Configuring Call-In Numbers

Perform the following tasks from the System Call-in Number window:

- Viewing a List of Call-in Numbers
- Displaying or Modifying Call-in Numbers
- Adding a Call-in Number
- Using Wildcard Trigger Patterns

Viewing a List of Call-in Numbers

Use this procedure to view a list of the numbers that callers dial to reach system applications, such as voice mail, the auto attendant, and the Administration via Telephone (AvT) system.

Step 1 Choose **System > Call-in Numbers**.

Step 2 The window shows the configured call-in numbers with the fields shown below:

- Call-in Number—Extension that the caller dials to access a system application. These numbers can also be entered when configuring the auto attendant (see Configuring Voice-Mail Call-Handling Parameters) or configuring call-handling voice-mail parameters (see Configuring Voice-Mail Call-Handling Parameters).

  You can also use wildcard trigger patterns when configuring call-in numbers (see Using Wildcard Trigger Patterns).

- Application—Application reached when the call-in number is dialed. Valid values are any custom applications you have created, and the system defaults:

  - voicemail—Default voice-mail application.

  - autoattendant—Default auto attendant application.

  - promptmgmt—Default Administration via Telephone (AvT) application

- Enabled—Shows whether the application is enabled.

- Maximum Sessions

- Language

Displaying or Modifying Call-in Numbers

Use this procedure to display or modify the numbers that callers dial to reach system applications, such as voice mail, the auto attendant, and the Administration via Telephone (AvT) system.

Step 1   Choose **System > Call-in Numbers**.

Step 2   Click the call-in number that you want to modify or view. The Call-in Number Profile window displays the following fields:

Step 3   To modify, edit the following fields:

- Call-in Number—Extension that the caller dials to access a system application. These numbers can also be entered when configuring the auto attendant (see Configuring Voice-Mail Call-Handling Parameters) or configuring call-handling voice-mail parameters (see Configuring Voice-Mail Call-Handling Parameters).

  You can also use wildcard trigger patterns when configuring call-in numbers (see Using Wildcard Trigger Patterns).

- Application—Application reached when the call-in number is dialed. Valid values are any custom applications you have created, and the system defaults:

  – voicemail—Default voice-mail application.

  – autoattendant—Default auto attendant application.

  – promptmgmt—Default Administration via Telephone (AvT) application

- Enabled—Shows whether the application is enabled.

- Maximum Sessions

- Language

Step 4   Click **Apply**.

Step 5   Click **Ok** to save.

Adding a Call-in Number

Use this procedure to add a call-in number, or a number that callers dial to reach system applications. These applications include voice mail, the auto attendant, and the Administration via Telephone (AvT) system.

Step 1   Choose **System > Call-in Numbers**.

Step 2   Click **Add**.

Step 3   Enter the data in the following fields:

- Application—Application reached when the call-in number is dialed. Valid values are any custom applications you have created, and the system defaults:

  – voicemail—Default voice mail application.

  – autoattendant—Default auto attendant application.

  – promptmgmt—Default Administration via Telephone (AvT) application.

- Call-in Number—Extension that the caller dials to access a system application. These numbers can also be entered when configuring the auto attendant (see Configuring a Voice Mail Auto Attendant) or configuring call-handling voice-mail parameters (see Configuring Voice-Mail Call-Handling Parameters).

  You can also use wildcard trigger patterns when configuring call-in numbers (see Using Wildcard Trigger Patterns).

- Maximum Sessions

- Enabled—Shows whether the application is enabled.

- Language

Step 4 Click **Add**.

Step 5 Click **Ok** to save.

Using Wildcard Trigger Patterns

You can configure a trigger to specify a number *pattern* instead of a single number. Incoming calls targeted to a number that matches the pattern cause the associated script to be invoked. The script determines which number was dialed by inspecting the called number attribute associated with the call. Cisco Unity Express supports a limit of 32 characters in the trigger pattern.

Wildcard patterns are based on Cisco Unified Communications Manager route patterns. The rules for choosing between multiple wildcard patterns matching an incoming call are similar to those used by Cisco Unified Communications Manager. For each pattern that is a candidate match for the dial string, Cisco Unity Express calculates the number of other dial strings of the same length as the input dial string that would match each pattern, and then selects the pattern that has the fewest alternative dial string matches.

Table 4 shows the trigger pattern wildcards and special characters supported in Cisco Unity Express.

Table 4   Trigger Pattern Wildcards and Special Characters

Character	Description	Examples
X	The X wildcard matches any single digit in the range 0 through 9.	The trigger pattern 9XXX matches all numbers in the range 9000 through 9999.
!	The exclamation point (!) wildcard matches one or more digits in the range 0 through 9.	The trigger pattern 91! matches all numbers in the range 910 through 9199999999999999999999999999999.
?	The question mark (?) wildcard matches zero or more occurrences of the preceding digit or wildcard value.	The trigger pattern 91X? matches all numbers in the range 91 through 9199999999999999999999999999999.
+	The plus sign (+) wildcard matches one or more occurrences of the preceding digit or wildcard value.	The trigger pattern 91X+ matches all numbers in the range 910 through 9199999999999999999999999999999.
[ ]	The square bracket ([ ]) characters enclose a range of values.	The trigger pattern 813510[012345] matches all numbers in the range 8135100 through 8135105.

Table 4   *Trigger Pattern Wildcards and Special Characters (continued)*

Character	Description	Examples
-	The hyphen (-) character, used with the square brackets, denotes a range of values.	The trigger pattern 813510[0-5] matches all numbers in the range 8135100 through 8135105.
^	The circumflex (^) character, used with the square brackets, negates a range of values. Ensure that it is the first character following the opening bracket ([). Each trigger pattern can have only one ^ character.	The trigger pattern 813510[^0-5] matches all numbers in the range 8135106 through 8135109.