Managing Schedules and Holidays in Cisco Unity Connection 9.x

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Overview of Default Schedules in Unity Connection

Cisco Unity Connection has three predefined schedules: All Hours, Weekdays, and Voice Recognition Update Schedule. You can modify but not delete the predefined schedules.

By default, the All Hours schedule is configured to be active 24 hours a day, 7 days a week, with no holidays; routing rules that follow this schedule are always active, and call handlers that use this schedule never use closed hour transfer settings or play closed greetings.

The Weekdays schedule is configured to be active from 8 a.m. to 5 p.m. (in the time zone of the Unity Connection server) from Monday through Friday. It is also configured to observe any days and times that are set in the default Holidays schedule. Note however that by default the Holidays schedule is not preconfigured for any days or times. At a minimum you may want to update the Holidays schedule to add days and times when your organization is closed.

The Voice Recognition Update schedule dictates the times and days when the Unity Connection voice-recognition transport utility can automatically rebuild the voice-recognition name grammars if there are pending changes. By default, all days and times are active for this schedule; however, because of the potential system performance impact associated with rebuilding large name grammars, you may want to edit this schedule to create blackout times and days during periods of heavy system usage.

Designating Holidays in Unity Connection

When a Holiday setting is in effect, Unity Connection plays holiday greetings (if enabled) and observes closed hours transfer rules. You can set up several years of holidays at a time. Because many holidays occur on different dates each year, confirm that the holiday schedule remains accurate annually.

To Add a Holiday Schedule

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **Holiday Schedules**.

Step 2   On the Search Holiday Schedules page, select **Add New**.

Step 3   On the New Holiday Schedule page, enter a display name for the holiday schedule, and select **Save**.

Step 4   To add a new holiday to the schedule, on the Edit Holiday Schedule Basics page, select **Add New**.

Step 5   On the New Holiday page, enter settings as applicable. (For field information, on the Help menu, select **This Page**.)

Step 6   Select **Save**.

Step 7   To return to the Edit Holiday Schedule page, on the Edit menu, select **Holiday Schedule Basics**.

Creating Schedules in Unity Connection

To Create a New Schedule

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **Schedules**.

Step 2   On the Search Schedules page, select **Add New**.

Step 3   On the New Schedule page, enter a display name, and select a holiday schedule to apply to this schedule.

Note   Fields marked with * (an asterisk) are required.

Step 4   Select **Save**.

Step 5   To add time frames when the schedule is active, on the Edit Schedule Basics page, in the Schedule Details box, select **Add New**.

Step 6   On the New Schedule Detail page, enter settings as applicable. (For field information, on the Help menu, select **This Page**.)

Step 7   Select **Save**.

Step 8   To return to the Edit Schedule page, on the Edit menu, select **Schedule Basics**.

Modifying Schedules in Unity Connection

To Modify a Schedule

Step 1   In Cisco Unity Connection Administration, expand **System Settings**, then select **Schedules**.

Step 2   On the Search Schedules page, select the display name of the schedule that you want to modify.

> **Note** If the schedule that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the Edit Schedule Basics page, change the display name or holiday schedule settings, as applicable.

Step 4 When you have finished changing settings on the Edit Schedule page, select **Save**.

Step 5 To add time frames when the schedule is active, in the Schedule Details box, select **Add New**.

Step 6 If you change any settings on the New Schedule Detail page, select **Save**. To return to the Edit Schedule page, on the Edit menu, select **Edit Schedule**.

Step 7 To remove time frames, check the check box next to the schedule detail that you want to remove, and select **Delete Selected**.

> **Note** If you remove all schedule details from a schedule, the schedule is never active. Call handlers and users that use this schedule as-is will always use the closed hours transfer settings, and the closed greeting always plays (if enabled) except when it is overridden by the holiday, internal, busy, or alternate greeting.

Deleting Schedules in Unity Connection

To Delete a Schedule

Step 1 In Cisco Unity Connection Administration, expand **System Settings**, then select **Schedules**.

Step 2 On the Search Schedules page, check the check box adjacent to the display name of the schedule that you want to delete.

> **Note** If the schedule that you want to delete does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 Select **Delete Selected**.

> **Note** If the schedule that you are attempting to delete is referenced by a call routing table or call handler, you receive an error message and are not able to delete the schedule until you find and remove the reference.

Step 4 In the dialog box that asks you to confirm the deletion, select **OK**.

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