

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Designer User's Guide

Voice Mail Block

Contents

- 1 Using this block
 - 1.1 Voice mail routing



Administrator

Use this block to route calls to voicemail.

Related documentation:

You can use the Voice Mail block in the Assisted Service phase to route calls to voicemail.

You can sequentially add multiple **Voice Mail** blocks with different settings, so that if routing fails, the next block is used. When a **Voice Mail** block successfully routes the call to voicemail, the application moves to the **Finalize** phase, ignoring any subsequent blocks in the **Assisted Service** phase.

Using this block

Voice mail routing

Select the voicemail number to which you want to route the call.

Properties - Voice Mail

This block is used to route calls to a voice mail box number.

00

Voice mail routing

Voice mail box number (string value)

-- choose voicemail box --