



Managing Destinations and Destination Groups

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About Destinations

Destinations are phone numbers or email addresses to which Cisco Unity Connection can transfer your incoming calls or send text messages as a part of personal call transfer rules. There are three types of destinations:

Phone	<p>Phone destinations are phone numbers to which Connection can transfer incoming calls.</p> <p>Phone numbers associated with you in the Connection directory can be used as phone destinations. These might include your primary extension, voicemail access number, and company mobile phone number. Phone numbers in the directory are maintained by your Connection administrator.</p> <p>You can also create personal phone destinations, such as your personal mobile phone number, your home phone number (if it is not listed in the Connection directory), and phone numbers at which you can be reached during a business trip. You manage these destinations in the Personal Call Transfer Rules web tool.</p>
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SMS	<p>SMS destinations are phone numbers for SMS devices to which Connection can send a text message. The message uses the standard format “You have a call from <number or extension> at <time> on <date>.” (For example, “You have a call from 3233 at 15:16 on 04 October 2010.”)</p> <p>Note that for an SMS destination to be used in a rule, it must be added to a destination group that contains at least one phone destination. (SMS destinations do not appear in the Destination list on the Rule page when you are creating a rule.)</p> <p>SMS devices may be added for you by your Connection administrator, and you may be able to modify them in the Messaging Assistant web tool. SMS devices do not need to be enabled in the Messaging Assistant to be available as a destination in the Personal Call Transfer Rules web tool.</p>
SMTP	<p>SMTP destinations are email addresses to which Connection can send a text message. The message uses the standard format “You have a call from <number or extension> at <time> on <date>.” (For example, “You have a call from 3233 at 15:16 on 04 October 2010.”)</p> <p>Note that for an SMTP destination to be used in a rule, it must be added to a destination group that contains at least one phone destination. (SMTP destinations do not appear in the Destination list on the Rule page when you are creating a rule.)</p> <p>SMTP devices may be created for you by your Connection administrator, and you may be able to modify them in the Messaging Assistant web tool. SMTP devices do not need to be enabled in the Messaging Assistant to be available as a destination in the Personal Call Transfer Rules web tool.</p>
HTML	<p>HTML destinations are email addresses to which Connection can send email. The email uses the standard format “You have a call from <number > <extension>.” (For example, “You have a call from Jana [1014] ”).</p>

Creating Personal Destinations

Procedure

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- Step 1** In the Personal Call Transfer Rules web tool, from the Destinations menu, select **View Destinations**.
- Step 2** On the Destinations page, select the **New Destination** icon below the menu bar.
- Step 3** On the Create Destination page, in the Name field, enter a name for the destination.
- Step 4** In the Phone Number field, enter a phone number for the destination.
Use digits 0 through 9. Do not use spaces or parentheses between digits. For long-distance numbers, also include 1 and the area code.
- You may not be able to enter certain phone numbers, or your phone system may require additional characters (for example, you may be required to enter an access code to dial outgoing numbers). If you are experiencing difficulties with this setting, contact your Connection administrator.
- Step 5** In the Rings to Wait field, enter the number of rings you want Connection to wait before transferring the call to voicemail or to the next destination in a destination group, depending on your other call transfer settings. The default value is four rings.
- Step 6** If you have set this destination to forward calls to Connection, check the **Loop Detection Enabled** check box.
If you create a rule that transfers calls from Connection to a phone destination, you may inadvertently create a call-looping situation in which Connection forwards calls to your phone, and your phone consequently

forwards the call back to Connection, and callers may never be able to reach you. Selecting this setting when you configure this type of destination to forward calls to Connection can help eliminate call-looping problems.

Step 7 Select **Save**.

Changing Personal Destinations

Procedure

- Step 1** In the Personal Call Transfer Rules web tool, from the Destinations menu, select **View Destinations**.
 - Step 2** On the Destinations page, select the name of the personal destination.
 - Step 3** On the Change Destination page, make the applicable changes and select **Save**.
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Deleting Personal Destinations

You cannot delete a personal destination while it is being used in a destination group or in a rule. Delete the destination from the destination group or rule first, then delete the destination.

Procedure

- Step 1** In the Personal Call Transfer Rules web tool, from the Destinations menu, select **View Destinations**.
 - Step 2** On the Destinations page, check the check box for the personal destination you want to delete. You can check multiple check boxes to delete more than one personal destination at a time.
 - Step 3** Select the **Delete Selected Rows** icon below the menu bar.
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Changing the Rings-to-Wait Setting for Phone Destinations

For phone destinations, you can change the Rings-to-Wait setting on the Destinations page.

Procedure

- Step 1** In the Personal Call Transfer Rules web tool, from the Destinations menu, select **View Destinations**.
 - Step 2** On the Destinations page, in the Rings to Wait column, enter the new value for the number of rings you want Connection to wait before transferring the call to voicemail or to the next destination in a destination group.
 - Step 3** Select **Update**.
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Changing the Loop-Detection Setting for Destinations

For phone destinations other than your primary extension, you can use the Loop Detection Enabled setting to indicate when you have configured a phone to forward calls to Cisco Unity Connection. For example, you may configure your mobile phone to forward all calls to Connection to store all your voice messages in Connection. If you then create a rule that transfers calls from Connection to your mobile phone, you may inadvertently create a call-looping situation in which Connection forwards calls to your mobile phone, and your mobile phone consequently forwards calls back to Connection, and callers may never be able to reach you.

Selecting this setting can help to eliminate the call-looping problem. If calls seem to be transferring from the phone destination to Connection and then back to the phone, Connection will either transfer the call to the next assigned device (if you have created a destination group) or transfer the call to voicemail if there are no additional destinations defined.



Note When this setting is enabled, you can expect to hear a slight delay as Connection transfers the call to the next destination in the destination group, or to voicemail.

Procedure

- Step 1** In the Personal Call Transfer Rules web tool, from the Destinations menu, select **View Destinations**.
 - Step 2** If you have set this destination to forward calls to Cisco Unity Connection, check the **Loop Detection Enabled** check box.
 - Step 3** Select **Update**.
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About Destination Groups

Destination groups contain multiple destinations arranged in a sequence and stored under a single group name.

For example, to ensure that you receive calls from a specific contact, you might create a destination group with your primary extension, mobile, and home phone numbers, then create a rule that tells Cisco Unity Connection to transfer calls from the contact to the destination group. To be used in a rule, a destination group must contain at least one phone destination.

When a call is transferred to a destination group, Connection tries the destinations in the order listed until a phone is answered, until the caller leaves a voice message or hangs up, or until the last destination in the group is reached. If the group contains an SMS or SMTP destination, Connection sends the device a text message about the call.

If a destination is not answered, Connection prompts the caller to press 1 to continue waiting while it tries the next destination or to press 2 to leave a voice message. Connection waits for a phone to be answered based on the specified number of rings, which is set in the Rings to Wait field when you create a destination. If you

do not specify a number of rings, Connection uses the default value of four rings. You can change the Rings to Wait setting anytime after you create a destination.

When Connection runs out of destinations, the call is forwarded to your default phone number or to the primary extension in the destination group, which is typically your primary extension.

Creating Destination Groups

You can add any of your destinations to a destination group. You can also add a destination to more than one destination group. A destination group must contain at least one phone number.

The order of destinations within a group is important because Cisco Unity Connection dials the destinations from top to bottom as they appear in the list. After you add destinations to a group, you may need to reorder them to suit your needs.

Procedure

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- Step 1** In the Personal Call Transfer Rules web tool, from the Destinations menu, select **View Destination Groups**.
 - Step 2** On the Destinations Groups page, select the **New Destination Group** icon below the menu bar.
 - Step 3** On the Destination Group page, enter the name of the group.
 - Step 4** Select **Save**.
 - Step 5** On the Destination Group page, select **Add Destinations**.
 - Step 6** On the Add Destinations page, check the check box next to the destination that you want to add to the group. You can check multiple check boxes to add more than one destination at a time.
 - Step 7** Select **Add Destinations**.
 - Step 8** On the Destination Group page, enter numbers in the Priority column to specify the order in which you want Connection to try the destinations in the group. (For example, to call your mobile phone first and your home phone second, enter 1 for your mobile phone and 2 for your home phone.)
 - Step 9** Select **Save**.
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Changing Destination Groups

You can change the group name, add or delete destinations from the group, and change the priority order of the destinations in the group.

Procedure

- Step 1** In the Personal Call Transfer Rules web tool, from the Destinations menu, select **View Destination Groups**.
 - Step 2** On the Destination Groups page, select the name of the group.
 - Step 3** On the Destination Group page, change the group name or change the priority order of the destinations in the group.
 - Step 4** Select **Add Destinations** to add another destination to the group. To remove a destination from the group, check the check box next to the destination name and select **Delete Selected**.
 - Step 5** Select **Save**.
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Deleting Destinations from Destination Groups

The last phone destination cannot be deleted from a destination group if that will result in the group having only SMS or SMTP destinations.

Procedure

- Step 1** In the Personal Call Transfer Rules web tool, from the Destinations menu, select **View Destination Groups**.
 - Step 2** On the Destination Groups page, select the name of the group.
 - Step 3** On the Destination Group page, check the check box for the destination you want to delete from the group. You can check multiple check boxes to delete more than one destination at a time.
 - Step 4** Select **Delete Selected**.
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Deleting Destination Groups

You cannot delete a destination group while it is used in a rule. Remove the destination group from the rule first, and then delete the destination group.

Procedure

- Step 1** In the Personal Call Transfer Rules web tool, from the Destinations menu, select **View Destination Groups**.
 - Step 2** On the Destination Groups page, check the check box for the group you want to delete. You can check multiple check boxes to delete more than one destination group at a time.
 - Step 3** Select the **Delete Selected Rows** icon below the menu bar.
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