

OSSmosis: Voicemail

Voicemail

Voicemail Settings

- **Enable Voice Management:** Activates voicemail and allows for calls to escape the queue to leave a voicemail or be transferred to another queue or extension within the organization.
- **Send all calls to voicemail:** This option will immediately send all calls to voicemail when a call is directed to the number /extension of the queue.
- **Send busy calls to voicemail:** All busy calls will be sent to voicemail.
- **Send unanswered calls to voicemail:** All unanswered calls will be sent to voicemail. This is much more common in a call center than "busy calls"

Send to Voice Portal: This option will keep the voicemail in the voice portal only.

- **Additionally send a notification (without attachment) to:** When enabled this option will send an email notification to the email address entered indicating there was a voicemail left, but without the WAV file attached.
- **Email a carbon copy to:** When enabled this option will send a copy of the voicemail as an email WAV file attachment to the specified email address.
- **If the caller presses '0', transfer the call to:** When enabled, the caller will have the ability to press 0 to opt-out of voicemail to a different extension or 10 digit number while the voicemail greeting is being played.

Send to Email: This option will only send the voicemail in the form of a WAV file to the specified email address and it will not be kept in the voice portal. When **Send to Email** is enabled, an email address field will appear to enter a valid email address for voicemail's to be sent.

Voicemail Greetings

- **General:**
 - **Disable Message Deposit:** Enabling this option will prevent callers from leaving a voicemail.
 - **Disconnect call after greeting:** The call will get disconnected once the greeting has played.
 - **Forward call after greeting to:** Once the greeting has played, the caller will be forwarded to the extension or 10 digit number entered.
- **Busy Greeting:** Specify the voicemail greeting that the caller will hear if they reached voicemail because the 'send busy calls to voicemail' rule was applied.
- **No Answer Message:** Specify the voicemail greeting that the caller will hear if they reached voicemail because the 'send no answer calls to voicemail' rule was applied.

How to Add a Custom Voicemail Greeting

To add a custom voicemail message first click the custom radio button under any greetings option.

Busy Greeting

☐ Default ☒ Custom

↓ Drop audio files below ↓

Announcement #1

None

Busy Greeting

☐ Default ☒ Custom

↓ Drop audio files below ↓

Announcement #1

None

Drag a WAV. or MP3 file into the greeting section, where it says "Drop audio files below".

Add announcement

Add Busy Greeting.wav to repository

☐ User ☒ Group

Announcement Name

Busy Greeting

Description

Busy Greeting

CANCEL SAVE

When the file has been added a popup window will appear to provide a description and select whether to add the announcement to the *User* or *Group Announcement Repository*. If added to the *User Repository* the audio file will only be available to the end user that added it to the repository. If added to the *Group Repository* the audio file will be available for use to any end user within that group/location and select Save.

Busy Greeting

☐ Default ☒ Custom

↓ Drop audio files below ↓

Anno
Non

None

OFmsg

No Answer
Greeting

Busy Greeting

MandatoryEntMsg

Comfort
Message

From the announcement drop down menu select the announcement.

Busy Greeting

☐ Default

☒ Custom

≡

↓

Drop audio files below

↓

Announcement #1

Busy Greeting

▼



From the *Actions Icon* , save the announcement