Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x

Revised June 14, 2013

All the HTML notifications in Cisco Unity Connection require the HTML-based notification templates. The administrator can define any number of customized HTML templates. The administrator can assign a template to the users or can allow the users to select a template. However, the users do not have the permissions to create or modify a template.

The template selected can either be a default or a custom template that the administrator has created. The default templates are Default_Dynamic_Icons and Default_Actionable_Links_Only. Note that you cannot edit or delete the content of the default templates. The Default_Dynamic_Icons template has the HTML tags along with the custom graphics and the status items. The Default_Actionable_Links_Only template has the HTML tags along with the actionable links without any images, custom graphics, or status items.

Note

The default templates are only examples and are available only in the English language. The administrator can create templates in any required language and save them.

The HTML notification template provides the user an enhanced notification experience that includes the following:

- Free flow HTML text
- HTML tags, where in support of HTML tags depend on the email client that the user is using.
- Custom Variables and Custom Graphics
- Status Items for Voice Message - MWI, Message Status as Icons within an HTML template.
- Embedded links to the external URIs/URLs

For example, the administrators can configure the HTML templates to include header, footer, logos, images, MWI status, and hyperlinks to the Connection Mini Web Inbox.

The examples of default templates and other customized templates are available on Cisco Unity Tools.

Note

- The use of images, MWI status, and Message status is not mandatory. However, if used, the administrators need to ensure that the image rendering when used with the HTML tags and the APIs is supported by their respective email clients.
- Make sure the signed SSL certificates are installed in order to access the notifications via email and the voice message via Connection Mini Web Inbox. For more information on how to configure SSL on Cisco Unity Connection, refer to the “Securing Cisco Unity Connection Administration, Cisco..."
Checklist for Creating and Rendering a Template - Must Haves

Table 8-1 Checklist for Creating and Rendering a Template

<table>
<thead>
<tr>
<th>Configuration Steps</th>
<th>Related Topics and Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Ensure to use valid HTML tags, text, and variables.</td>
</tr>
<tr>
<td>In case of rendering the HTML templates on Microsoft Outlook, refer to MSDN documentation:</td>
<td></td>
</tr>
<tr>
<td>• “Word 2007 HTML and CSS Rendering Capabilities in Outlook 2007-Part 1” and</td>
<td></td>
</tr>
<tr>
<td>• “Word 2007 HTML and CSS Rendering Capabilities in Outlook 2007-Part 2”.</td>
<td></td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Ensure that a notification template is assigned to an HTML notification device.</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>Ensure that the HTML notification device is enabled for the user.</td>
</tr>
</tbody>
</table>
Chapter 8  Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x

Table 8-1  Checklist for Creating and Rendering a Template

<table>
<thead>
<tr>
<th>Configuration Steps</th>
<th>Related Topics and Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 4</strong></td>
<td>Ensure that the desired authentication mode is selected. There are two modes supported, Authentication and Non-authentication mode.</td>
</tr>
<tr>
<td><strong>Step 5</strong></td>
<td>Ensure that if your HTML templates include images, icons using custom graphics, or status items for an email notification, the images being rendered on an HTML email is supported by your email client. The script utility for regedit and hotfixes for your Microsoft Outlook configuration is also available over Cisco Unity Tools.</td>
</tr>
</tbody>
</table>


**HTML Notifications Support for the IPv6 and IPv4 Modes**

The SMTP outbound proxy is supported over the IPv4 mode only. Therefore, Cisco Unity Connection will send the HTML notifications to an Email server over SMTP in the IPv4 mode only. The administrator must ensure that the HTML notifications are working over IPv4.

The users can receive the notifications and play the voice messages on supported email clients for both the IPV4 and IPv6 mode. The Connection Mini Web Inbox URLs sent over an HTML email, can be accessed through the IPv6 or IPv4 mode, depending upon the DNS domain entry configured in the DNS Server to resolve Cisco Unity Connection in either IPv6 or IPv4.

**Note**

The Connection Mini Web Inbox over computer is supported for both, the IPv4 and IPv6 mode. However, the Connection Mini Web Inbox over mobile supports only the IPv4 mode. For more information on how to configure the IPv6 address, refer to http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

See the following sections:

- Adding a Notification Template, page 8-4
- Modifying a Notification Template, page 8-11
- Deleting a Notification Template, page 8-12
Adding a Notification Template

Revised July 10, 2012
The content and format of the HTML notifications received via an email can be customized through a notification templates that include status items, action items, static items, custom variables, and custom graphics. Only the administrator has the rights to create and modify the notification templates, custom variables, and custom graphics. Cisco Unity Connection Administration and the Cisco Unity Connection Provisioning Interface (CUPI) APIs can be used to create, update, and delete the customized notification templates.

For more information on how to create a notification template, refer to Cisco Unity Connection Provisioning Interface (CUPI) API -- Notification Devices.

To Create a Notification Template

Step 1
In Cisco Unity Connection Administration, select Templates > Notification Templates > Notification Templates.

Step 2
Select Add New on the Search Notification Templates page.

Step 3
Enter a display name on the New Notification Template page.

Step 4
Enter the HTML content on the right panel. The HTML5 tags can also be added in the content of the notification template, however, the support of all the HTML tags depends on the email client that the user is using.

Note
When the administrator creates or updates an HTML notification template, Connection validates the HTML content given in the template.
### Step 5
(Optional) Select and copy the required status, action, and/or static items from the left panel of the HTML field and paste the items on the right panel. The description of the items are given below:

<table>
<thead>
<tr>
<th>Table 8-2</th>
<th>HTML Variables</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Items</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>%MWI_STATUS%</td>
<td>Displays the image based on MWI status. The default images are displayed as defined in the Administrative Replaceable Images section. However, the administrator can upload a new image through the administrative replaceable images option. For more information refer to Modifying a Replaceable Image, page 8-16. To insert the status items directly in the notification template, you can use the <code>&lt;img src=&quot;%MWI_STATUS%&quot; /&gt;</code> tag.</td>
</tr>
<tr>
<td>%MESSAGE_STATUS%</td>
<td>Displays the message status as unread, read, unread urgent, read urgent, or deleted. The default images are displayed as defined in the Administrative Replaceable Images section. However, the administrator can upload a new image through the administrative replaceable images option. For more information refer to Modifying a Replaceable Image, page 8-16. To insert the status items directly in the notification template, you can use the <code>&lt;img src=&quot;%MESSAGE_STATUS%&quot; /&gt;</code> tag.</td>
</tr>
<tr>
<td>%LAUNCH_MINI_INBOX%</td>
<td>Launches the Connection Mini Web Inbox. To insert this item directly in the notification template, you can use the <code>&lt;a href=&quot;%LAUNCH_MINI_INBOX%&quot;&gt;Text&lt;/a&gt;</code> tag.</td>
</tr>
<tr>
<td>%LAUNCH_WEB_INBOX%</td>
<td>Launches the Cisco Unity Connection Web Inbox only on computer. To insert this item directly in the notification template, you can use the <code>&lt;a href=&quot;%LAUNCH_WEB_INBOX%&quot;&gt;Text&lt;/a&gt;</code> tag.</td>
</tr>
<tr>
<td>%MESSAGE_PLAY_MINI_INBOX%</td>
<td>Launches the Connection Mini Web Inbox for a specific message and auto plays the message. To insert this item directly in the notification template, you can use the <code>&lt;a href=&quot;%MESSAGE_PLAY_MINI_INBOX%&quot;&gt;Text&lt;/a&gt;</code> tag.</td>
</tr>
<tr>
<td>%MESSAGE_DELETE%</td>
<td>Deletes the voice message. To insert this item directly in the notification template, you can use the <code>&lt;a href=&quot;%MESSAGE_DELETE%&quot;&gt;Text&lt;/a&gt;</code> tag.</td>
</tr>
<tr>
<td>%MESSAGE_FORWARD%</td>
<td>Forwards a particular voice message. To insert this item directly in the notification template, you can use the <code>&lt;a href=&quot;%MESSAGE_FORWARD%&quot;&gt;Text&lt;/a&gt;</code> tag.</td>
</tr>
</tbody>
</table>
### Adding a Notification Template

#### Table 8-2 HTML Variables

<table>
<thead>
<tr>
<th>Items</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%MESSAGE_REPLY%</td>
<td>Launches the Connection Mini Web Inbox with the <strong>Reply to Message</strong> window to reply to a voice message. To insert this item directly in the notification template, you can use the <code>&lt;a href=&quot;%MESSAGE_REPLY%&quot;&gt;Text &lt;/a&gt;</code> tag.</td>
</tr>
<tr>
<td>%MESSAGE_REPLY_ALL%</td>
<td>Launches the Connection Mini Web Inbox with the <strong>Reply to Message</strong> window. The <strong>To</strong> and <strong>Subject</strong> fields get populated automatically with multiple recipients. To insert this item directly in the notification template, you can use the <code>&lt;a href=&quot;%MESSAGE_REPLY_ALL%&quot;&gt;Text &lt;/a&gt;</code> tag.</td>
</tr>
<tr>
<td>%MESSAGE_MARKUNREAD%</td>
<td>Launches the Connection Mini Web Inbox with marking the message as unread and increasing the unread message count. To insert this item directly in the notification template, you can use the <code>&lt;a href=&quot;%MESSAGE_MARKUNREAD%&quot;&gt;Text &lt;/a&gt;</code> tag.</td>
</tr>
</tbody>
</table>

**Custom Variables**

The administrator can store values in the form of text and numbers in custom variables. For example, the administrator can use custom variables for headers and footers.

It replaces the value of the selected custom variable by the content as specified by the administrator under the **Templates > Notification Templates > Custom Variables** page.

To insert a variable directly in the notification template, as specified by the administrator under the **Templates > Notification Templates > Custom Variables** page, you can use the `%Var1%`.

For more information on custom variables, refer to **Adding a Custom Variable**, page 8-12.

**Custom Graphics**

The administrator can use custom graphics for adding logos, images, within an HTML template. The images could also be used to define Image based Template Structure.

For example - See Default_Dynamic_Icons.

To insert a graphic directly in the notification template as specified by the administrator under the **Templates > Notification Templates > Custom Graphics** page, you can use the `<img src="%GRAPHIC1%"></img>` tag.

For more information on custom graphics, refer to **Adding a Custom Graphic**, page 8-14.

**%CALLER_ID%**

Displays the alias name of the caller who has received a voice message.
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Adding a Notification Template

The above action items are displayed as icons, images, or links in the email notification that is sent to the user. As a link is clicked from an email notification, it opens the Cisco Unity Connection Mini Web Inbox player and performs the specific action accordingly.

Step 6  Click **Validate** to verify the HTML content. Connection validates the HTML content given in the template.

Note
- The notification template does not get saved if any error is returned in the HTML validation. You must remove the error(s) returned by validation before saving the notification template. However, an HTML template with warnings can be saved successfully.
- The validator only validates HTML content not CSS.

Step 7  Click **Save**.

You can also preview the template by clicking **Preview**. This option is available only when the new notification template is saved.

Note that the **Preview** option displays the view as per your default browser, however, the display may vary on the various email clients.

**Notification Template Suggestions**
- Table, image, div tags in HTML works well with most email solutions including - Outlook 2007, Outlook 2010, Outlook 2013, Lotus Notes, and Gmail (Web Based).
- HTML content with plain text and hyperlinks within a template works well with most email solutions including - Outlook 2007, Outlook 2010, Outlook 2013, Lotus Notes, and Gmail (Web Based).
- HTML background image tag is not supported while creating a notification template.
- Image overlaying other image is not supported while creating a template. For example, an image over a background image.
- Use of images, custom graphics, icons for status items - MWI, Message Status are not mandatory for HTML-based notifications. If images, custom graphics, and icons for status items are used, it is recommended for administrators to check the support or documentation of email clients being used.
• Use minimal CSS within an HTML template. You can use only the inline CSS that is supported in an HTML template, whereas the external CSS is not supported in the notification templates. In addition, the HTML editor that is used to create templates validates only the HTML content and not the CSS.

• There is no support for Java Script or other scripting languages within HTML.


Example 1 of a Default Notification Template - Default_Actionable_Links_Only

```
<html xmlns="http://www.w3.org/1999/xhtml">
<head>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
<title>Untitled Document</title>
</head>
<body>
<table width="100%" cellpading="0" cellspacing="0" bgcolor="#F4F4F4">
<tr>
<td style="color:#9DA8B7; font-size:11px;padding: 10px 0 10px 28px;">
<br/>
</td>
</tr>
<tr>
<td>
<table align="center" width="500" cellpading="0" cellspacing="0" border="0">
<tr>
<td>
<table cellspacing="0" cellpadding="10" border="0">
<tr>
<td width="500" align="left" valign="top" bgcolor="#CBDDFF">
<div style="font-size:18px; color:#3573AD;">Voice Message from %SENDER_ALIAS% </div> 
</td>
</tr>
<tr>
<td width="500" align="right" valign="top" bgcolor="#CBDDFF">
<a href="%MESSAGE_PLAY_MINI_INBOX%">Play</a> | <a href="%MESSAGE_FORWARD%"> Forward</a> | <a href="%MESSAGE_REPLY%">Reply</a> | <a href="%MESSAGE_DELETE%">Delete</a>
</td>
</tr>
</table>
</td>
</tr>
</table>
</td>
</tr>
<tr height="1" bgcolor="#0066FF"></tr>
<tr>
<td align="center" width="500" cellspacing="0" cellpadding="0">
</td>
</tr>
</table>
</body>
</html>
```
Adding a Notification Template

Intelligent Notifications

Intelligent Notifications deliver rich, customizable, and actionable voice message notifications. When connected to the corporate network, they provide users the ability to play, reply, forward, mark unread, and delete a specific message.

Example 2 of a Default Notification Template - Default_Dynamic Icons
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Adding a Notification Template

Intelligent Notifications  deliver rich, customizable, and actionable voice message notifications. When connected to the corporate network, they provide users the ability to play, reply, forward, mark unread, and delete a specific message.

Intelligent Notifications  deliver rich, customizable, and actionable voice message notifications. When connected to the corporate network, they provide users the ability to play, reply, forward, mark unread, and delete a specific message.
Modifying a Notification Template

To Modify a Notification Template

**Step 1**  
In Cisco Unity Connection Administration, select **Templates > Notification Templates > Notification Templates**.

**Step 2**  
On the **Search Notification Templates** page, select the display name of the notification template that you want to modify.

**Note**  
If the notification template 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 Notification Template <device>** page, change the settings, as applicable. You can update the template by adding new items or your own static content.

**Note**  
For field information, in the **Help** menu, select **This Page**.
Deleting a Notification Template

Note that you cannot delete the system-defined default templates (Default_Dynamic_Icons and Default_Actionable_Links_Only).

In addition, if a template is assigned to an HTML notification device, then you cannot delete the template unless all the existing associations with the template are removed.

To Delete a Notification Template

1. In Cisco Unity Connection Administration, select Templates > Notification Templates > Notification Templates.
2. On the Search Notification Templates page, check the check box next to the display name of the notification template that you want to delete.
3. Select Delete Selected.
4. Select OK.

Adding a Custom Variable

Custom variables provide flexibility to populate content in an HTML notification. The administrators are allowed to create different custom variables that can be used while creating the HTML-based notification templates. For example, the custom variables can be used in case of defining a particular company’s name, address, any numbers, or URLs.

The administrator has rights to view, edit, and delete the existing custom variables. We recommend that you do not create more than 20 custom variables.

To Create a Custom Variable

1. In Cisco Unity Connection Administration, select Templates > Notification Templates > Custom Variables.
2. Select Add New on the Search Custom Variables page.
**Modifying a Custom Variable**

**To Modify a Custom Variable**

**Step 1**  
In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Variables**.

**Step 2**  
On the Search Custom Variables page, select the display name of the custom variable that you want to modify.

*Note*  
If the custom variable 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 Custom Variables page, change the settings, as applicable.

*Note*  
For field information, in the **Help** menu, select **This Page**.

**Step 4**  
After changing the settings on the Edit Custom Variables page, select **Save**.

---

**Deleting a Custom Variable**

Note that Connection does not prompt if a variable is used in any HTML-based notification template. The administrator must manually update the content of the notification template wherever the deleted custom variables are used. If the deleted variable is not removed from the notification template then the variable will get displayed in the notification instead of its value.
Adding a Custom Graphic

Custom graphics give flexibility to populate graphic in an HTML notification. The administrators are allowed to create different custom graphics that can be used while creating the HTML-based notification templates. For example, the custom graphics can be used in case of defining a particular company's logo, or product images.

The administrator has rights to view, edit, and delete the existing custom graphics. We recommend that you do not create more than 20 custom graphics.

The graphic can either be a default or a custom graphic that the administrator has created. The default custom graphics are DEFAULT_BOTTOM and DEFAULT_TOP. Note that you cannot edit or delete the default custom graphics.

Ensure the following points while creating and rendering the custom graphics:


- Note that the images or icons given using custom graphics or status items are rendered using APIs to your email client. Therefore, you must make sure that you have required settings/configuration done for your desktop or Web based email clients. link to outlook configuration. For more information refer to “Configuring Cisco Unity Connection 9.x for HTML-based Message Notification” section of the Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages chapter of the User Workstation Setup Guide for Cisco Unity Connection, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcucuwsx.html.

To Create a Custom Graphic

Step 1 In Cisco Unity Connection Administration, select Templates > Notification Templates > Custom Graphics.
Step 2 Select Add New on the Search Custom Graphics page.
Step 3 Enter a display name on the New Custom Graphics page.
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Modifying a Custom Graphic

To Modify a Custom Graphic

Step 1  In Cisco Unity Connection Administration, select Templates > Notification Templates > Custom Graphics.

Step 2  On the Search Custom Graphics page, select the display name of the custom graphic that you want to modify.

Note  If the custom graphic 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 Custom Graphics page, change the settings, as applicable. For field information, in the Help menu, select This Page.

Note  You are not allowed to edit the Display Name field.

The file must not be more than 1 MB in size and must be unique. You cannot upload the same graphic again. In addition, you can upload only the image formats and any other format is not supported for uploading.

Step 4  After changing the settings on the Edit Custom Graphics page, select Save.
Deleting a Custom Graphic

You cannot delete the system-defined default templates (DEFAULT_BOTTOM and DEFAULT_TOP). Note that Connection does not prompt if a graphic is used in any HTML-based notification template. The administrator must manually update the content of the notification template, wherever the deleted custom graphics are used. If the deleted graphic is not removed from the notification template then the display name will get displayed in the notification instead of the graphic.

To Delete a Custom Graphic

**Step 1**
In Cisco Unity Connection Administration, select Templates > Notification Templates > Custom Graphics.

**Step 2**
On the Search Custom Graphics page, check the check box next to the display name of the custom variable that you want to delete.

**Step 3**
Select Delete Selected.

**Step 4**
Select OK.

Modifying a Replaceable Image

The administrator has rights to replace the default images for the following status items:

- Deleted_message
- MWI_OFF
- MWI_ON
- Read_message
- Read_urgent_message
- Unread_message
- Unread_urgent_message

These images can anytime reset to default through the Restore option given on the Search Replaceable Images page. The addition or deletion of any image is not allowed in the given default list.

**Note**
To Modify a Replaceable Image

**Step 1**  
In Cisco Unity Connection Administration, select **Templates > Notification Templates > Administrative Replaceable Image**.

**Step 2**  
On the Search Replaceable Image page, select the display name of the image that you want to modify.

**Step 3**  
On the Edit Replaceable Image page, change the settings, as applicable. For field information, in the Help menu, select **This Page**.

---

**Note**  
You are not allowed to edit the **Display Name** field.

After changing the settings on the Edit Replaceable Image page, select **Save**.

---

**Note**  
These replaceable images are used in the notification templates for the status items tags, for example, `%MWI_STATUS%` and `%MESSAGE_STATUS%` displays the MWI status and message status of the voice message.