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# Manage your Contact Center in Agent Setup

Voicemail Management within Agent Setup

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- Administrator

Learn how to manage voicemail in your contact center within Agent Setup.

**Related documentation:**

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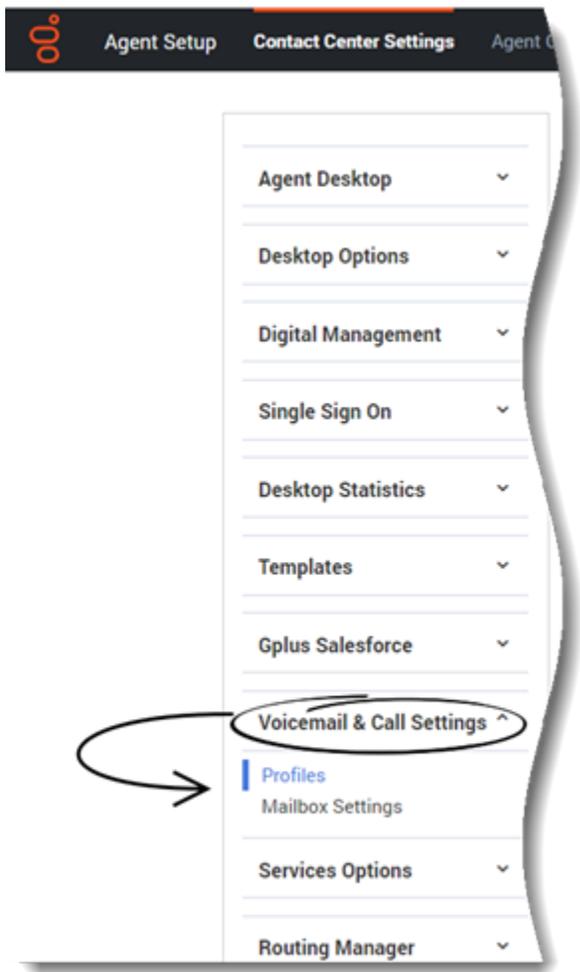
**Important**

The features described here may not apply to your organization's setup. If you need features that aren't available to you, contact your administrator or Genesys representative.

Voicemail management gives you control over Voicemail Profiles and Voicemail Settings. To use voicemail, see Voicemail for agents and supervisors.

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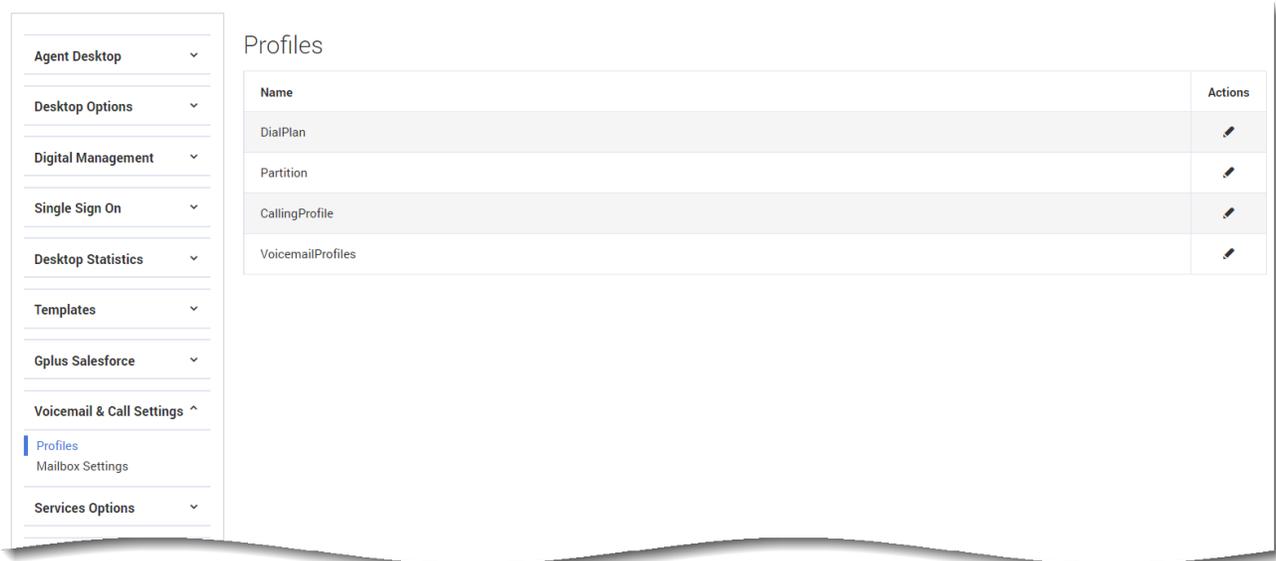
## Accessing Voicemail Management



To Access Voicemail Management within Agent Setup:

1. From the **Contact Center Settings**, select the **Voicemail & Call Settings** menu.
2. Choose a category to manage:
  1. Profiles
  2. Mailbox Settings

## Profiles



Voicemail profiles are a common set of configurations that can be assigned to a set of mailboxes. These configurations include determining how many voicemails can be stored in a mailbox, the maximum message duration, how long voicemails are stored before they're deleted, enabling email notifications, and voicemail forwarding.

You can create profiles that set retention limits of 1 to 100 days or use No Limits to set voicemails not to expire.

Within the **Profiles** section you'll find the profile rules. To edit an existing profile rule, check the checkbox next to the Profile name and click the **Edit** icon ().

For information on all possible configurations for these profile rules, see:

- DialPlan
- Partition
- CallingProfile
- VoicemailProfiles

## DialPlan

The DialPlan governs the disposition of inbound and outbound calls in SIP Server.

## Edit DialPlan ✕

Add Profile

Q Search

**Profile Name**

DialPlan

B

▼

**Calling\_profile**

local-calling-profile-id

**Inbound\_calling\_profile**

inbound-calling-profile-id

**Initial\_fmfm\_profile**

initial\_fmfm\_profile

**Reject\_call\_notready**

Off

**Routelist\_list**

default

**Switch\_name**

**Voicemail\_enabled**

On

1 - 1 of 1 10 per page

⏪
⏩
Page
1
of 1
▶
▶▶

Cancel
Save Profile

The following table lists all possible configurations for **DialPlan**:

Name	Description
<b>Calling_profile</b>	Configured as per Customer needs
<b>Inbound_calling_profile</b>	Configured as per Customer needs
<b>initial_fmfm_profile</b>	Configured as per Customer needs
<b>Reject_call_notready</b>	Configured as per Customer needs
<b>Routelist_list</b>	Configured as per Customer needs
<b>Switch_name</b>	Configured as per Customer needs
<b>Voicemail_enabled</b>	Configured as per Customer needs

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## Partition

Partition is a rule that defines how a call is routed by SIP Server.

**Edit Partition**

**Add Profile**

**Profile Name**  
voicemail-partition

**Active**  
true

**Block**  
false

**Name**  
Voicemail

**Patterns**  
5555=>gcti:voicemail,gcti:voicemail=>gcti:voicemail

**Profile Name**  
voice-mail-profile-id

**Profile Name**  
time-frame-partition

**Profile Name**  
test-regex1-partition

The following table lists all possible configurations for **Partition**:

Name	Description
<b>Active</b>	true or false; defines whether or not the partition is enabled or disabled
<b>Block</b>	true or false; if the partition is configured as true, it bars all the calls
<b>Name</b>	Name of the partition

Name	Description
<b>Patterns</b>	Partition rule

## CallingProfile

CallingProfile is a group of partitions configured together which governs the call disposition in SIP

The screenshot shows the 'Edit CallingProfile' interface with a search bar and an 'Add Profile' button. It lists three profiles:

- Profile Name:** local-calling-profile-id (with a trash icon)
- Name:** "Local calling profile"
- Partition\_list:** allow-all,voicemail-partition
- Profile Name:** inbound-calling-profile-id (with a trash icon)
- Profile Name:** default-calling-profile (with a trash icon)

At the bottom, there is a pagination control showing '1 - 3 of 3' items, '10' items per page, 'Page 1 of 1', and buttons for 'Cancel' and 'Save Profile'.

Server.

The following table lists all possible configurations for **CallingProfile**:

Name	Description
<b>Name</b>	The name of the Calling Profile
<b>Partition_list</b>	List of partition rules that are configured under the Calling Profile

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## VoicemailProfiles

Use VoicemailProfiles to assign voicemail settings such as e-mail notification details or retention limits, to user groups or specific collections of users.

The screenshot shows the 'Edit VoicemailProfiles' interface. At the top left is a blue 'Add Profile' button. To the right is a search bar with a magnifying glass icon and the text 'Search'. Below these is a 'Profile Name' input field with a dropdown arrow on the right. The main form contains several fields: 'Voicemail Forwarding' with a dropdown set to 'false', 'Email Body', 'Email From Address', 'Email Subject', 'Max Duration', 'Max Message Count', and 'Retention Limit' (set to '0'). At the bottom left, there is a 'Cancel' button. At the bottom right, there is a 'Save Profile' button. In the center bottom, there are pagination controls showing '1 - 1 of 1', a dropdown for '10' per page, and page navigation buttons for 'Page 1 of 1'.

The following table lists all possible configurations for **VoicemailProfiles**:

Name	Description
<b>Profile Name</b>	The name given to the Profile.
<b>Voicemail Forwarding</b>	Specifies whether or not to forward a message from a mailbox.

Name	Description
<b>Email Body</b>	The Email Body for the email. For example, "Mailbox has a new message from ."
<b>Email From Address</b>	The From Address used in the email notification.

## Mailbox Settings

The screenshot shows the 'Mailbox Settings' page. The left-hand navigation menu includes the following items: Agent Desktop, Desktop Options, Digital Management, Single Sign On, Desktop Statistics, Templates, Gplus Salesforce, Voicemail & Call Settings, Profiles, Mailbox Settings (highlighted), Services Options, Routing Manager, and Recording Management. The main content area is titled 'Mailbox Settings' and contains a 'Bulk Import' button, a search bar with the number '1' and a close button, and a table with the following data:

Mailbox Number
1003
1004
123
123456

At the bottom of the interface, there are 'Cancel' and 'Save' buttons.

Mailbox Settings are configurations that customize the mailbox as per the user's needs. This includes mailbox greetings, locale, time zone, optout number, and few more basic configurations listed in the **General Info** table, further down this page.

If you have a Comma-Separated Values (.csv), or Excel spreadsheet (.xls) file of your bulk mailbox settings already saved to your local drive, you can import it by clicking the **Bulk Import** button and navigating to that file's location on your local drive.

Click on a **Mailbox Number** to open that mailbox and review or update its settings. When you open a Mailbox Number, you're presented with 2 categories in the left-hand menu:

- General Info
- Greetings

## General Info

**Mailbox 1004 General Info**

Mailbox Number: 1004

Max Message Count: [ ]

Active Greeting Type: Standard

Max Duration: [ ]

Output Phone Number: [ ]

Voicemail Profile: Choose among the following...

Locale: en\_US

Time Zone: Africa/Abidjan

<input type="checkbox"/>	Employee Id	User Tui Id	Password	
<input type="checkbox"/>	1	[ ]	[ ]	Add
				Delete

Cancel Save

The following table lists all possible configurations for **General Info**:

Name	Description	Values (default value in bold)
<b>Mailbox Number</b>	The mailbox number of the caller	Numeric
<b>Active Greeting Type</b>	Type of greeting including Standard, Personal, or Extended Absence	<b>Standard</b> , Personal, Extended Absence
<b>Output Phone Number</b>	If end users do not want a deposit voicemail then this setting can be configured to opt out to another destination such as Route Point, or a DN, or others.	<b>Null</b>
<b>Locale</b>	Language for voicemail access or deposit	<b>en_US</b> , set of valid locales
<b>Max Message Count</b>	The maximum number of messages which can be stored in a mailbox	<b>Null</b>

Name	Description	Values (default value in bold)
<b>Max Duration</b>	Maximum voicemail message duration	<b>Null</b>
<b>Voicemail Profile</b>	Voicemail profiles are a common set of configurations that are assigned to a set of mailboxes	<b>Null</b> , valid Profile name configured under Voicemail Profile Script object
<b>Time Zone</b>	The time zone for this mailbox profile.	<b>Null</b> , set of time zones
<b>External Users</b>	To allow the agents to access their mailbox outside of contact center. Agents defined in External Users can access their mailbox with the given authorization password.	<p><b>Employee Id:</b> The Employee Id of the Agent as created in CME.</p> <p><b>User Tui Id:</b> Telephonic User Interface; User Tui Id is a form of numeric username used to recognize the agent.</p> <p><b>Password:</b> The password used to authorize the mailbox</p>

## Greetings

**Mailbox**  
1004

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General Info

Greetings

### Mailbox 1004 Greetings

Personal Greetings

Extended Absence Greetings

Standard Greeting

## Important

Greetings must be in .wav format.

To upload a **Personal**, **Extended Absence**, or **Standard Greeting**, click the **Upload/Reupload** button and choose a file from your local machine. Click **Play** to listen to the greeting before confirming your selection by clicking **Save**.

## Group mailbox administrator

To define a specific user as a group mailbox administrator for a group mailbox associated with an Agent Group, add the **Voicemail** section to the annex of the user, then add the option **group-mailbox-administrator** with the following values:

option	value
<b>group-mailbox-administrator</b>	all or comma-separated mailbox numbers

The screenshot shows the 'Edit User' interface for a user named 'vmTest VoicemailTest1'. The 'Annex' configuration is visible, showing a tree structure of sections. The 'Voicemail' section is expanded, and the 'group-mailbox-administrator' option is set to '1001,002'. The interface includes a navigation menu on the left, a search bar, and buttons for 'Cancel', 'Delete User', 'Save', and 'Save and close'.

## Edit User

No Template ▼

vmTest VoicemailTest1

### Annex

- User ▲
- General Info
- Skills
- Caller IDs
- Agent Groups
- Access Group
- Annex
- Favorites Pool
- User Favorites
- Switches
- External URLs
- Desktop Options ▼
- Digital Management ▼
- Oplus Salesforce ▼
- Recording ▼

+ Add Section 🗑️

- dialplan
- htcc
- TServer
  - calling\_profile : voicemail-test
  - gvm\_mailbox : 7001
- Voicemail
  -

Cancel

Delete User Save Save and close