

OSSmosis: Voicemail

Voicemail

Voicemail Settings

Voicemail
Manage Voicemail Settings for Sales OF (co-007005437-3-SalesOF)

☒ Enable Voice Management

When a message arrives

☒ Send to Voice Portal

☐ Send to email

☐ Send all calls to voicemail

☒ Send busy calls to voicemail

☒ Send unanswered calls to voicemail

☒ Additionally send a notification (without attachment) to

Email Address: efox@evolveip.net 17/64

☒ Email a carbon copy to

Email Address: criderea123@gmail.com 21/64

☒ If the caller presses '0', transfer the call to

Phone Number: 8000

- **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.

When a message arrives

☒ Send to Voice Portal

☐ Send to email

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Email Address: efox@evolveip.net 17/64

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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.

When a message arrives

☐ Send to Voice Portal

☒ Send to email

Email Address: efox@evolveip.net 17/64

Voicemail Greetings

Greetings
Message played to callers when they reach your voice messaging box

General

☒ Disable Message Deposit

☐ Disconnect call after greeting

☒ Forward call after greeting to

4000

Busy Greeting

☐ Default

☒ Custom

Drop audio files below

No Answer Message

☐ Extended Away

☒ No Answer Greeting

☐ Default

☒ Custom

Drop audio files below

- **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