </ul> </li> <li>• Extension—Enter an extension to which the call is forwarded.</li> </ul>

Table 9-5 Call Handler Edit Transfer Rule Page (continued)

Field	Description
Transfer Type	<p>Select how Cisco Unity Connection SRSV transfers calls. Use this setting with caution and only if you understand its implications on the phone and voice messaging systems.</p> <ul style="list-style-type: none"> <li>Release to Switch—Connection SRSV puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Connection SRSV—forwards the call to the user or handler greeting. This transfer type allows Connection SRSV to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the phone system.</li> <li>Supervise Transfer—Connection SRSV acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Connection SRSV—not the phone system—forwards the call to the user or handler greeting. You can use supervised transfer whether or not the phone system forwards calls.</li> </ul> <p>The Transfer Type option is unavailable when Transfer Incoming Calls is set to the My Personal Greeting option.</p> <p>Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Rings to Wait For	<p>Select the number of times the extension rings before Cisco Unity Connection SRSV plays the user or handler greeting.</p> <p>Set this value to at least three to give users a chance to answer. Avoid setting to more than four, especially if the call may be transferred to another extension, where the caller might have to wait for another set of rings. This value should be at least two rings fewer than the phone system setting for forwarding calls.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option or when Release to Switch is selected.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Play the “Wait While I Transfer Your Call” Prompt	<p>Check this check box to have Cisco Unity Connection SRSV play “Wait while I transfer your call” to callers while performing the transfer.</p> <p>This option is unavailable when Transfer Incoming Calls is set to the Greeting option.</p> <p>Default setting: Check box checked.</p>
If Extension Is Busy	<p>Indicate how Cisco Unity Connection SRSV handles calls when the phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports.</p> <ul style="list-style-type: none"> <li>Send Callers to Voicemail—Connection SRSV plays the busy greeting and allows the caller to leave a voice message.</li> <li>Put Callers on Hold Without Asking—Connection SRSV puts callers on hold.</li> <li>Ask Callers to Hold—Connection SRSV gives the caller the option of holding</li> </ul> <p>These options are unavailable when Release to Switch is selected or when Transfer Calls To is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>

Table 9-5 Call Handler Edit Transfer Rule Page (continued)

Field	Description
Tell Me When the Call Is Connected	<p>Check this check box to have Cisco Unity Connection SRSV say “transferring call” when the user answers the phone.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Tell Me Who the Call Is For	<p>Check this check box to have Cisco Unity Connection SRSV say “call for &lt;recorded name of user or call handler&gt;” or “call for &lt;dialled extension number&gt;” when the user answers the phone. Use this setting when users share a phone or a user takes calls from more than one dialed extension.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Ask Me If I Want to Take the Call	<p>Check this check box to have Cisco Unity Connection SRSV ask users whether they want to take a call before transferring the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>
Ask for Caller's Name	<p>Check this check box to have Cisco Unity Connection SRSV prompt callers to say their names. When answering the phone, the user hears “Call from...” before Connection SRSV transfers the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p> <p><b>Note</b> Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p> <p>Default setting: Check box not checked.</p>

## Call Handler Caller Input

Table 9-6 Call Handler Caller Input Page

Field	Description
Key	To edit caller input settings, select the applicable key. The Edit Caller Input page opens for that key.

**Table 9-6** Call Handler Caller Input Page (continued)

Field	Description
Action	<i>(Display only)</i> Indicates the action that Cisco Unity Connection SRSV takes when a caller presses this key. If the key is configured for a call action such as “Ignore” or “Take Message,” the action is displayed; if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user, “Send Caller To” is displayed, and the Target field shows the object that receives the call.
Target	<i>(Display only)</i> Indicates the object that receives the call if the key is configured to send calls to a call handler, interview handler, directory handler, conversation, or user. Otherwise, this field is blank.
Status	<i>(Display only)</i> Indicates whether Cisco Unity Connection SRSV allows additional input (Unlocked) or ignores additional input (Locked) when a caller presses this key.
Wait for Additional Digits _____ Milliseconds	<p>Indicate the amount of time that Cisco Unity Connection SRSV waits for additional input after callers press a single key that is not locked. If there is no input within this time, Connection SRSV performs the action assigned to the single key.</p> <p>We recommend a value of 1,500 milliseconds (one and one-half seconds).</p> <p><b>Note</b> This option is unavailable if Ignore Caller Input is enabled on the Greetings page.</p> <p>Default setting: 1,500 milliseconds.</p>
Prepend Digits to Dialed Extensions—Enable	<p>Check this check box to simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes. When such digits are defined, they are prepended to any extension that a caller dials while listening to the greeting for the call handler or user mailbox.</p> <p>Cisco Unity Connection SRSV first attempts to route the call to the prepended extension. If the prepended extension is not valid, Connection SRSV attempts to route the call to the dialed extension. For example, a call handler named Sales is configured with the prepended digits 123. When a caller dials 1000 while listening to the greeting for the Sales call handler, Connection SRSV attempts to route the call to extension 1231000; if the prepended extension is not valid, Connection SRSV attempts to route the call to extension 1000.</p>
Digits to Prepend	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the call handler.

## Call Handler Edit Caller Input

**Table 9-7** Call Handler Edit Caller Input Page

Field	Description
Key	<i>(Display only)</i> Indicates the phone keypad key to which the settings on the page apply.
Ignore Additional Input (Locked)	<p>Check this check box to have Cisco Unity Connection SRSV ignore additional input after callers press the key; Connection SRSV performs the action assigned to the key. To create efficient caller input menus, lock all keys except those that begin extensions on your system. You also can lock a key to block calls to extensions that begin with that key.</p> <p>To lock the actions for all keys, check the Ignore Caller Input check box on the Edit Greeting page.</p> <p>Default setting: Check box not checked.</p>

Table 9-7 Call Handler Edit Caller Input Page (continued)

Field	Description
Action	<p>Select from the following, to indicate the action that Cisco Unity Connection SRSV performs when the caller presses the applicable key:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> <li>– Hang Up—Connection SRSV terminates the call when a caller presses the applicable phone key.</li> <li>– Ignore—Connection SRSV ignores the key press and continues playing the greeting. Use when you want only certain key presses to be responded to.</li> <li>– Restart Greeting—Connection SRSV plays the greeting from the beginning.</li> <li>– Route from Next Call Routing Rule—Connection SRSV continues processing the call according to the call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection SRSV previously applied to the call.</li> <li>– Skip Greeting—Connection SRSV skips the greeting and performs the after-greeting action.</li> <li>– Take Message—Connection SRSV records a message from the caller.</li> <li>– Transfer to Alternate Contact Number—Connection SRSV transfers the call to the phone number that you specify in the Extension field, for example to a mobile phone or other external number. You can also specify whether Connection SRSV transfers the call by releasing it to the phone system or by supervising the transfer. If you select Supervise Transfer as the transfer type, you can also specify the number of rings to wait before Connection SRSV ends the attempt to transfer.</li> </ul> </li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Sign-In—A conversation that prompts the caller to enter an ID and a PIN.</li> <li>– User System Transfer—A conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection SRSV users—such as lobby phones or phone numbers outside the organization. Connection SRSV performs the transfer only when the user restriction table permits it.</li> </ul> </li> </ul>

## Call Handler Greetings

Table 9-8 Call Handler Greetings Page

Field	Description
Enabled	<p>Check this check box and select Save to enable a greeting indefinitely.</p> <p>When a greeting is enabled, Cisco Unity Connection SRSV plays the greeting in the applicable situation until the end date and time, or, if no end date and time is specified, until you disable the greeting.</p>
Greeting	<p><i>(Display only)</i> The name of the greeting. Select the Greeting name to go to the specific page for that greeting.</p>



**Table 9-8** Call Handler Greetings Page (continued)

Field	Description
End Date	(Display only) Indicates the date and time at which the greeting is disabled, if it has been enabled until a specific end date.
Source	(Display only) Indicates the type of recording that callers hear when the greeting plays: <ul style="list-style-type: none"> <li>• Blank—Callers hear nothing.</li> <li>• Recording—Callers hear a personally recorded greeting.</li> <li>• System—Callers hear the System Default Greeting.</li> </ul>

## Call Handler Edit Greeting

**Table 9-9** Edit Call Handler Greeting Page

Field	Description
Status	Indicate whether the selected greeting is enabled and for how long: <ul style="list-style-type: none"> <li>• Disabled—The applicable greeting is not in effect.</li> <li>• Greeting Enabled with No End Date and Time—The greeting is enabled until you disable it.</li> <li>• Enabled Until—Cisco Unity Connection SRSV plays the applicable greeting until the specified date and time arrives. Select Enabled Until, and then select the month, day, year, and time at which Connection SRSV automatically disables the greeting.</li> </ul>
Callers Hear	Indicate the source for the selected greeting: <ul style="list-style-type: none"> <li>• System Default Greeting—Select to use the prerecorded system default greeting. Cisco Unity Connection SRSV plays a prerecorded greeting along with the recorded name of the user (for example, “Sorry, &lt;user name&gt; is not available”). If the user does not have a recorded name, Connection SRSV plays the user extension instead. When a greeting is enabled but not recorded, Connection SRSV plays a prerecorded system greeting.</li> </ul> <p><b>Note</b> Recording a greeting does not enable it.</p> <ul style="list-style-type: none"> <li>• My Personal Recording—Select to use the personal recording of the user.</li> <li>• Nothing—Select to have no recording. When the greeting source is left blank, Connection SRSV immediately performs the after-greeting action.</li> </ul>
Play the “Record Your Message at the Tone” Prompt	Check this check box to have Cisco Unity Connection SRSV prompt callers to wait for a tone before recording their message. This check box is enabled only when Call Action is set to "Take Message" in After Greeting field. When the option is set to "System Default Greeting", the checkbox will remain disabled and checked  Default setting: Check box checked.

Table 9-9 Edit Call Handler Greeting Page (continued)

Field	Description
During Greeting	<p>Indicate the actions that Cisco Unity Connection SRSV performs during the greeting:</p> <ul style="list-style-type: none"> <li>• <b>Ignore Caller Input</b>—Check this check box to ignore caller input during the greeting. When this check box is not checked, Connection SRSV responds to key presses the caller makes while the greeting plays. Default setting: Check box not checked.</li> <li>• <b>Times to Re-Prompt Caller</b>—Enter the number of times Connection SRSV reprompts the caller for input. When the caller does not press any key after being reprompted, Connection SRSV asks for confirmation that the caller is still there. If there is no response, Connection SRSV performs the action selected in the If Caller Exits Send To field. Default setting: Zero.</li> <li>• <b>Delay Between Re-Prompts</b>—Indicate the number of seconds after prompting a caller for input that Connection waits before prompting the caller again. Default setting: 2 seconds.</li> </ul>
After Greeting	<p>Indicate the action that Cisco Unity Connection SRSV performs after the greeting plays:</p> <ul style="list-style-type: none"> <li>• <b>Call Action</b>—Select the applicable action from the list. <ul style="list-style-type: none"> <li>– <b>Hang Up</b>—Connection SRSV immediately terminates the call when a caller presses the applicable key on the phone. Use carefully; unexpected hang-ups can appear rude to callers.</li> <li>– <b>Restart Greeting</b>—Connection SRSV replays the greeting. This option is typically used for the error greeting.</li> <li>– <b>Route from Next Call Routing Rule</b>—Connection SRSV continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection SRSV previously applied to the call.</li> <li>– <b>Take Message</b>—Connection SRSV records a message from the caller. The greeting should indicate that a message will be recorded.</li> </ul> </li> <li>• <b>Call Handler</b>—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• <b>Directory Handler</b>—Sends the call to the directory handler that you specify.</li> <li>• <b>Conversation</b>—Sends the call to the conversation that you specify. <ul style="list-style-type: none"> <li>– <b>Sign-In</b>—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID.</li> <li>– <b>User System Transfer</b>—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection SRSV performs the transfer only when the user restriction table permits it.</li> </ul> </li> </ul>

**Table 9-9** Edit Call Handler Greeting Page (continued)

Field	Description
Recordings	<p>If more than one language is installed on Cisco Unity Connection SRSV, greetings can be recorded in multiple languages. The Recorded Languages field displays each language in which the greeting has been recorded.</p> <p>To play or record the greeting here, select the language for the greeting that you will be recording, then select the Play/Record button to open the Media Master. On the Options menu of the Media Master, select Open File to use a prerecorded WAV file as the recording.</p> <p>Note that when a greeting recording is available in multiple languages, the recording that plays to a caller depends on the language that is set for the call. You can set the language via the Language setting on the Edit Call Handler Basics page for the call handler. When the Inherit Language from Caller option is selected for this setting, Connection SRSV determines the language to use on a per-call basis, depending on the language set by the call routing rule or handler that most recently processed the call. (If the language is set to inherited for every rule and handler that processes a call, when the call reaches the call handler greeting, the greeting that corresponds to the system default language is played.)</p>

## Call Handler Message Settings

**Table 9-10** Call Handler Message Settings Page

Field	Description
Maximum Message Length	<p>Set the recording length (in seconds) allowed for messages left by unidentified callers.</p> <p>Users may want to limit the length of messages from unidentified callers. Some departments, such as Customer Service, may want to permit much longer messages.</p> <p>If enabled, callers hear a warning tone before the maximum message length is reached.</p> <p><b>Note</b> The maximum recording length for messages left by other users is set on the applicable Edit Class of Service page. The maximum recording length for broadcast messages that users record (if applicable) is set on the System Settings &gt; Advanced &gt; Conversations page.</p> <p>Default setting: 300 seconds.</p>
Callers Can Edit Messages	<p>Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.</p> <p>Balance giving callers the additional control of editing messages with having voice messaging ports tied up for the additional time.</p> <p>Default setting: Check box checked.</p>
Message Urgency	<p>Indicate the action that Cisco Unity Connection SRSV allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left by unidentified callers are never marked urgent.</li> <li>• Mark Urgent—All messages left by unidentified callers are marked urgent. This may be useful for Sales or Technical Support calls.</li> <li>• Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.</li> </ul>

Table 9-10 Call Handler Message Settings Page (continued)

Field	Description
Message Sensitivity	<p>Indicate the action that Cisco Unity Connection SRSV allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> <li>• Mark Normal—Messages left by unidentified callers are never marked private.</li> <li>• Mark Private—All messages left by unidentified callers are marked private.</li> <li>• Ask Callers—Connection asks unidentified callers whether to mark their messages private.</li> </ul>
Message Security—Mark Secure	<p>Check this check box to have Cisco Unity Connection SRSV mark messages as secure that are left for this user by unidentified callers or by users who have not explicitly signed in (when identified user messaging is enabled).</p>
Message Recipient	<p>Select the user or distribution list that receives messages left for the call handler. Select a recipient type by selecting the applicable button, and then select from the options available in the list.</p> <p>When you select a distribution list, each member of the list receives the call handler messages.</p> <p>Remember to enter this information when you create individual call handlers, unless all call handlers that are created from a template will have an identical message recipient, in which case you can enter the information on the template.</p> <p>Check the Mark for Dispatch Delivery check box to have messages sent to the distribution list as a dispatch message. When sent as a dispatch message, only one user in the group needs to act on the message.</p>
After Message Action	<p>Indicate the action that Cisco Unity Connection SRSV performs after a caller leaves a message:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list: <ul style="list-style-type: none"> <li>– Hang Up—Connection SRSV immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>– Route from Next Call Routing Rule—Connection SRSV continues processing the call according to the applicable call routing table (direct or forwarded, depending on how the call was received from the phone system) starting at the next rule after the rule that Connection SRSV previously applied to the call.</li> </ul> </li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Sign-In—Sends the call to the user sign-in conversation, which prompts the caller to enter an ID.</li> <li>– User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection SRSV performs the transfer only when the user restriction table permits it.</li> </ul> </li> </ul>

## Search Directory Handlers

The Search Directory Handlers page displays the list of all available directory handlers.

The search results, by default, return all directory handlers. By default, the administrator can view 25 records per page and can select rows per page from the dropdown list, the max limit being 250 search results returned on one page. The administrator can perform custom search on the directory handler name field using the following options:

- Begins with
- Contains
- Ends with
- Is Exactly
- Is Empty
- Is Not Empty

**Table 9-11** Search Directory Handlers Page

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: <ul style="list-style-type: none"> <li>• All—Display all search results, regardless of the partition to which they belong.</li> <li>• Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.</li> </ul>
Display Name	<i>(Display only)</i> The name of the directory handler.
Extension	<i>(Display only)</i> The extension that the phone system uses to connect to the directory handler.
Voice Enabled	<i>(Display only)</i> Indicates whether the directory handler is voice-enabled; for voice-enabled directory handlers, callers say the first name and last name of the Cisco Unity Connection SRSV user that they want to reach.

## Edit Directory Handler Basics

**Table 9-12** Edit Directory Handler Basics Page

Field	Description
Display Name	Enter a descriptive name for the directory handler.
Creation Time	<i>(Display only)</i> Shows the date and time when the directory handler was created.
Language	<i>(Not applicable to voice-enabled directory handlers.)</i> Select the language in which Cisco Unity Connection SRSV plays the handler system prompts to the caller: <ul style="list-style-type: none"> <li>• Use System Default Language—Connection SRSV uses the system default language for the language that callers hear when they call your organization.</li> <li>• Inherit Language from Caller—Select this option to use the language that was applied to the caller by a previous call handler or by a routing rule. If the language is set to Inherited for every rule and handler that processes a call, then the system prompts are played in the system default language.</li> </ul> <p>Alternatively, you can select a specific language from the list.</p> <p><b>Note</b> Depending on your license settings, United States English may not be available.</p>
Extension	Enter the extension that the phone system uses to connect to the directory handler.

Table 9-12 Edit Directory Handler Basics Page (continued)

Field	Description
Partition	<p><i>(Display only)</i> Shows the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection SRSV. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space.</p> <p>Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).</p>
Play All Names	<p><i>(Not applicable to voice-enabled directory handlers.)</i> Check this check box to play the names of users in the directory for caller selection, rather than requiring the caller to search by spelled name.</p> <p>Cisco Unity Connection SRSV plays the names of all users in the directory when either of the following conditions are true:</p> <ul style="list-style-type: none"> <li>• One to five usernames are listed in the directory.</li> <li>• The caller chooses to play all names listed in the directory. When there are more than five (but fewer than 51) usernames listed in the directory, the Connection SRSV conversation allows callers the choice of either searching for a user in the directory by spelled name or having Connection play all names listed in the directory.</li> </ul> <p>When a directory handler includes more than 50 usernames, Connection SRSV requires the caller to search for a user by spelled name.</p> <p>When there are no usernames listed in the directory, Connection SRSV sends the caller to the call handler specified on the Caller Input page.</p> <p>Default setting: Check box not checked.</p>
Recorded Name	<p>This is the recorded name of the user, contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Connection Messaging Assistant.</p> <p>To record the name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.</p>

Table 9-12 Edit Directory Handler Basics Page (continued)


Field	Description
Search Scope	<p>Select the scope for directory handler searches:</p> <ul style="list-style-type: none"> <li>Entire Server—Restricts directory handler searches to users and contacts who are associated with the entire Cisco Unity Connection server that the caller dialed.</li> <li>Class of Service (<i>Not applicable to voice-enabled directory handlers.</i>)—Restricts directory handler searches to users who are assigned to the selected class of service on the local Connection server.</li> <li>System Distribution List (<i>Not applicable to voice-enabled directory handlers.</i>)—Restricts directory handler searches to members of the selected system distribution list. Note that all system distribution lists are presented, including lists that may contain members who are not Connection users.</li> <li>Search Space—Restricts directory handler searches to users and contacts who are associated with a partition that is a member of the selected search space.</li> <li>Inherit Search Space from Call—Restricts directory handler searches to users and contacts who are associated with a partition that is a member of the search space of the call. The search space of the call can be set by the call routing rules or by a call handler that receives the call before it reaches the directory handler.</li> </ul> <p>Default setting: Entire Server.</p>
Search Criteria Order	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) Select the method that callers use to spell a username:</p> <ul style="list-style-type: none"> <li>First Name, Last Name—For example, callers press 535 (KEL) to reach Kelly Bader.</li> <li>Last Name, First Name—For example, callers press 223 (BAD) to reach Kelly Bader.</li> </ul> <p>Include instructions that reflect the Search By selection in the call handler greeting that routes callers to this directory handler.</p> <p>Default setting: Last Name, First Name.</p>
Route Automatically on a Unique Match	<p>When this option is selected, Cisco Unity Connection SRSV routes a call to the extension assigned to the user without prompting the caller to verify the match.</p> <p> <b>Note</b> For voice-enabled directory handlers, the Route Automatically on a Unique Match option is supported.</p>
Always Request Caller Input	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) When this option is selected, Cisco Unity Connection SRSV prompts a caller to verify the match before sending the caller to the specified user extension.</p>
Announce Matched Names Using Extension Format	<p>(<i>Not applicable to voice-enabled directory handlers.</i>) When this option is selected, Cisco Unity Connection SRSV announces to callers the names and extensions of matching users. For example, “For Pat Amos, press 123. For Gerry Anderson, press 104.” Callers enter the extension number to choose a user.</p> <p>This functionality is supported only when the Search Scope of the directory handler is set to Search Space or Inherit Search Space from Call.</p>

Table 9-12 Edit Directory Handler Basics Page (continued)

Field	Description
Announce Matched Names Using Menu Format	<p>(Not applicable to voice-enabled directory handlers.) When this option is selected, Cisco Unity Connection SRSV provides a menu of users to callers. For example, “For Pat Amos, press 1. For Gerry Anderson, press 2.” Callers enter the menu number to choose a user.</p> <p>To provide callers with the user extension, also check the Announce Extension with Each Name check box. Then, Connection SRSV provides a menu of users that includes user extensions. For example, “For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2.”</p>
Announce Extension with Each Name	<p>Check this check box to indicate that Cisco Unity Connection SRSV provides a menu of users that includes user extensions. Callers enter the menu number to select a user. For example, “For Pat Amos at extension 123, press 1. For Gerry Anderson at extension 104, press 2.” Callers might take note of user extensions to skip using the corporate directory the next time they call.</p> <p>For directory handlers that are not voice enabled, this functionality is supported only when Announce Matched Names Using Menu Format is also selected.</p> <p>Default setting: Check box checked.</p>
Maximum Number of Matches	<p>(Not applicable to voice-enabled directory handlers.) Indicate the maximum number of matching names that are presented to a caller when more than one user matches the key presses entered by the caller.</p> <p>Default setting: 8 matches.</p>

## Directory Handler Caller Input

Table 9-13 Directory Handler Caller Input Page

Field	Description
Timeout If No Input	<p>(Not applicable to voice-enabled directory handlers.) Enter the number of seconds that Cisco Unity Connection SRSV waits for caller input. When the caller does not press any key, Connection asks for confirmation that the caller is still there. If there is no response, Connection performs the action selected in the If Caller Exits fields.</p> <p>Default setting: Five seconds.</p>
Timeout After Last Input	<p>(Not applicable to voice-enabled directory handlers.) Enter the number of seconds that Cisco Unity Connection SRSV waits after caller input before performing the action indicated by the input.</p> <p>Default setting: Four seconds.</p>
Times to Repeat Request for Name Entry	<p>(Not applicable to voice-enabled directory handlers.) Enter the number of times that Cisco Unity Connection SRSV reprompts the caller for input. When the caller does not press any key after being reprompted, Connection SRSV asks for confirmation that the caller is still there. If there is no response, Connection SRSV performs the action selected in the If Caller Exits fields.</p> <p>Default setting: One time.</p>
Allow Caller to Exit Using * Key	<p>(Not applicable to voice-enabled directory handlers.) Check this check box to allow callers to press the * key on the phone to exit. Cisco Unity Connection SRSV immediately sends the caller to the destination you specify in the If Caller Exits field.</p>



Table 9-13 Directory Handler Caller Input Page (continued)

Field	Description
If Caller Exits	<p>Select the destination to which calls are sent when the caller does not respond to the name entry prompt:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection SRSV immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection SRSV performs the transfer only when the user restriction table permits it.</li> </ul> </li> </ul>
If No Input	<p><i>(Not applicable to voice-enabled directory handlers.)</i> Select the destination to which calls are sent when the caller does not respond to the name entry prompt:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection SRSV immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection SRSV performs the transfer only when the user restriction table permits it.</li> </ul> </li> </ul> <p>Default setting: Goodbye Call Handler.</p>

Table 9-13 Directory Handler Caller Input Page (continued)

Field	Description
If No Selection	<p>(Not applicable to voice-enabled directory handlers.) Select the destination to which calls are sent when the caller does not respond to the name entry prompt:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection SRSV immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection SRSV performs the transfer only when the user restriction table permits it.</li> </ul> </li> </ul> <p>Default setting: Goodbye Call Handler.</p>
If Caller Presses Zero	<p>Select the destination to which calls are sent when the caller presses zero in response to the name entry prompt:</p> <ul style="list-style-type: none"> <li>• Call Action—Select the applicable action from the list. When Hang Up is selected, Cisco Unity Connection SRSV immediately terminates the call when a caller presses the applicable key on the phone.</li> <li>• Call Handler—Sends the call to the system call handler that you specify. Specify whether the call should transfer to the call handler extension or go directly to the greeting of the handler.</li> <li>• Directory Handler—Sends the call to the directory handler that you specify.</li> <li>• Conversation—Sends the call to the conversation that you specify: <ul style="list-style-type: none"> <li>– Sign-In—Sends the call to the user sign in conversation, which prompts the caller to enter an ID.</li> <li>– User System Transfer—Sends the call to a conversation that allows users to transfer to a number that they specify. Users are prompted to sign in and then can enter numbers that are not associated with Connection users—such as lobby and conference room phones, and even phone numbers outside the organization. Connection SRSV performs the transfer only when the user restriction table permits it.</li> </ul> </li> </ul> <p>Default setting: Operator Call Handler.</p>

# Directory Handler Greeting

**Table 9-14**      *Directory Handler Greeting Page*

Field	Description
Use Custom Greeting	<p>Check this check box to have Cisco Unity Connection SRSV play the custom greeting that you record when callers reach the directory handler. Use the Recording fields to play or record the custom greeting.</p> <p>Uncheck this check box to have Connection SRSV play the system default greeting when callers reach the directory handler.</p> <p>Default setting: Check box not checked.</p>
Recording	<p>If more than one language is installed on Cisco Unity Connection SRSV, greetings can be recorded in multiple languages. The Recorded Languages field displays each language in which the greeting has been recorded.</p> <p>To play or record the greeting here, select the language for the greeting that you will be recording, then select the Play/Record button to open the Media Master. On the Options menu of the Media Master, select Open File to use a prerecorded WAV file as the recording.</p> <p>Note that when a greeting recording is available in multiple languages, the recording that plays to a caller depends on the language that is set for the call. You can set the language via the Language setting on the Edit Call Directory Basics page for the directory handler. When the Inherit Language from Caller option is selected for this setting, Connection SRSV determines the language to use on a per-call basis, depending on the language set by the call routing rule or handler that most recently processed the call. (If the language is set to inherited for every rule and handler that processes a call, when the call reaches the directory handler greeting, the greeting that corresponds to the system default language is played.)</p>

