Configure Direct Transfer to Unity Connection Mailbox with Extension Wildcard

Contents

Introduction

This document describes how to transfer calls directly into a voicemail box with extension mask in Cisco Unity Connection (CUC).

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unity Connection
- Cisco Unfied Communication Manager (CUCM)

Components Used

The information in this document is based on CUC Release 9.X or later integrated via Session Initiation Protocol (SIP) or Skinny Call Control Protocol (SCCP) with CUCM 9.x or later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configuration

Step 1. Create a new **Voice Mail Profile** on CUCM:

Navigate to **Advance Features** > **Voice Mail** > **Voice Mail Profile** > **Add New**

Voice Mail Profile Name	Use a distinguished name for this Profile

Description	Optional
Voice Mail Pilot	Assign the pre-configured pilot number and Calling Search Space (CSS) current integration, use Route Pattern if SIP or Hunt Pilot if SCCP
Voice Mail Box Mask	Use a wildcard to match the dialing plan of users extension, for example: XXXX to match 4 digit extensions dial plan
Make this the default Voice Mail Profile for the System	Unchecked

Similar as shown in the image:

Step 2. Create a new **CTI Route Point** on CUCM:

Navigate to **Device** > **CTI Route Point** > **Add New**, configure these settings:

Device Name	Use a distinguished name for this Route Point
Description	Optional
Device Pool	Use pre-configured Device Pool for Voice Mail Integration
Calling Search Space	Use pre-configured CSS for Voice Mail Integration

Similar as shown in the image:

Device Information

Registration: Unknown

IPv4 Address: None

☑ Device is trusted

Field	Value
Device Name*	TransferToVM
Description	DirectTransferToVM
Device Pool*	Default
Common Device Configuration	< None >
Calling Search Space	CSS-All
Location*	Hub_None
User Locale	< None >
Media Resource Group List	< None >
Network Hold MOH Audio Source	< None >
User Hold MOH Audio Source	< None >
Use Trusted Relay Point*	Default
Calling Party Transformation CSS	< None >
Geolocation	< None >

☑ Use Device Pool Calling Party Transformation CSS

Step 3. Configure the **Directory Number** for CTI

Add a **New Line** under the **Association section**, configure the **Directory Number** as asterisk+wildcard to match dial plan of users extensions:

Similar as shown in the image:

Under **Call Forward and Call Pickup Settings** select **Forward All** to **Voice Mail** option:

Verify

Transfer to any pattern that match *XXXX reach the CTI Route Point, the Voicemail Box mask XXXX allows only 4 digit extension to be routed, Unity Connection receives the call as a forwarded call to that extension and send caller directly to user's mailbox.

Troubleshoot

For transferred call that reach CUC Default Opening Greeting use [Remote Port Status Monitor (rPSM) for Unity Connection](#) to verify the transfer extensions.