



# All About Transferring Calls Out of Voicemail

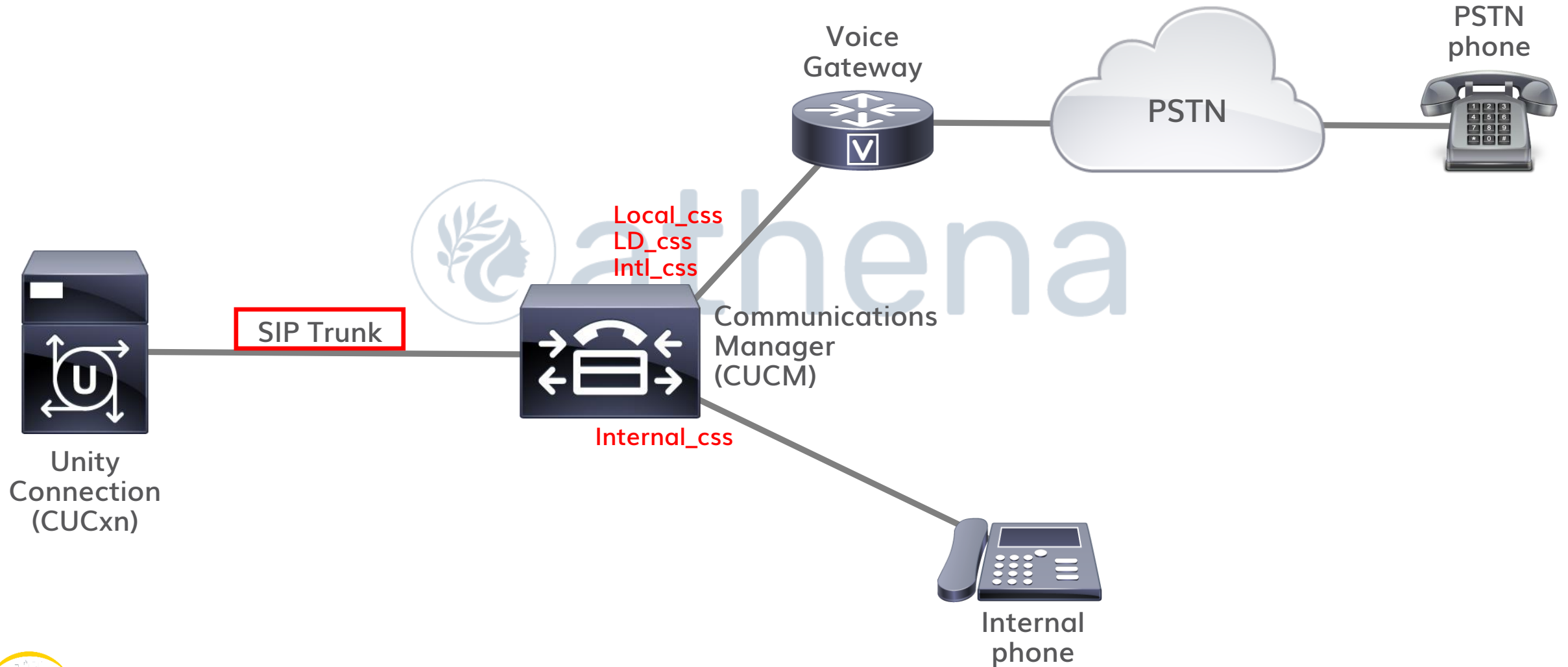
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# Our Agenda

- ✓ Overview of Voicemail Call Routing
- ✓ Transferring From a Voicemail Box to a Phone
  - Administrator defined single button to ring a phone
- ✓ Transferring From One Voicemail Box to Another
  - Administrator defined single button to transfer to a mailbox
- ✓ Allowing User Defined Transfers During an Outgoing Greeting
  - User entered transfers to internal extensions
  - User entered transfers to external off-net numbers
- ✓ Transferring an Active Call Directly to Voicemail

# Overview of Voicemail Call Routing



# Overview of Voicemail Call Routing (Cont.)

Call permissions are defined on the SIP trunk in CUCM

<b>Device Information</b>	
Product:	SIP Trunk
Device Protocol:	SIP
Trunk Service Type	None(Default)
Device Name*	Trunk_To_CUCxn
Description	Trunk to Unity Connection
<b>Inbound Calls</b>	
Significant Digits*	All
Connected Line ID Presentation*	Default
Connected Name Presentation*	Default
Calling Search Space	Internal_css
AAR Calling Search Space	< None >
<b>Destination Address</b>	
1*	10.1.5.8
<b>Destination</b>	
MTP Preferred Originating Codec*	711ulaw
BLF Presence Group*	Standard Presence group
SIP Trunk Security Profile*	Non Secure SIP Trunk Profile
Rerouting Calling Search Space	Internal_css
Out-Of-Dialog Refer Calling Search Space	< None >
SUBSCRIBE Calling Search Space	< None >
SIP Trunk Profile*	

Permissions for MWI (Message Waiting Indicator)

Outbound calling permissions





# Transferring From a Voicemail Box to a Phone

# Transferring From a Voicemail Box to a Phone

Users (1 - 7 of 7)

Find Users where Alias begins with

<input type="checkbox"/>	Alias	Extension	Full Name
<input type="checkbox"/>	<a href="#">Administrator</a>		
<input type="checkbox"/>	<a href="#">cisco</a>		
<input type="checkbox"/>	<a href="#">operator</a>	99990	
<input type="checkbox"/>	<a href="#">Replication</a>		Replication
<input type="checkbox"/>	<a href="#">TestUserOne</a>	21001	User
<input type="checkbox"/>	<a href="#">undeliverablemessagesmailbox</a>	99999	
<input type="checkbox"/>	<a href="#">UnityConnection</a>		Cisco Unity Connection

Delete Selected Add New Bulk Edit Show Dependencies

### Edit User Basics (TestUserOne)

User Edit Refresh Help

- Save
- User Basics
- Password Settings
- Change Password
- Roles
- Message Waiting Indicators
- Transfer Rules
- Message Settings
- Caller Input
- Mailbox
- Phone Menu
- Playback Message Settings

Alias\* @cucx-pub.cll-collab.internal

# Transferring From a Voicemail Box to a Phone (Cont.)

Caller Input Keys	
Key	Action
*	Send caller to Sign-In
#	Skip greeting
0	Send caller to Operator
<b>1</b>	Ignore key
2	Ignore key
3	Ignore key
4	Ignore key
5	Ignore key
6	Ignore key
7	Ignore key
8	Ignore key
9	Ignore key

**Edit Caller Input**

Key

Ignore Additional Input (Locked)

**Action**

Call Action

Call Handler

Interview Handler

- Hang Up
- Ignore**
- Restart Greeting
- Route From Next Call Routing Rule
- Skip Greeting
- Take Message
- Transfer To Alternate Contact Number**
- Attempt transfer
- Go Directly to Greetings

# Transferring From a Voicemail Box to a Phone (Cont.)

**Action**

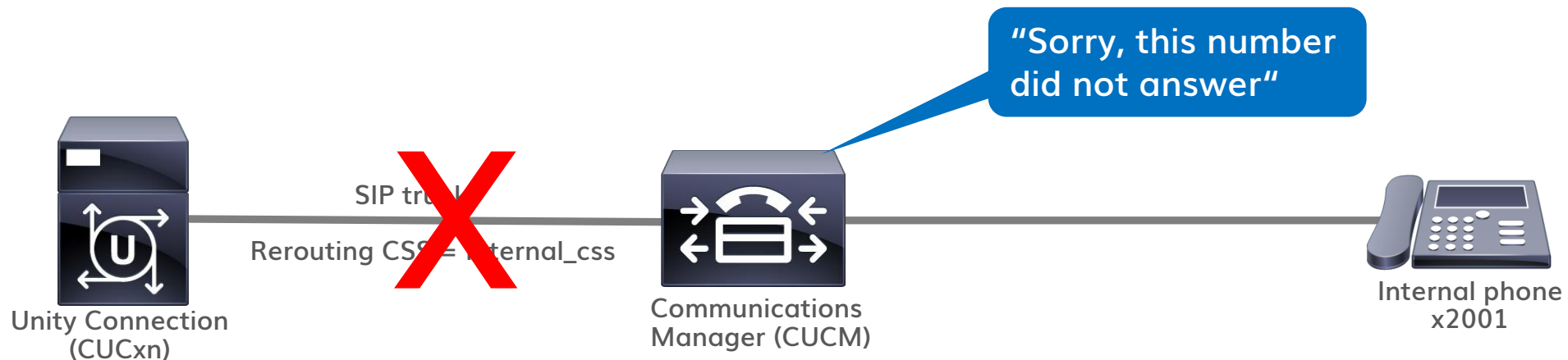
Call Action

Transfer To Alternate Contact Number ▾

Extension or URI  Description

Transfer Type  ▾

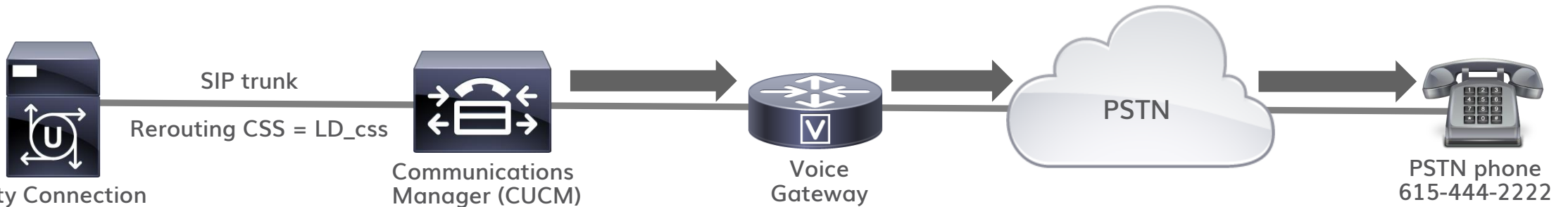
Rings to Wait





# Configuring Transfer Permissions

Device Information	
Product:	SIP Trunk
Device Protocol:	SIP
Trunk Service Type	None(Default)
Device Name*	Trunk_To_CUCxn
Description	Trunk to Unity Connection
Connected Name Presentation*	Default
Calling Search Space	Internal_css
AAR Calling Search Space	< None >
Destination Address	
1*	10.1.5.8
MTP Preferred Originating Codec*	711ulaw
BLF Presence Group*	Standard Presence group
SIP Trunk Security Profile*	Non Secure SIP Trunk Profile
Retouring Calling Search Space	LD_css
Out-Of-Dialog Refer Calling Search Space	< None >





# Transferring From One Voicemail Box to Another

# Transferring From One Voicemail Box to Another

Caller Input Keys	
Key	Action
*	Send caller to
#	Skip recording
0	Send caller to
<b>1</b>	Ignore key
2	Ignore key
3	Ignore key
4	Ignore key
5	Ignore key
6	Ignore key
7	Ignore key
8	Ignore key
9	Ignore key

### Edit Caller Input

Key

Ignore Additional Input (Locked)

**Action**

Call Action

Extension or URI

Transfer Type

Rings to Wait For

Call Handler

Interview Handler

Directory Handler

Conversation

User with Mailbox

Attempt Transfer

Go Directly to Greetings

Ring the user's phone

Send to the user's voicemail box



# Allowing User Defined Transfers During an Outgoing Greeting

# Allowing User Defined Transfers During an Outgoing Greeting

Dialing an extension associated with another mailbox, while hearing an outgoing greeting, is allowed by default



athena



1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
* +	0 +	#

# Allowing User Defined Transfers During an Outgoing Greeting (Cont.)

Caller Input Keys with a status of "unlocked" allow dialing to an extension that starts with that digit

Caller Input Keys			
Key	Action	Target	Status
*	Send caller to	Sign-In	Locked
#	Skip greeting		Locked
0	Send caller to	Operator	Unlocked
<b>1</b>	Ignore key		<b>Unlocked</b>
2	Ignore key		Unlocked
3	Ignore key		Unlocked
4	Ignore key		Unlocked
5	Ignore key		Unlocked
6	Ignore key		Unlocked
7	Ignore key		Unlocked
8	Ignore key		Unlocked
9	Ignore key		Unlocked

Wait for Additional Digits  milliseconds

Transfers to extensions that start with a "1" are allowed

# Allowing User Defined Transfers During an Outgoing Greeting (Cont.)

To block dialing by extension, "Lock" the first digit of your extensions to the action defined on the Caller Input page

**Edit Caller Input**

Key

Ignore Additional Input (Locked)

**Action**

Call Action

Extension or URI

Transfer Type

Rings to Wait For

Call Handler

Interview Handler

Directory Handler

Attempt Transfer

Go Directly to Greetings

Caller Input Keys			
Key	Action	Target	Status
*	Send caller to	Sign-In	Locked
#	Skip greeting		Locked
0	Send caller to	Operator	Unlocked
<u>1</u>	Ignore key		Locked
2	Ignore key		Unlocked
3	Ignore key		Unlocked
4	Ignore key		Unlocked
5	Ignore key		Unlocked
6	Ignore key		Unlocked
7	Ignore key		Unlocked
8	Ignore key		Unlocked
9	Ignore key		Unlocked

Wait for Additional Digits  milliseconds

# Allowing User Defined Transfers During an Outgoing Greeting (Cont.)

When pressing an "Unlocked" key, CUCM waits for the "Wait for Additional Digits" timer to expire before doing the action

Caller Input Keys			
Key	Action	Target	Status
*	Send caller to	Sign-In	Locked
#	Skip greeting		Locked
0	Send caller to	Operator	Unlocked
1	Ignore key		Locked
2	Restart greeting		Unlocked
3	Ignore key		Unlocked
4	Ignore key		Unlocked
5	Ignore key		Unlocked
6	Ignore key		Unlocked
7	Ignore key		Unlocked
8	Ignore key		Unlocked
9	Ignore key		Unlocked

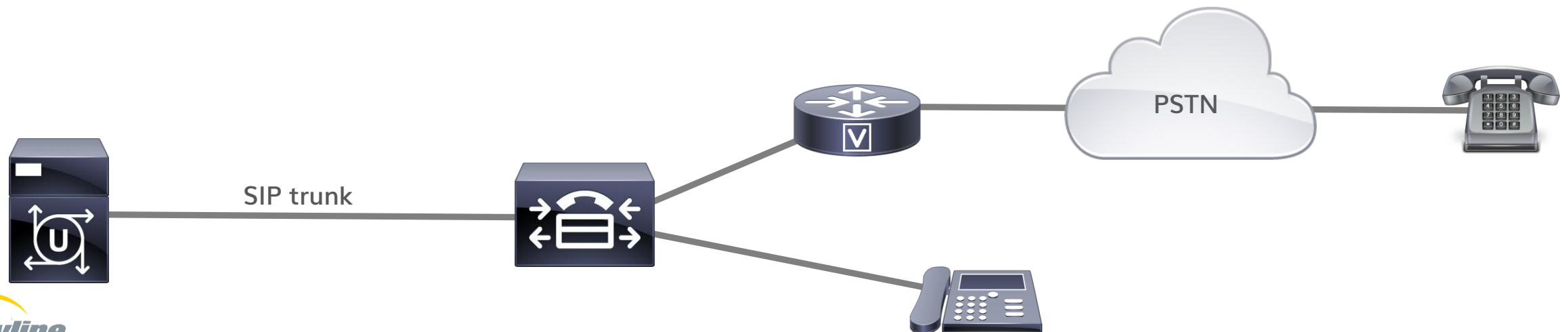
Wait for Additional Digits  milliseconds



# Allowing User Defined Transfers to Other Numbers

To allow users to dial a number that is **not** assigned to a voicemail box

- Need to allow dialing non-mailbox numbers on the Greetings page of the mailbox
- Need to allow the dialed number in the restriction table
- The SIP trunk from CUCM to CUC must allow the number



# Allowing Transfers on the Greetings Page

Check the box for "Allow Transfers to Numbers Not Associated with Users or Call Handlers"

The image shows a screenshot of a web application interface for managing greetings. On the left, a table lists various greeting types. The 'Standard' greeting is selected, indicated by a red box around its name and a red arrow pointing to the configuration panel on the right. In the configuration panel, the checkbox for 'Allow Transfers to Numbers Not Associated with Users or Call Handlers' is checked and also highlighted with a red box.

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

**Edit Greeting (Standard)** Search Users Edit User Basics (operator) Greetings Edit Greeting (Standard)

User Edit Refresh Help

**Status**

Disabled

Greeting Enabled with No End Date and Time

Enabled Until:

**During Greeting**

Ignore Caller Input

Allow Transfers to Numbers Not Associated with Users or Call Handlers

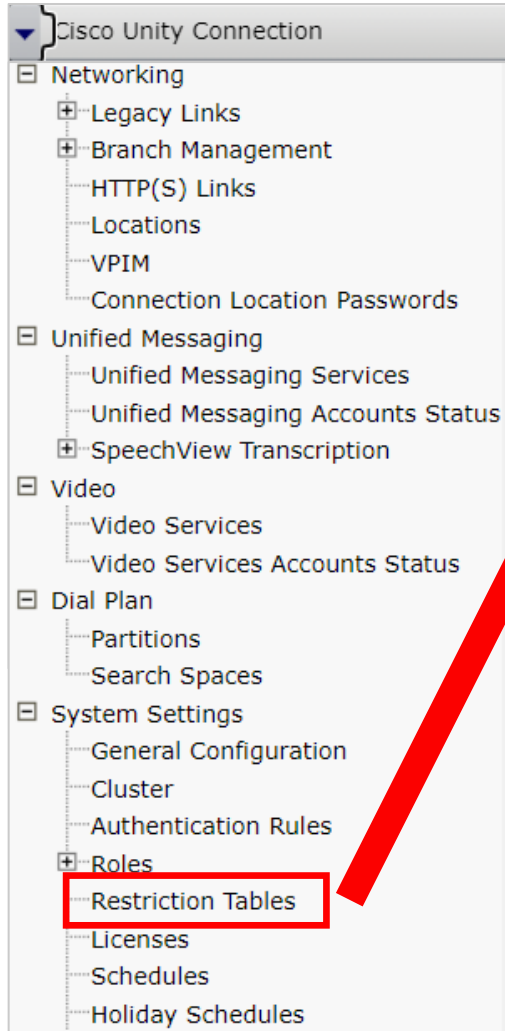
Times to Re-prompt Caller

Delay between Re-prompts\*  seconds

**After Greeting**

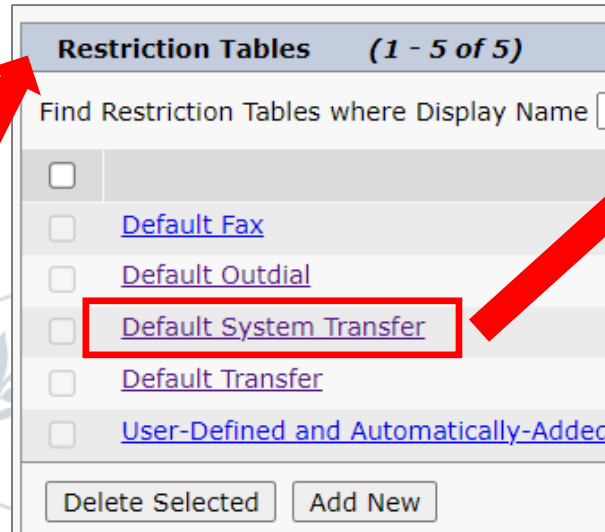
Call Action

# Allowing Transfers in the Restriction Table



Navigation tree for Cisco Unity Connection:

- 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**
    - Licenses
    - Schedules
    - Holiday Schedules

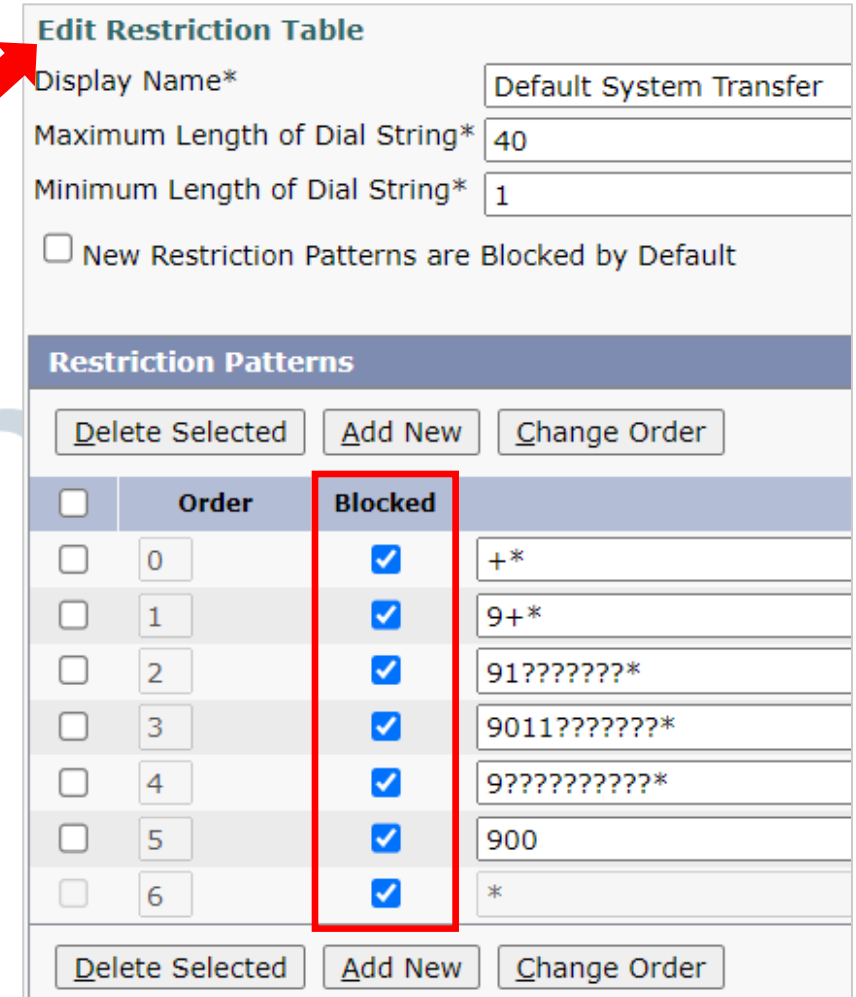


Restriction Tables (1 - 5 of 5)

Find Restriction Tables where Display Name

<input type="checkbox"/>	
<input type="checkbox"/>	<a href="#">Default Fax</a>
<input type="checkbox"/>	<a href="#">Default Outdial</a>
<input type="checkbox"/>	<b><a href="#">Default System Transfer</a></b>
<input type="checkbox"/>	<a href="#">Default Transfer</a>
<input type="checkbox"/>	<a href="#">User-Defined and Automatically-Added</a>

Delete Selected Add New



Edit Restriction Table

Display Name\* Default System 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"/>	9+*
<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	91??????*
<input type="checkbox"/>	3	<input checked="" type="checkbox"/>	9011??????*
<input type="checkbox"/>	4	<input checked="" type="checkbox"/>	9????????*?
<input type="checkbox"/>	5	<input checked="" type="checkbox"/>	900
<input type="checkbox"/>	6	<input checked="" type="checkbox"/>	*

Delete Selected Add New Change Order

# Allowing Transfers in the Restriction Table

**Edit Restriction Table**

Display Name\*

Maximum Length of Dial String\*

Minimum Length of Dial String\*

New Restriction Patterns are Blocked by Default

---

**Restriction Patterns**

<input type="checkbox"/>	Order	Blocked	
<input type="checkbox"/>	0	<input checked="" type="checkbox"/>	+*
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	9+*
<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	91????????*
<input type="checkbox"/>	3	<input checked="" type="checkbox"/>	9011????????*
<input type="checkbox"/>	4	<input checked="" type="checkbox"/>	9????????????*
<input type="checkbox"/>	5	<input checked="" type="checkbox"/>	900
<input type="checkbox"/>	6	<input type="checkbox"/>	*

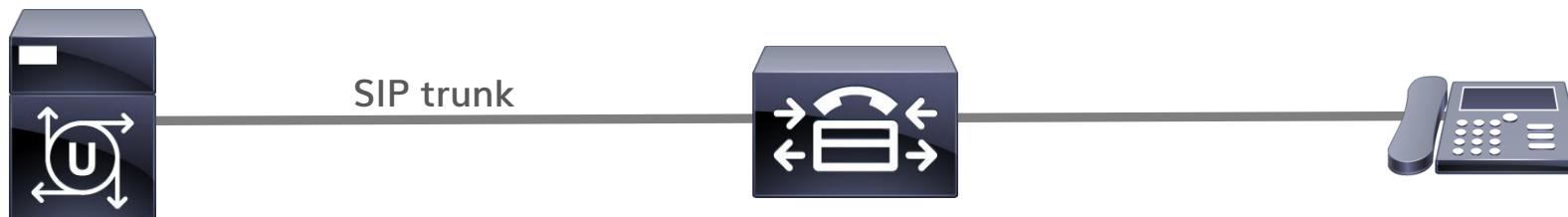
Blocks user dialed transfers to Long Distance

Blocks user dialed transfers to Local numbers

Blocks user dialed transfers to any number (except mailbox numbers)

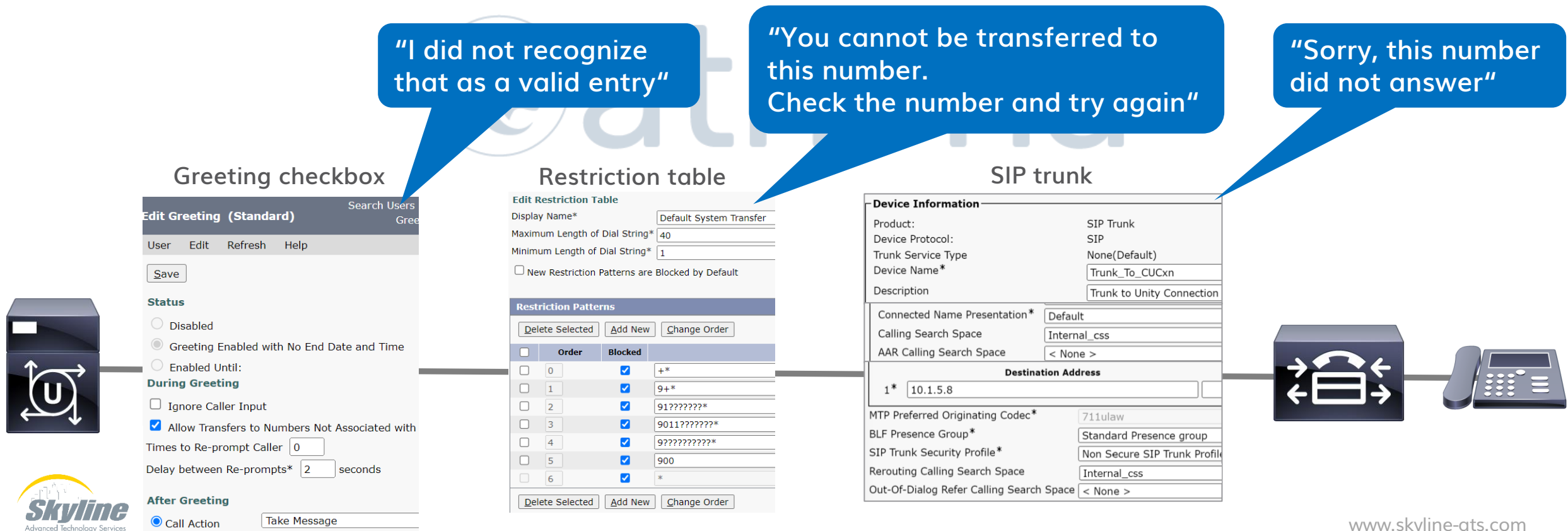
# SIP Trunk Rerouting CSS Must Allow Transfer

Device Information	
Product:	SIP Trunk
Device Protocol:	SIP
Trunk Service Type	None(Default)
Device Name*	Trunk_To_CUCxn
Description	Trunk to Unity Connection
Connected Name Presentation*	Default
Calling Search Space	Internal_css
AAR Calling Search Space	< None >
Destination Address	
1*	10.1.5.8
MTP Preferred Originating Codec*	711ulaw
BLF Presence Group*	Standard Presence group
SIP Trunk Security Profile*	Non Secure SIP Trunk Profile
Rerouting Calling Search Space	LD_css
Out-Of-Dialog Refer Calling Search Space	< None >



# Allowing User Defined Transfers

- Need to allow dialing non-mailbox numbers on the Greetings page of the mailbox
- Need to allow the dialed number in the restriction table
- The SIP trunk from CUCM to CUC must allow the number



# Blocking Off-Net Transfers Per User

“Locking” the 9 key will block user transfers to off-net numbers that use the 9 as a routing digit

Caller Input Keys			
Key	Action	Target	Status
*	Send caller to	Sign-In	Locked
#	Skip greeting		Locked
0	Send caller to	Operator	Unlocked
1	Ignore key		Locked
2	Restart greeting		Unlocked
3	Ignore key		Unlocked
4	Ignore key		Unlocked
5	Ignore key		Unlocked
6	Ignore key		Unlocked
7	Ignore key		Unlocked
8	Ignore key		Unlocked
9	Ignore key		Locked

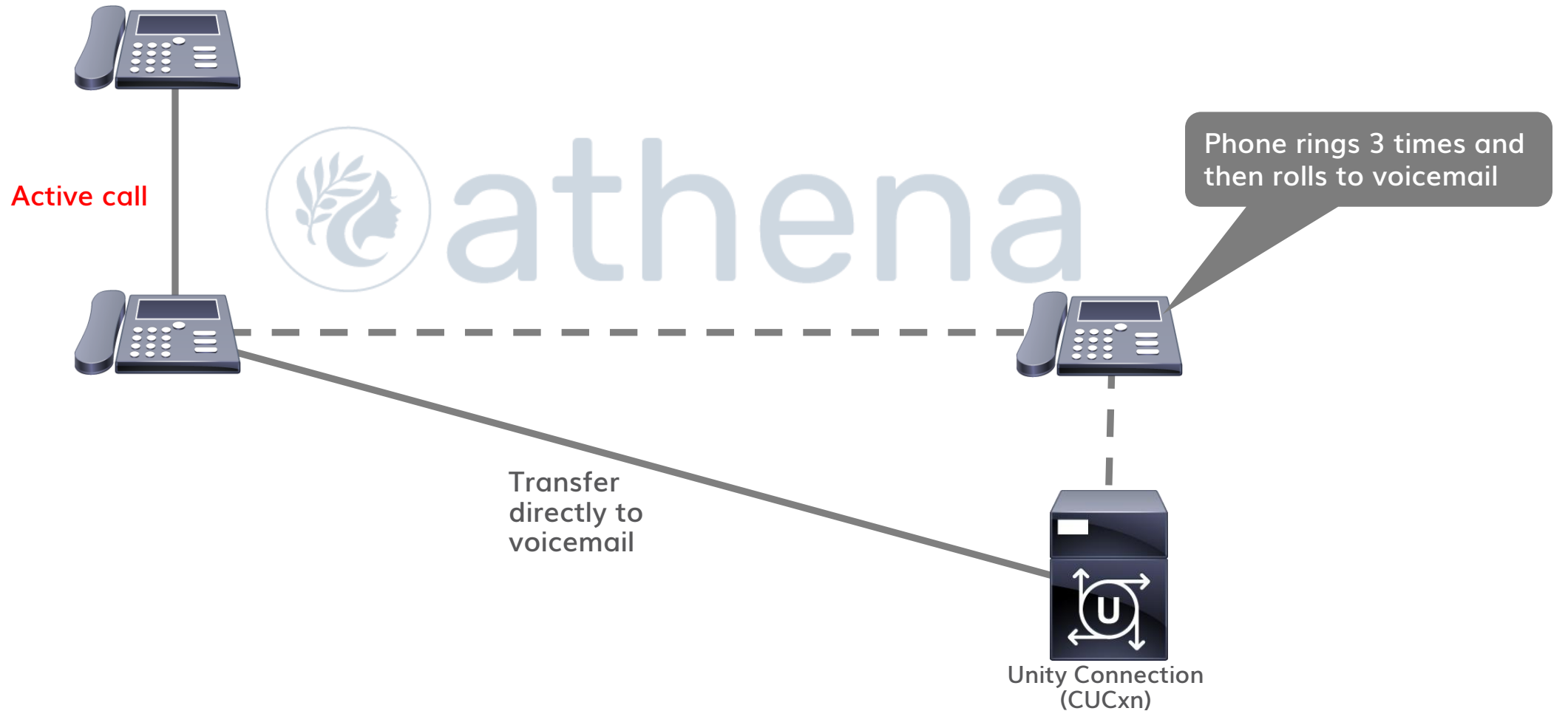
Wait for Additional Digits  milliseconds



# Transferring an Active Call Directly to Voicemail

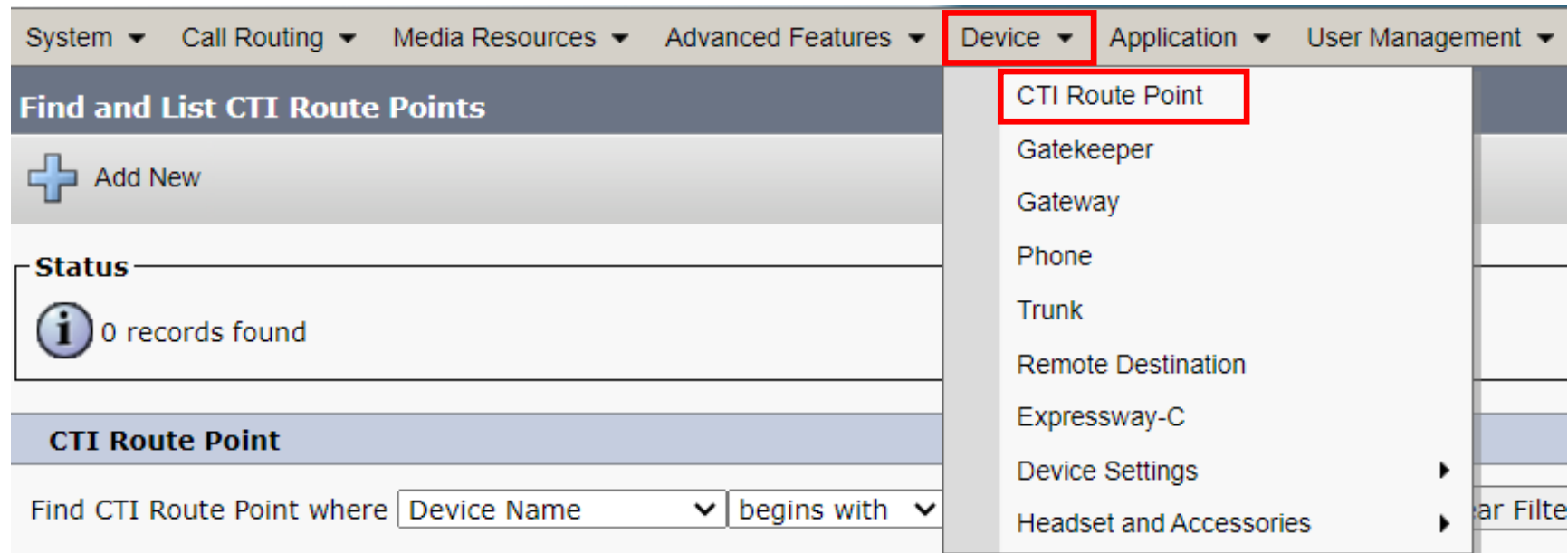


# Transferring an Active Call Directly to Voicemail

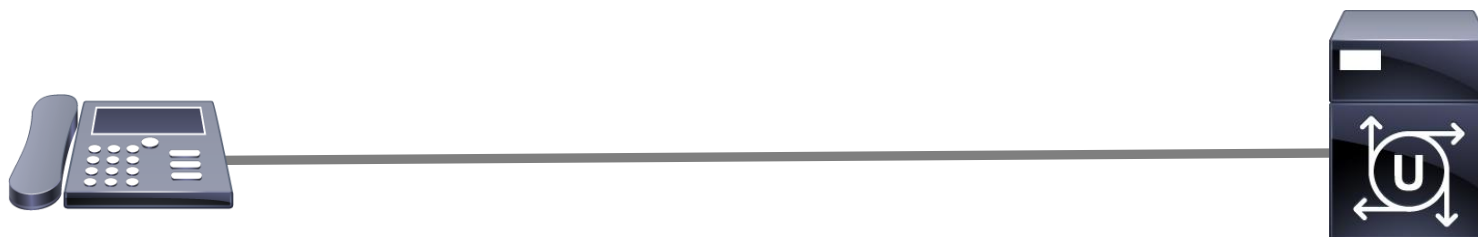


# Transferring a Call Directly to Voicemail

Use a CTI Route Point that is forwarded to voicemail



The screenshot displays the CUCM web interface. At the top, a navigation bar includes tabs for System, Call Routing, Media Resources, Advanced Features, Device, Application, and User Management. The 'Device' tab is selected and highlighted with a red box. Below the navigation bar, the page title is 'Find and List CTI Route Points'. There is an 'Add New' button and a status box indicating '0 records found'. A search bar is present with the text 'Find CTI Route Point where Device Name begins with'. A dropdown menu is open under the 'Device' tab, listing various device types: CTI Route Point (highlighted with a red box), Gatekeeper, Gateway, Phone, Trunk, Remote Destination, Expressway-C, Device Settings, and Headset and Accessories.



# Transferring a Call Directly to Voicemail

**Device Information**

Registration: Unknown  
IPv4 Address: None  
 Device is trusted

Device Name\*

Description

Device Pool\*

Common Device Configuration

Calling Search Space

Location\*

User Locale

Media Resource Group List

Network Hold MOH Audio Source

User Hold MOH Audio Source

Use Trusted Relay Point\*

Calling Party Transformation CSS

Geolocation

Use Device Pool Calling Party Transformation CSS

**Association**

7715 Line [1] - \*XXXX in Internal\_pt

**Directory Number Information**

Directory Number\*

Route Partition

Description

Alerting Name

ASCII Alerting Name

External Call Control Profile

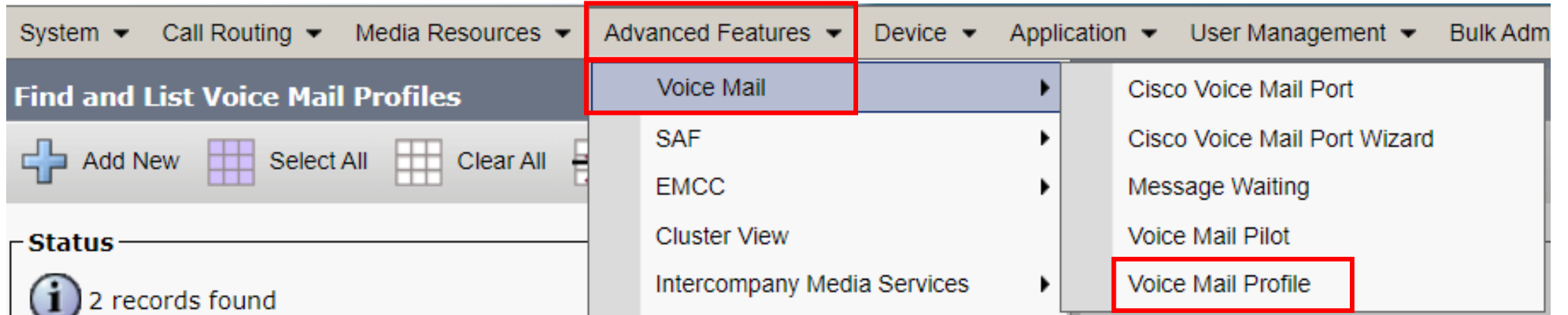
Associated Devices

**Call Forward and Call Pickup Settings**

Voice Mail	Destination
Calling Search Space Activation Policy	
Forward All <input checked="" type="checkbox"/>	<input type="text"/>
Secondary Calling Search Space for Forward All	
Forward <input type="checkbox"/>	<input type="text"/>
Busy <input type="checkbox"/>	<input type="text"/>
Internal <input type="checkbox"/>	<input type="text"/>
Forward <input type="checkbox"/>	<input type="text"/>
Busy <input type="checkbox"/>	<input type="text"/>
External <input type="checkbox"/>	<input type="text"/>

# Transferring a Call Directly to Voicemail

\* plus the extension will be sent to voicemail



The screenshot shows a network management interface with a top navigation bar containing: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk Adm. The 'Advanced Features' menu is open, showing options: Voice Mail, SAF, EMCC, Cluster View, and Intercompany Media Services. The 'Voice Mail' option is highlighted with a red box. A sub-menu is open for 'Voice Mail', listing: Cisco Voice Mail Port, Cisco Voice Mail Port Wizard, Message Waiting, Voice Mail Pilot, and Voice Mail Profile. The 'Voice Mail Profile' option is highlighted with a red box. Below the navigation bar, there is a section titled 'Find and List Voice Mail Profiles' with buttons for '+ Add New', 'Select All', and 'Clear All'. A 'Status' section shows '2 records found'.



# Transferring a Call Directly to Voicemail

The Voicemail Mask should match the length of the extension

**– Voice Mail Profile Information –**

Voice Mail Profile	Default_Unity (used by 5 devices)
Voice Mail Profile Name*	<input type="text" value="Default_Unity"/>
Description	<input type="text" value="Default voice messaging profile"/>
Voice Mail Pilot**	<input type="text" value="1999/Internal_css"/>
Voice Mail Box Mask	<input type="text" value="XXXX"/>

Make this the default Voice Mail Profile for the System




# Transferring a Call Directly to Voicemail

While on an active call:

- Press the Transfer button
- Dial \* plus the extension
- Press the Transfer button again



# Summary

- ✓ Transferring From a Voicemail Box to a Phone
  - Single button press
- ✓ Transferring From One Voicemail Box to Another
  - Single button press
- ✓  Allowing User Defined Transfers During an Outgoing Greeting
  - Transfers to internal extensions
  - Transfers to external off-net numbers
- ✓ Transferring an Active Call Directly to Voicemail

# Questions





# Thank you for attending.

If you have any additional questions, or would like to learn more about our Athena program, please email...

[pka@skyline-ats.com](mailto:pka@skyline-ats.com)





[www.skyline-ats.com](http://www.skyline-ats.com)

