

In this example, all calls land on my extension 1234. Caller will hear a message, welcome to xyz company if you know the extension dial it or wait someone will assist you.

1. Created an Extension 1234 in CUCM. And enabled call forward all to Voice mail.

Directory Number Configuration

Save

Delete

Copy

Reset

Apply Config

Add New

Status

Status: Ready

Directory Number Information

Directory Number*1234

☐ Urgent Priority

Route Partition

< None >

Description

Alerting Name

ASCII Alerting Name

External Call Control Profile

< None >

☒ Active

Directory Number Settings

Voice Mail Profile

Default

(Choose <None> to use system default)

Calling Search Space

< None >

BLF Presence Group*

Standard Presence group

User Hold MOH Audio Source

< None >

Network Hold MOH Audio Source

< None >

☐ Reject Anonymous Calls

External Presentation Information

☐ Anonymous External Presentation

External Presentation Number

External Presentation Name

Enterprise Alternate Number

Add Enterprise Alternate Number

+E.164 Alternate Number

Add +E.164 Alternate Number

Directory URIs

| Primary | URI | Partit |
|----------------------------------|-----|----------|
| <input checked="" type="radio"/> | | < None > |

Add Row

PSTN Failover for Enterprise Alternate Number, +E.164 Alternate Number, and URI Dialing

Advertised Failover Number

< None >

AAR Settings

| | Voice Mail | AAR Destination Mask |
|--|-----------------------------|----------------------|
| AAR | <input type="checkbox"/> or | |
| <input checked="" type="checkbox"/> Retain this destination in the call forwarding history | | |

Call Forward and Call Pickup Settings

| | Voice Mail | Destination |
|---|--|-------------|
| Calling Search Space Activation Policy | | |
| <input checked="" type="checkbox"/> Forward All | <input checked="" type="checkbox"/> or | |

2. Create a System Call Handler in CUC with extension 1234

Edit Call Handler Basics (test)

Call Handler

Edit

Refresh

Help

Save

Delete

Previous

Next

Status

It is recommended you backup report data prior to renaming the Call Handler Display Name

Call Handler

Display Name*

test

Creation Time

2018-06-26 13:48:42.962

Phone System

PhoneSystem

Active Schedule

All Hours

View

☒ Use System Default Time Zone

Time Zone

(GMT+04:00) Asia/Muscat

Language

☐ Use System Default Language

☒ Inherit Language from Caller

☐ English(United States)

Extension

1234

Partition

jircucpub Partition

Recorded Name

1234

Number or URI

90

Volume

1x

Speed

Search Scope

☐ Search Space

jircucpub Search Space

☒ Inherit Search Space from Call

Save

Delete

Previous

Next

Fields marked with an asterisk (*) are required.

All dates and times displayed in null

3. Go to Edit option and select Greeting.

Re: CUC - Auto attendant - Cisco Community

Cisco Unity Connection Administration

For Cisco Unified Communications Solutions

Cisco Unity Connection

- Users
 - Users
 - Import Users
 - Synch Users
- Class of Service
 - Class of Service
 - Class of Service Membership
- Templates
 - User Templates
 - Call Handler Templates
 - Contact Templates
 - Notification Templates
- Contacts
 - Contacts
- Distribution Lists
 - System Distribution Lists
- Call Management
 - System Call Handlers**
 - Directory Handlers
 - Interview Handlers
 - Custom Recordings
 - Call Routing
- Message Storage
 - Mailbox Stores
 - Mailbox Stores Membership
 - Mailbox Quotas
 - Message Aging
- Networking
 - Legacy Links
 - Branch Management
 - HTTP(S) Links
 - Locations
 - VPIM
 - Connection Location Passwords
- Unified Messaging
 - Unified Messaging Services
 - Unified Messaging Accounts Status
 - SpeechView Transcription
- Video
 - Video Services
 - Video Services Accounts Status

Edit Call Handler Basics (test)

Call Handler Edit Refresh Help

Save Delete

Status

It is recommended to back up the data prior to renaming the Call Handler Display Name

Call Handler

Display Name

Creation Time

Phone System

Active Schedule View

☒ Use System Default Time Zone

Time Zone

Language ☐ Use System Default Language ☒ Inherit Language from Caller

Extension

Partition

Recorded Name

Number or URI Volume Speed

Search Scope

☐ Search Space

☒ Inherit Search Space from Call

Save Delete Previous Next

Fields marked with an asterisk (*) are required.
All dates and times displayed in null

4. Go to standard greeting

Greetings Search Call H

Call Handler Edit Refresh Help

Save

| Greetings | Enabled | Alternate | Greeting | No End Date | End Date | System | Audio Source |
|-----------|-------------------------------------|-------------------------------------|----------|-------------|----------|--------|--------------|
| | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Busy | No End Date | | System | Blank |
| | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Error | No End Date | | System | Blank |
| | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Internal | No End Date | | System | Blank |
| | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Closed | No End Date | | System | Blank |
| | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Standard | No End Date | | System | Blank |
| | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Holiday | No End Date | | System | Blank |

Save

All dates and times displayed in null

5. I have a user created in Unity with extension 375.

Found 14 User(s)

Search Limits

Limit search to

Users (1 - 14 of 14)

Find Users where Alias Find

| | Alias | Extension | First Name | Last Name | Display Name |
|--------------------------|-------|-----------|------------|------------|--------------------|
| <input type="checkbox"/> | 200 | 200 | Rasha | 200 | 200 |
| <input type="checkbox"/> | 243 | 243 | Naira | 243 | 243 |
| <input type="checkbox"/> | 250 | 250 | Hallima | Al Balushi | Hallima Al Balushi |
| <input type="checkbox"/> | 252 | 252 | test | 352 | 352 |
| <input type="checkbox"/> | 299 | 299 | | 299 | 299 |
| <input type="checkbox"/> | 308 | 308 | Madin | Al Balushi | Madin Al Balushi |
| <input type="checkbox"/> | 375 | 375 | test | test, 375 | test, 375 |

6. Upload your greeting

- Callers Hear Option should be "My personal Recording"
- Uncheck "Play the "Record Your Message at the Tone" Prompt"
- Select "Allow Transfers to Numbers Not Associated with Users or Call Handlers"
- **After Greeting "User with mailbox 375">> this will be your hunt pilot number**
- On Recording Upload the greeting message: (Welcome to exyz...)

Note:- if you hear "I was unable to dial that number" while transferring the call.

You may need to edit restriction table.

Cisco Unity Connection

Users

Users

Import Users

Synch Users

Class of Service

Class of Service

Class of Service Membership

Templates

User Templates

Call Handler Templates

Contact Templates

Notification Templates

Contacts

Contacts

Distribution Lists

System Distribution Lists

Call Management

System Call Handlers

Directory Handlers

Interview Handlers

Custom Recordings

Call Routing

Message Storage

Mailbox Stores

Mailbox Stores Membership

Mailbox Quotas

Message Aging

Networking

Legacy Links

Branch Management

HTTP(S) Links

Locations

VPIM

Connection Location Passwords

Unified Messaging

Unified Messaging Services

Unified Messaging Accounts Status

SpeechView Transcription

Video

Video Services

Video Services Accounts Status

Dial Plan

Partitions

Search Spaces

System Settings

General Configuration

Cluster

Authentication Rules

Roles

Restriction Tables

Edit Restriction Table Basics (Default Transfer)

Restriction Table Edit Refresh Help

Save Delete Previous Next

Edit Restriction Table

Display Name*Default Transfer

Maximum Length of Dial String*40

Minimum Length of Dial String*1

☐ New Restriction Patterns are Blocked by Default

Restriction Patterns

Delete Selected Add New Change Order

| <input type="checkbox"/> | Order | Blocked |
|--------------------------|-------|-------------------------------------|
| <input type="checkbox"/> | 0 | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | 1 | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | 2 | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | 3 | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | 4 | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | 5 | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | 6 | <input type="checkbox"/> |

Delete Selected Add New Change Order

Save Delete Previous Next

Fields marked with an asterisk (*) are required.