



CHAPTER 10

Managing Contacts in Cisco Unity Connection 9.x

A contact is a type of user who does not have access to any Cisco Unity Connection features such as voice messaging. A contact can represent a person in your company who has a voicemail account on another system, or a customer or vendor who does not need a voice mailbox, but who frequently communicates with Unity Connection users.

See the following sections for detailed information:

- [About Contacts, page 10-1](#)
- [Creating, Modifying, and Deleting Contact Templates, page 10-2](#)
- [Creating, Modifying, and Deleting Contacts, page 10-3](#)
- [Creating or Changing Alternate Names for Contacts, page 10-5](#)
- [SMTP Proxy Addresses, page 10-5](#)

About Contacts

If you have staff, vendors, or partners who do not have mailboxes on the system, but need to communicate with users, we recommend that you create contacts for them. Administrator-defined contacts are available to all users, unlike user-defined contacts that would need to be set up individually for each user. In addition, users are able to add the contacts to their personal call routing rules and caller groups, and can use voice commands to call the contacts. Also, if the contact information changes, you update it in only one place. Note the following details:

- **VPIM Messaging**—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.
- **Directory Access**—When you create contacts in Cisco Unity Connection Administration and enable them to be listed in the directory, they can then be accessed by users from the Unity Connection directory. This allows callers to transfer to the extension of the contact.
- **Name Dialing Access**—Users have the ability to quickly and easily place phone calls to contacts when using the user speech recognition conversation—as long as the contact has transfers enabled.
- **Personal Call Transfer Rules**—Users can add other users, administrator-defined contacts, and user-defined contacts to their personal call transfer rules and caller groups.

Creating, Modifying, and Deleting Contact Templates

Each contact that you add in Unity Connection is based on a contact template. Settings from the template are applied to the contacts as the contacts are created. Unity Connection includes one predefined contact template, which you can modify. You can also create new templates.

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.

See the following procedures:

- [To Create a Contact Template, page 10-2](#)
- [To Modify a Contact Template, page 10-2](#)
- [To Delete a Contact Template, page 10-2](#)

To Create a Contact Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then select **Contact Templates**.
- Step 2** On the Search Contact Templates page, select **Add New**.
- Step 3** On the New Contact Template page, enter an alias and display name.
- Step 4** If the contact template will be used for VPIM contacts, in the Delivery Location list, select the applicable delivery location.
- Step 5** Select **Save**.
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To Modify a Contact Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then select **Contact Templates**.
- Step 2** On the Search Contact Templates page, select the display name of the contact template that you want to modify.



Note If the contact template 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 Contact Template 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 Contact Template Basics page, select **Save**.
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To Delete a Contact Template

- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then select **Contact Templates**.
- Step 2** On the Search Contact Templates page, check the check box next to the display name of the contact template that you want to delete.
- Step 3** Select **Delete Selected**.

Step 4 Select **OK**.

Creating, Modifying, and Deleting Contacts

When you have created contact templates, you are ready to create or modify contacts manually. See the following procedures:

- [To Create a Contact, page 10-3](#)
- [To Modify a Contact, page 10-3](#)
- [To Modify Multiple Contacts in Bulk Edit Mode, page 10-4](#)
- [To Delete a Contact, page 10-4](#)



Note

In addition to manually creating, modifying, and deleting VPIM contacts, you can configure Cisco Unity Connection to automatically update records in the VPIM contact directory based on information contained in incoming VPIM messages. For details see the “Customizing VPIM Contact Directory Update Settings” section in the “[VPIM Networking in Cisco Unity Connection 9.x](#)” chapter of the *Networking Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/networking/guide/9xcucnetx.html.

To Create a Contact

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 On the Search Contacts page, select **Add New**.

Step 3 On the New Contact page, enter settings as applicable. (For field information, on the Help menu, select **This Page**.)



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

Step 4 Select **Save**.

Step 5 On the Edit Contact Basics page, continue entering settings for the contact. (For field information, on the Help menu, select **This Page**.)

Step 6 When you have finished entering settings on the Edit Contact Basics page, select **Save**.

Step 7 On the Edit menu, select any (or all) of the following related pages, to continue adding applicable settings to the new contact:

- **Alternate Names**
 - **SMTP Proxy Addresses**
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To Modify a Contact

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 On the Search Contacts page, select the alias of the contact that you want to modify.



Note If the contact 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** Change settings on the page, as applicable. When you have finished changing settings on the Edit Contact Basics page, select **Save**.
- Step 4** On the Edit menu, select the applicable page to continue modifying settings for the contact. If you change any of the settings on these pages, select **Save** before leaving the page.
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To Modify Multiple Contacts in Bulk Edit Mode

- Step 1** In Cisco Unity Connection Administration, select **Contacts**.
- Step 2** On the Search Contacts page, check the applicable contact check boxes, and select **Bulk Edit**.
If the contacts 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 contacts. Then select **Bulk Edit**.
- Step 3** 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. (For field information, on the Help menu, select **This Page**.)
- Note** The Status message at the top of the Edit Contact Basics page tells you how many contact accounts are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode.
- Step 4** If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.
- Step 5** Select **Submit**.
- Step 6** If applicable, continue modifying settings for the contacts on the SMTP Proxy Addresses page. See the [“To Configure SMTP Proxy Addresses for Contacts in Bulk Edit Mode” procedure on page 10-6](#).
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To Delete a Contact

- Step 1** In Cisco Unity Connection Administration, select **Contacts**.
- Step 2** On the Search Contacts page, check the check box next to the alias of the contact that you want to delete.



Note If the contact 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**.

- Step 3** Select **Delete Selected**.
- Step 4** In the dialog box that opens, asking you to confirm the deletion, select **OK**.
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Creating or Changing Alternate Names for Contacts

Alternate names are different versions of a name than what is listed in the corporate directory. Cisco Unity Connection considers these names when a caller uses voice recognition to place a call. For example, if a caller asks Unity Connection to dial “Mary Jameson,” which was the maiden name of Mary Brown, Unity Connection references this information and connects the caller to this user. For details on using alternate names for users or contacts, see the “[Alternate Names in Cisco Unity Connection 9.x](#)” section on page 4-78.

SMTP Proxy Addresses

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

**Note**


Contacts that are not associated with a VPIM location cannot receive SMTP messages that are sent from IMAP clients through the Unity Connection server; when this type of contact is included as a message recipient, Unity Connection handles the message to that recipient according to the option selected for the System Settings > General Configuration > When a Recipient Cannot Be Found setting.

For details on setting up Unity Connection so that users can use IMAP clients to send, forward, or reply to messages through the Unity Connection server, see the “[Configuring IMAP Settings in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

Do the applicable procedure:

- [To Configure SMTP Proxy Addresses for Contacts, page 10-5](#)
- [To Configure SMTP Proxy Addresses for Contacts in Bulk Edit Mode, page 10-6](#)

To Configure SMTP Proxy Addresses for Contacts

- Step 1** In Cisco Unity Connection Administration, select **Contacts**.
- Step 2** On the Search Contacts page, select the alias of the applicable contact.

Note If the contact 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 Contact Basics page, on the Edit menu, select **SMTP Proxy Addresses**.
- Step 4** On the SMTP Proxy Addresses page, select **Add New**.
- Step 5** In the SMTP Proxy Addresses table, enter an address in the SMTP Proxy Address column.
- Step 6** Repeat [Step 4](#) and [Step 5](#) for each address that you want to add.

Step 7 When you are done adding addresses, select **Save**.

To Configure SMTP Proxy Addresses for Contacts in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, select **Contacts**.

Step 2 On the Search Contacts page, check the applicable contact check boxes, and select **Bulk Edit**.

If the contacts 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 contacts. Then select **Bulk Edit**.

Step 3 On the Edit Contact Basics page, on the Edit menu, select **SMTP Proxy Addresses**.

Step 4 Select **Append SMTP Proxy Addresses** or **Override SMTP Proxy Addresses**, as follows:

- **Append SMTP Proxy Addresses**—To add SMTP Proxy Addresses for each of the contacts, when the contacts currently do not have SMTP Proxy Addresses set.
- **Override SMTP Proxy Addresses**—To replace SMTP Proxy Addresses that are currently set for the contacts with new SMTP Proxy Addresses.

Step 5 On the SMTP Proxy Addresses page, select **Add New**.

Step 6 In the SMTP Proxy Addresses table, enter an address in the SMTP Proxy Address column. You can use any or all of the following replaceable tokens to construct the SMTP Proxy Addresses:

- %FirstName%
- %LastName%
- %Alias%
- %Extension%

For example, if you enter %Alias%@company.com in the SMTP Proxy Address column, the SMTP Proxy Address for each contact will be made up of the Alias of the contact followed by @company.com.

Step 7 Repeat [Step 5](#) and [Step 6](#) for each address that you want to add.

Step 8 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 9 Select **Submit**.
