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A directory handler can be used in a CUC AA (auto attendant) call flow to assist the caller in a transfer to a specific subscriber. The caller simply dials the subscriber's name and the CUC will direct the call to the subscriber based on the subscriber's transfer rule settings. SRSV-CUE support the basics of directory handler transfers to locally defined subscribers.

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## Basics

The SRSV-CUE supports configuration of directory handler language settings ('Use system Language', 'Inherit language from caller', and use a specific language). In addition the directory handler may be configured to look up users via a 'first then last name' search order or 'last then first name' search order. The SRSV-CUE support both first-then-last and last-then-first name search orders on the survivable directory handler.

When a unique match is found, CUC can be configured to route the call directly to the matching extension. This feature is also supported on SRSV-CUE. On the other end of the spectrum, CUC may also be configured to limit the number of matches that will be presented to the user to select from if the search results in multiple matches. The SRSV-CUE supports the same match limits as configured the directory handler on CUC.

The following directory handler basic features are not supported by SRSV-CUE.

- Assigning an extension to the directory handler.
- Configuring a partition for the directory handler.
- Voice enabled flag and speech confidence threshold.
- Play all names flag.
- Search scope.
- Announce match names options.

## Caller Input

Caller input for directory handlers is similar to caller input for call handlers, but not quite a flexible. The SRSV-CUE supports configuration of the number of times the directory handler prompt will be played before giving up on caller input. Also supported is the 'Allow caller to Exit Using \* Key' flag. In addition the SRSV-CUE supports many of the action mappings that can be configured for directory handlers for the scenarios 'caller exists', 'no input', 'no selection', and 'caller presses zero'. For each of these four possible inputs from the caller, the SRSV-CUE supports the actions that may be assigned according to the table below.

Major Action	Minor Action	Support Level	Comments
Call Action	Hang Up	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.

SRSV-CUE does not support the directory handler caller input configuration listed below.

- Timeout if no input
- Timeout after last input

## **Greeting**

No custom greeting options are currently supported for directory handlers.