

**Parent Page:** [Cisco Unified Survivable Remote Site Voicemail -- Auto Attendant Design](#)

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Call handlers are the primary building blocks used for describing an AA (auto attendant) call flow. The default CUC AA call flow described above is implemented using the three default call handlers listed below.

1. Opening Greeting
2. Operator
3. Goodbye

Call handler configuration is automatically pulled from CUC and pushed to the SRSV-CUE?s by SRSV-UMG on every provisioning cycle. The following sections detail which parts of the CUC call handler configuration that can be read by SRSV-UMG and provisioned to SRSV-CUE.

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## Selecting Call Handlers For SRSV Provisioning

During each provisioning cycle the SRSV-UMG will locate the built-in 'Opening Greeting' call handler (not to be confused with the 'Opening Greeting' call routing rule) and find all call handlers referenced by this call handler. The SRSV-UMG will continue following the chain of call handlers until it has located every call handler referenced directly or indirectly by the 'Opening Greeting' call handler. This chain of call handlers will then be provisioned on every remote SRSV-CUE to act as the AA. Note that changing the names on call handlers will not cause SRSV-UMG to choose a different root call handler. The SRSV-UMG can determine which call handler was originally named 'Opening Greeting' and will always provision SRSV-CUE?s based on the settings contained in this call handler.

In the initial release of SRSV there is no way to alter the list of call handlers extracted from CUC and provisioned to the SRSV-CUE's. In order to configure the behavior of survivable AA you must change the configuration of the 'Opening Greeting' call handler or one of its descendants.

The remainder of this section will cover each of the submenus for CUC system call handler configuration and provide details on the level of SRSV-CUE support for each of the AA features present on CUC.

### Basics

The call handler language settings are the only call handler basic item that can be provisioned on SRSV-CUE. SRSV-CUE supports the settings 'Use System Default Language?', 'Inherit Language from Caller?', and selection of a specific language, provided that language has been installed on the SRSV-CUE. If there are no languages in common between the CUC and the SRSV-CUE, no AA prompts will play.

The Display Name for the call handler is pushed to the SRSV-CUE for debugging purposes. This setting will have no real effect on AA features presented to callers.

The remaining Call Handler basic features are not supported by SRSV-CUE

- Phone system setting (SRSV-CUE always uses SRST).
- Active schedule
- Use System Default Time Zone
- Extension
- Partition
- Search Space

### Greetings

The survivable AA will be provisioned with only the call handler's standard, personal recording greeting from the CUC. Alternate and system greetings are not currently supported. By default the personal recording and system greeting are the same so initially the call handler will appear to support system greetings, but once a personal recording is saved for the greeting the system greeting will no longer be provisioned on the SRSV-CUE.

Survivable AA greetings may be recorded in multiple languages and will be provisioned to the SRSV-CUE so long as the SRSV-CUE has the desired language installed. The language settings for the call handler are honored on the SRSV-CUE. The call handler may use the default language, inherit the language from the call, or use a specific language. Simply configure the call handler on the CUC and the language settings will be pushed to the SRSV-CUE.

The CUC configuration for the number of times a prompt is played before triggering the after prompt action is supported on SRSV-CUE.

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Each call handler can be customized to perform a specific action after the greeting is played. The actions supported by SRSV-CUE are listed in the table below along with the level of support for each action. Pay careful attention when constructing your AA call flow to the action supported by SRSV-CUE. Using actions not supported by SRSV-CUE in or CUC AA call flow will probably lead to the most user frustration when the survivable AA is active. If using actions not supported by the survivable AA, carefully consider the wording of the recorded prompt taking into account those features that will not work or work fully when the survivable AA is active.

Major Action	Minor Action	Support Level	Comments
Call Action	Hang Up	supported	
	Restart Greeting	supported	
	Route from Next Call Routing Rule	not supported	All call routing rules are not configurable at this time.
	Take Message	partially supported	A message may only be left with a subscriber (distribution lists are not supported). The caller will hear the subscriber's greeting before being prompted to record a message.
Call Handler	Attempt Transfer	partially supported	Attempt transfer will not cause a call to be made to the call handler but will instead internally route to the call handler.
	Go Directly to Greeting	supported	
Interview Handler		not supported	
Directory Handler		supported	
Conversation	Broadcast Message Administrator	not supported	
	Caller System Transfer	not supported	
	Checked out Hotel Guest	not supported	
	Greetings Administrator	not supported	
	Sign-In	supported	
	User System Transfer	not supported	
User with Mailbox	Attempt Transfer	partially supported	Only local SRSV subscribers are supported. Transfers to obey subscriber transfer rules.
			Only local SRSV subscribers are supported.

	Go Directly to Greeting	partially supported	
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The remaining features supported by CUC for call handler greetings are not supported on SRSV-CUE.

- Enable/disable of ?Record your message at the tone? prompt.
- Ignore caller input during greeting flag.
- Allow transfer to numbers not associated to call handlers flag.
- Delay between prompts setting.
- Playing different recordings based on schedules or call discrimination (such as calls from internal callers or redirected from busy phones) is not currently supported.

## Caller input (Menu Mapping)

The bulk of caller input that can be configured for a call handler is defining a mapping between DTMF inputs and the action to take when that input is received. The actions supported for caller input the same as for the after greeting action with the addition of a single item: transfer to alternate contact. The survivable AA supports mapping of all the digits (0-9, #, \*) to all the same actions as supported by greetings in addition to the ?transfer to alternate contact? action (with some restrictions).

Major Action	Minor Action	Support Level	Comments
Call Action	Hang Up	supported	
	Restart Greeting	supported	
	Route from Next Call Routing Rule	not supported	All call routing rules are not configurable at this time.
	Take Message	partially supported	A message may only be left with a subscriber (distribution lists are not supported). The caller will hear the subscriber?s greeting before being prompted to record a message.
	Transfer to Alternate Contact	partially supported	The number to transfer to is supported but the transfer type and rings to wait for settings are not supported
Call Handler	Attempt Transfer	partially supported	Attempt transfer will not cause a call to be made to the call handler but will instead internally route to the call handler.
	Go Directly to Greeting	supported	
Interview Handler		not supported	

Directory Handler		supported	
Conversation	Broadcast Message Administrator	not supported	
	Caller System Transfer	not supported	
	Checked out Hotel Guest	not supported	
	Greetings Administrator	not supported	
	Sign-In	supported	
	User System Transfer	not supported	
User with Mailbox	Attempt Transfer	partially supported	Only local SRSV subscribers are supported. Transfers to obey subscriber transfer rules.
	Go Directly to Greeting	partially supported	Only local SRSV subscribers are supported.

The remaining features for handling caller input are not currently supported.

- Ignore additional input flag.
- Wait for additional digits timeout.
- Enable/Set digits to prepend.

## Dial By Extension At Any Time

CUC supports an implicit feature for all call handlers for transferring to subscribers from any call handler by simply dialing their extension. When an extension is dialed that start with a digit that is the same as a menu item option, then the system will wait for a brief period of time after receiving a digit before executing the assigned action to ensure the caller is not attempting to reach a subscriber by extension instead of executing the menu option. This behavior for dial-by-extension is controlled via the lock flag for each defined menu digit. Locking a digit prevents CUC from waiting for the caller to input a subscriber extension before executing the assigned action. When locked CUC will invoke the menu action for the dialed digit immediately.

The SRSV-CUE does not support dial-by-extension at any time so the SRSV-CUE will behave as if every menu item is locked. It is important to note this behavior because the default 'Opening Greeting' and 'Goodbye' call handlers play a prompt that indicates the caller may simply dial the subscriber's extension to reach them, however this will not operate as expected when the survivable AA is active.

## Transfer Rules

Transfer rules define the behavior for the call handler when a call is being transferred to it. Since transfers between call and directory handlers are done internally this setting has no real effect for call handlers.

Subscriber transfer rules are partially supported. When a call or directory handler transfers the caller to a subscriber, the subscriber's the 'Standard' transfer rules is consulted. Based on the transfer rule the call will be directed either to a specific extension or directly to the subscriber's greeting. The remaining transfer rule features are not supported, as listed below.

- Transfer type
- Rings to wait for.
- Play the 'Wait while I transfer your call' prompt flag.
- All call screening options.

## Message Settings

The only item from this menu that is configured on SRSV-CUE is the Message Recipient 'User with Mailbox' setting. If this is configured then the 'take message' action will use this setting to determine the user's mailbox to send the call to when the 'take message' action is executed.

- The remaining message settings options are not supported.
- Maximum message length
- Callers can edit messages
- Unidentified caller message urgency (normal, urgent, ask caller)
- Mark message secure flag
- Distribution list message recipient
- After message action

## Call Handler Owners

None of the call handler owner settings are supported on SRSV-CUE. The last provisioned AA configuration is used on SRSV-CUE during a failure event and there is no way to change the AA configured call flow. The primary CUC must be used for configuring AA call flows and restricting access to this configuration via the call handler owner's menu.

## The Operator Call Handler

Just as the built-in 'Opening Greeting' call handler is treated specially as the top level call handler to use for the survivable remote site, the built-in 'Operator' call handler has special meaning to SRSV-CUE as well. Any definition of 'Operator' for the central site is not likely to work on branch sites since the subscriber assigned as operator can not be a member of every survivable site. At most one site could have the subscriber assigned as 'Operator' configured locally.

To solve this limitation SRSV uses invocation of the built-in 'Operator' call handler as the trigger to indicate a transfer to the site operator is desired. Each SRSV-CUE may be provisioned with an operator extension that can be configured on the SRSV-UMG per site defined. This allows for every site to define a unique site operator but does introduce some limitations. Any call handler customization done to the 'Operator' call handler will not be observed when the survivable AA executes. For example if a custom prompt is specified to play before the transfer, this prompt will not be heard on the survivable AA. It may be possible to work around this deficiency by creating a pre-operator call handler that first plays the desired prompt (or other action) then transfers to the built-in 'Operator' call handler.