

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

**Sibling Pages**

- [Cisco Unified Survivable Remote Site Voicemail -- Call Handler Support](#)
- [Cisco Unified Survivable Remote Site Voicemail -- Directory Handler Support](#)
- [Cisco Unified Survivable Remote Site Voicemail -- Interview Handler Support](#)

SRSV-CUE only provides support for the default call routing rules defined on CUC. Any changes made to the call routing rules that effect the ?Opening Greeting? call routing rules (Direct or Forwarded rules) will not take effect on remote SRSV-CUEs. For example, changing the call handler invoked by the ?Opening Greeting? call routing rules will not cause a different call handler to run on the SRSV-CUE. The SRSV-CUE call router will direct all incoming calls based on the following algorithm, which cannot be configured.

1. Has the incoming call been redirected from another phone?
  1. (yes) Is the redirecting phone a subscriber phone?
    1. (yes) Play subscriber greeting and ask caller to record a message.
    2. (no) Send the call to the survivable AA.
  2. (no) Is the [direct] call from a subscriber phone?
    1. (yes) Send the call to voicemail login.
    2. (no) Send the call to the survivable AA.