

Transferring Calls Directly to Voice Mail with Cisco CallManager 3.2.2 spD

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Introduction

With the release of Cisco CallManager 3.2.2 spD, users have the ability to transfer calls directly to a voice mailbox without ringing that user extension, and without the need to navigate through any opening greetings. This document details the configuration process.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Voice Mail Profile configuration
- Computer Telephony Integration (CTI) route point configuration

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity 3.x (Skinny)
- Cisco Digital PBX Adapter (DPA) (Skinny) connected to Octel with use of digital Avaya signaling
- Cisco VG248 Analog Phone Gateway (Skinny) connected to Octel with use of analog signaling and Simplified Message Desk Interface (SMDI)
- Cisco SMDI connected to any voice mail system
- Inter-Cluster Trunk (H.323) with use of any of the above on the destination cluster

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Overview of the Configuration

If you use the configuration in this document, dialing an asterisk and an extension drops the caller directly into the voice mail box that is associated with that extension. This works by configuring a voice mail box mask on the voice mail profile and associating it with a newly-created CTI route point that matches against the asterisk. The asterisk gets stripped by the voice mail box mask and the extension is placed in the Redirected Dialed Number Identification Service (RDNIS) field before the call goes to voice mail.

Note: Use of an asterisk is not a requirement. The asterisk is used as an example for the purposes of this document. You can use any distinct sequence of numbers in place of the asterisk. The use of a special character like an asterisk to begin the dialing sequence for this feature is often a good plan because most standard dialing plans do not have patterns that begin with the asterisk key. It is usually a good idea to preserve the use of numeric ranges such as 0 through 9.

Configuration of the Voice Mail Profile

As this example shows, a new voice mail profile must be created. The profile has been named TransferToVM in order to distinguish it from the voice mail profile that is associated with user phones. The voice mail pilot should be set to the currently configured pilot number. The voice mail box mask is assigned the wildcard XXXXX to match a five-digit dialing plan. If four-digit dialing is used, set this wildcard to XXXX.

Whatever the dialing plan, this wildcard matches the dialed digits starting from the right. Anything that precedes the digits that are matched by the mask is stripped.



Caution: Do not make this the default voice mail profile for the system.

Voice Mail Profile Configuration

[Add a New Voice Mail Profile](#)
[Back to Find/List Voice Mail Profiles](#)

Voice Mail Profile: TransferToVM
Status: Ready

Voice Mail Profile Name*

Description

Voice Mail Pilot ** (Choose <None> to use default)

Voice Mail Box Mask

Make this the default Voice Mail Profile for the system

* indicates required item

** The Voice Mail Pilot is comprised of the Voice Mail Pilot Number and it's corresponding Calling Search Space Name (<Voice Mail Pilot Number>/<Calling Search Space>).

Configuration of the CTI Route Point

You must create a new CTI route point. The example in this section shows one named TransferToVM. This device is configured just like any other with a device pool, calling search space, and location. This is a CTI route point that will never be registered by any CTI application, and it should not be associated to any users in the directory.

CTI Route Point Configuration

[Add a New CTI Route Point](#)
[Back to Find/List CTI Route Points](#)

Directory Numbers

- Line 1 - *15XXX in Line1
- Line 2 - *2XXXX in Line1
- Line 3 - Add DN

Device: TransferToVM (Transfer directly to VM)
Registration: Unknown
IP Address:
Status: Ready

[Copy](#) [Update](#) [Delete](#) [Reset](#)

CTI Route Point Configuration

Device Information

Device Name*
Description
Device Pool* [\(View details\)](#)
Calling Search Space
Location

* indicates a required item.

The configuration on the CTI route point line makes this all possible. In this example, the Directory Number is set to *15XXX. This setting can just as easily be *XXXXX to forward to all mail boxes, or something as granular as *15654 to forward to just one user mailbox. Choose the voice mail profile that you created in the section Configuration of the Voice Mail Profile for the Voice Mail Profile field, and select **Forward All** to voice mail under Call Forward and Pickup Settings.

Directory Number Configuration

[Configure Device \(TransferToVM\)](#)

Devices using this Directory Number

- TransferToVM (Line 1)

Directory Number: *15XXX (Line1)
Status: Ready

[Update](#) [Delete](#) [Reset Devices](#)

Directory Number

Directory Number*
Partition

Directory Number Settings

Voice Mail Profile
(Choose <None> to use default)
Calling Search Space
AAR Group
Call Waiting Not available on this device.
Auto Answer Not available on this device.

Call Forward and Pickup Settings

	Voice Mail	Destination	Calling Search Space
Forward All	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text" value="< None >"/>
Forward Busy	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="< None >"/>
Forward No Answer	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="< None >"/>
Forward On Failure	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="< None >"/>
Call Pickup Group	<input type="text" value="< None >"/>		

Now anyone can call a user mailbox directly (or whoever's extension is included in the CTI route point directory number). If there are multiple, separate voice mail servers, such as an Octel and Cisco Unity system, you must create a voice mail profile for each of them. You can use the same CTI route point if you add extra lines. This even works across intercluster trunks.

Note: Do not use the word "Voicemail" as the Alerting Name or Display (Internal Caller ID) for the CTI Route Point Defined. Use of the word "Voicemail" can cause Cisco Unity to process the call as a Direct Call,

instead of processing it as a Forwarded call.

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Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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