



# Using Cisco Unified CME Night Service with Cisco Unity Express Script Example

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This chapter describes the configuration steps and scripting required to allow a Cisco Unity Express (CUE) Auto Attendant (AA) script to determine whether the Cisco Unified Communications Manager Express (Cisco Unified CME) is operating in night service mode or not.

This chapter contains the following sections:

- [Overview, page 55](#)
- [Integrating Cisco Unity Express with Cisco Unified CME Night Service, page 56](#)

## Overview

Traditional Cisco Unity Express scripts use holidays and business hour schedules defined on Cisco Unity Express itself to alter the script's call flow. The method defined in this chapter enables the scripts to take note of the Cisco Unified CME night service setting and alter the call-flow. If the night service mode is manually activated or deactivated on Cisco Unified CME, the Cisco Unity Express AA script can automatically react to it when it handles the next incoming call.

## Components Used

The components for this sample configuration require the following:

- Cisco Unity Express version 2.3 or later
- Cisco Unified CME version 3.3 or later
- Cisco Unity Express Editor on the Microsoft Windows PC.



**Note** All sample configurations and screen output in this chapter are taken from Cisco Unity Express 8.0.1 and Cisco Unified Communications Manager Express 7.1.

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, make sure that you understand the potential impact of any command.

# Integrating Cisco Unity Express with Cisco Unified CME Night Service

The night service feature on Cisco Unified CME enables you to provide coverage for unstaffed extensions during hours that you designate as “night service” hours. A user can enter a night-service code to manually toggle night-service treatment off and on from any phone that has a line assigned to night service. Cisco Unified CME can forward an incoming call to an ephone-dn differently based on whether the night service is active or not.

This section includes the following sections:

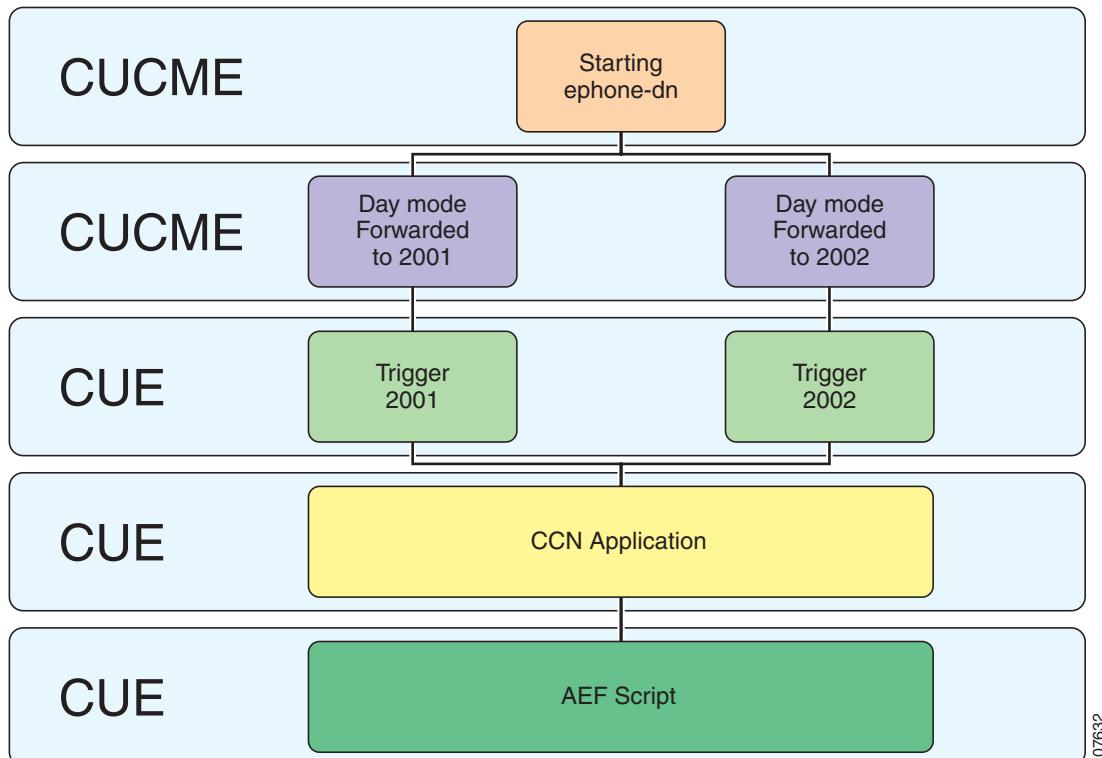
- [Cisco Unified CME Configuration, page 57](#)
- [Cisco Unity Express Configuration, page 57](#)
- [Cisco Unity Express Script, page 57](#)

To integrate a Cisco Unity Express script with Cisco Unified CME night service mode, an ephone-dn must be created that forwards to two different numbers (for example, 2001 and 2002) depending on the night service mode. CCN triggers must be defined on Cisco Unity Express for both these numbers, which should point to the same AA application. The Cisco Unity Express scripts can then look at the incoming trigger number and determine whether the night service mode should be followed.

For information on how to configure the night service feature on Cisco Unified CME, see the [Cisco Unified Communications Manager Express System Administrator Guide](#).

[Figure 39](#) shows the relationship of the Cisco Unity Express components to the Cisco Unified CME night-service mode components..

**Figure 39 Cisco Unity Express and Cisco Unified CME Night Service Mode Components**



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## Cisco Unified CME Configuration

The following Cisco Unified CME configuration defines the starting ephone-dn that branches the incoming calls to different numbers depending on the time of day.

```

! Dial-peer pointing to CUE
!
dial-peer voice 2000 voip
destination-pattern 200.
session protocol sipv2
session target ipv4:1.100.50.13
dtmf-relay sip-notify
codec g711ulaw
!
! 2001 = Day mode trigger
! 2002 = Night mode trigger
!
ephone-dn 1
number 1000
call-forward all 2001
call-forward night-service 2002
night-service bell
!
```

## Cisco Unity Express Configuration

The following Cisco Unity Express configuration defines two triggers that point to the same application. the application has a “nightModeCalledNumber” parameter which informs the script which trigger should be used as the entry point for night service mode.

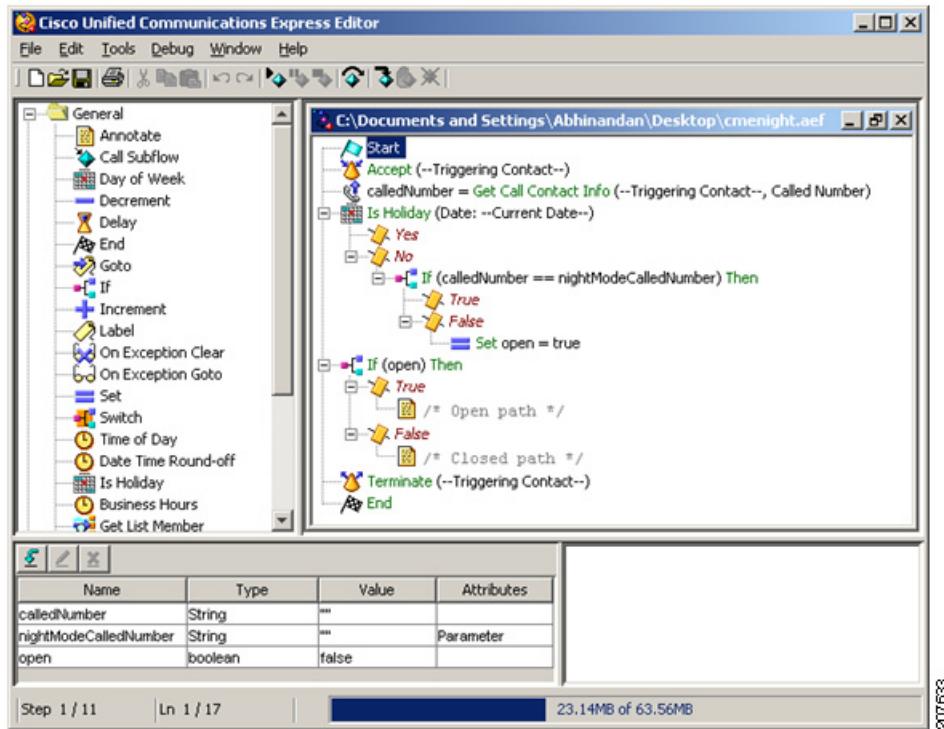
```

! Day mode trigger
!
ccn trigger sip phonenumber 2001
application "autoattendant"
!
! Night mode trigger
!
ccn trigger sip phonenumber 2002
application "autoattendant"
!
! AA application
!
ccn application autoattendant aa
script "cmenight.aef"
parameter "nightModeCalledNumber" "2002"
!
```

## Cisco Unity Express Script

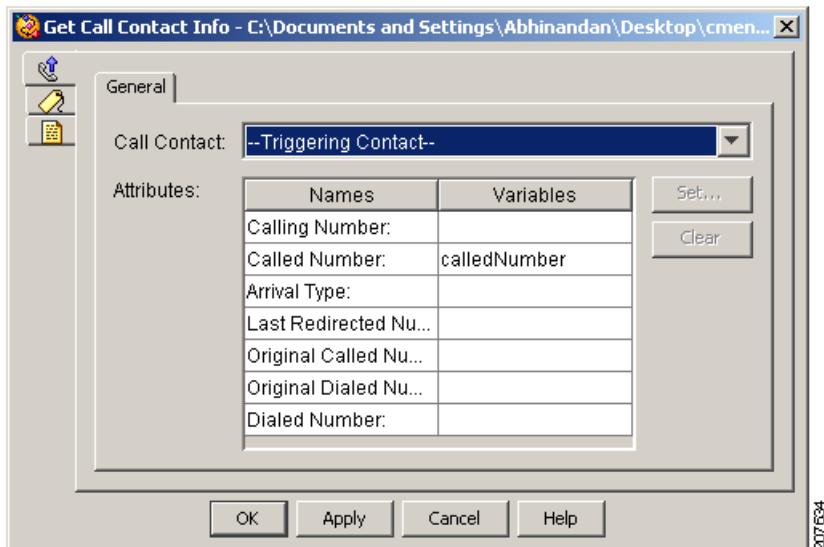
The following script illustrates how to extract the incoming called number and holidays (defined on Cisco Unity Express) to make a call routing decision. The screenshots below have been taken from Cisco Unity Express Editor Version 8.0.1. This tool is available for the Microsoft Windows platform.

[Figure 40](#) shows the start of the Cisco Unity Express night service script in Editor Express.

**Figure 40** Cisco Unity Express Night Service Script Start

First, a boolean variable “open” is initialized to “false”.

The “Get Call Contact Info” step then extracts the called number of the call and saves the information in the “calledNumber” variable. The customizer of this step is shown in Figure 41.

**Figure 41** Customizer for “Get Call Contact Info” Step

Next, the “Is Holiday” step is used to determine whether the current day is a holiday. The holidays are configured on Cisco Unity Express. If the current day is not a holiday, then the script uses the “If” step to compare the incoming called number (“calledNumber” variable) with the pre-configured “nightModeCalledNumber”. If these numbers do not match, the system is deemed to be in “open” state. The “open” Boolean variable is set accordingly.

Finally, the value of the “open” variable can be used to customize the call flow differently as desired. The above script snippet can be added to an existing custom script.

## Verifying the Configuration

Use the **show running-configuration** command on both Cisco Unity Express and Cisco Unified CME to verify the configuration. For additional information and answers to questions, write to [ask-cue-editor@external.com](mailto:ask-cue-editor@external.com) and cite this document.

■ Integrating Cisco Unity Express with Cisco Unified CME Night Service