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Call Handler Enumeration Types

Call Action

Name	Value	Description
Ignore	0	No action taken
Hangup	1	The call is immediately terminated.
Goto	2	Go to an object such as a call handler, directory handler or interview handler.
Error	3	Play the error greeting.
TakeMsg	4	Take a message.
SkipGreeting	5	Skip greeting.
RestartGreeting	6	Restart greeting on current handler.
TransferAltContact	7	Transfer to alternate contact number.
RouteFromNextRule	8	Route from Next call routing rule.

Play After Message Recording

Name	Value	Description
No	0	Don't play the recording
Always	1	Play system default
External	2	Play recording

AfterMessageTargetConversation

Name	Value	Description
AD	Directory conversation	Directory Handler
PHTransfer	Transfer to a user or call handler	User or Call Handler
PHGreeting	Play greeting of a user or call handler	User or Call Handler
PHInterview	Interview Conversation	Interview Handler
Attempt Forward	Forwards the call to the user's greeting if the forwarding number matches a user	NA
Attempt SignIn	Sends the call to a user's sign-in if the calling number matches a user	NA
BroadcastMessageAdministrator	Sends the call to a conversation for sending broadcast messages	NA
SystemTransfer	Sends the call to a conversation allowing the caller to transfer to a number they specify (assuming the restriction table allows it).	NA
CheckedOutGuest	Sends the call to a conversation for checked-out hotel guests.	NA
GreetingsAdministrator	Sends the call to a conversation allowing changing greetings by phone.	NA
ReverseTrapConv	Connects to Visual Voicemail.	NA
SubSignIn	Sends the call to the sign-in conversation, which prompts the user to enter their ID.	NA
ConvUtilsLiveRecord	Sends the call to the live-record pilot number configured on Call Manager.	NA
SubSysTransfer	Sends the call to a conversation allowing the caller to transfer to a number they specify (assuming the restriction table allows it). However, requires user sign-in first, so unknown callers cannot use it.	NA

Greeting Type

Greeting	Description
Alternate	Alternate - can be used for a variety of special situations, such as vacations, leave of absence, or a holiday. An alternate greeting overrides all other greetings.
Busy	Busy - plays when the extension is busy. A busy greeting overrides the standard, off hours, and internal greetings.

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Error	Error - plays when a caller attempts to dial an extension that does not exist on the system during a greeting.
Internal	Internal - plays to internal callers only. An internal greeting overrides the standard and off hours greetings.
Off Hours	Off hours - plays during the closed (nonbusiness) hours defined for the active schedule. An off hours greeting overrides the standard greeting, and thus limits the standard greeting to the open hours defined for the active schedule.
Standard	Standard - plays at all times unless overridden by another greeting. You cannot disable the standard greeting.
Holiday	Holiday - plays when holiday schedule is encountered unless overridden by an alternate greeting.