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Manage your Contact Center in Agent Setup

Voicemail Management within Agent Setup

2/7/2026

Contents

- 1 Accessing Voicemail Management
- 2 Profiles
  - 2.1 DialPlan
  - 2.2 Partition
  - 2.3 CallingProfile
  - 2.4 VoicemailProfiles
- 3 Mailbox Settings
  - 3.1 General Info
  - 3.2 Greetings
- 4 Group mailbox administrator

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- Administrator

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

Related documentation:

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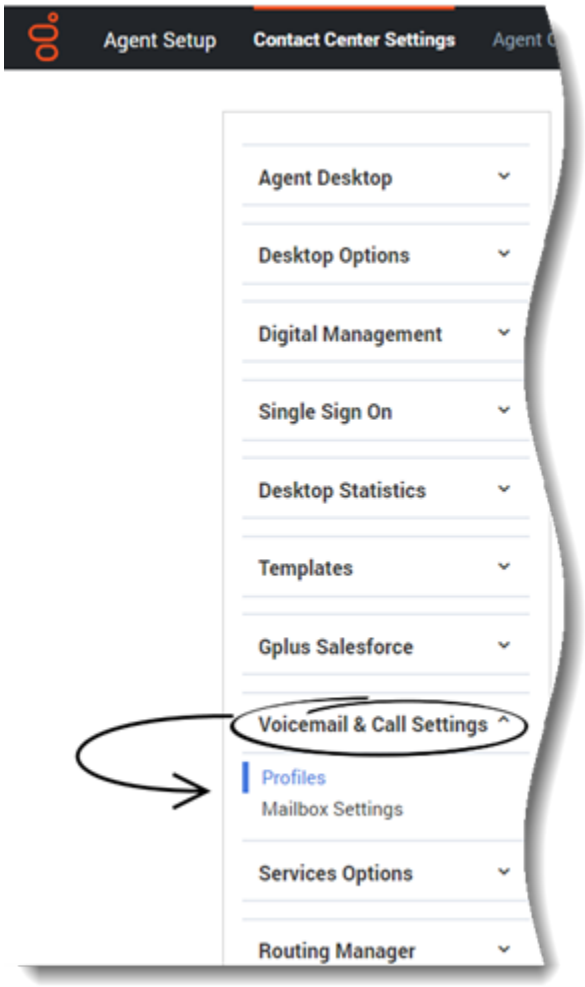
> **Important**
>
> The features described here may not apply to your organization's setup. If you need features that aren't available to you, contact your administrator or Genesys representative.

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

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.

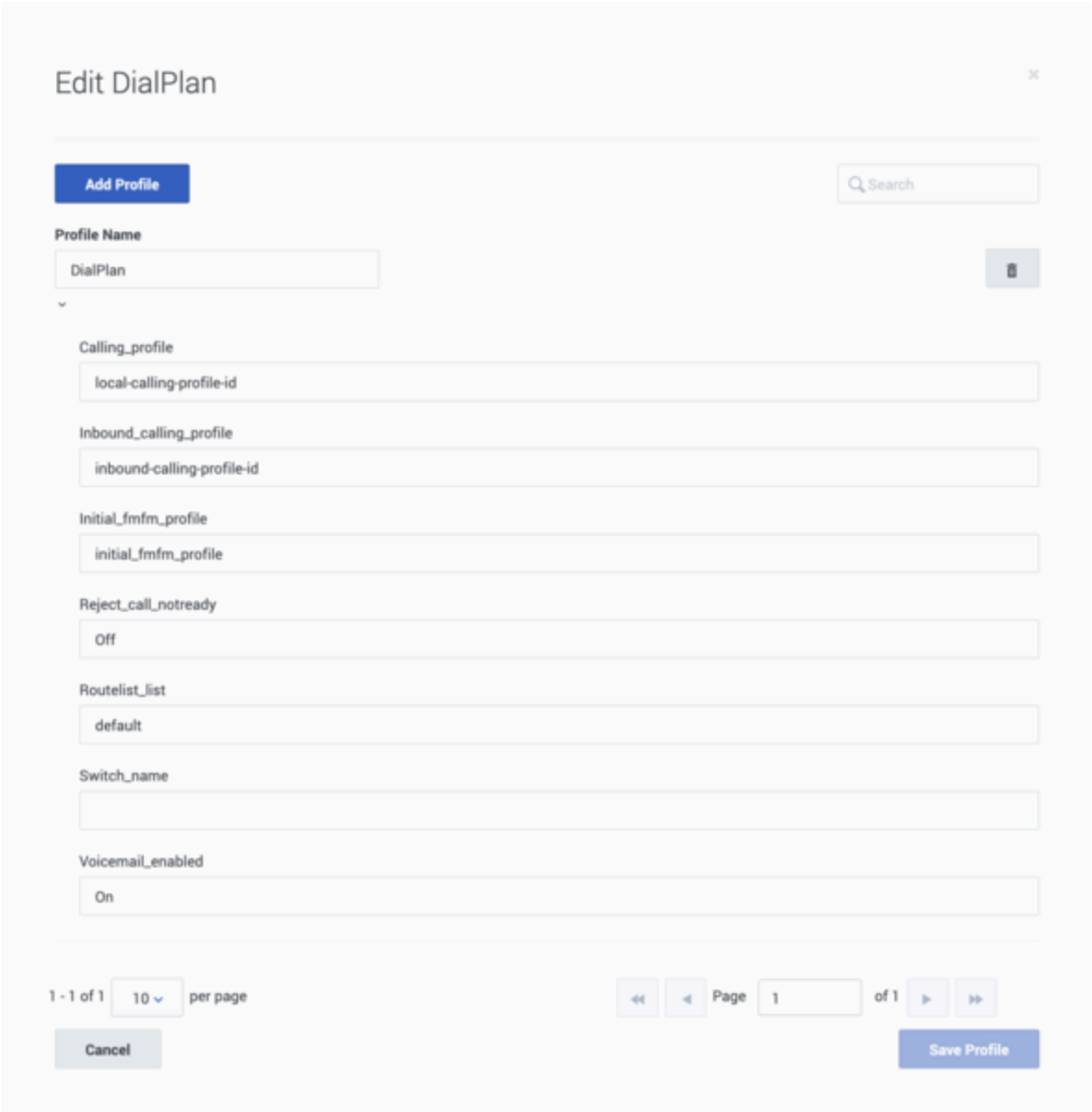
Within the **Profiles** section you'll find the profile rules. To edit an existing profile rule, check the checkbox next to the Profile name and click the **Edit** icon (✎).

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.

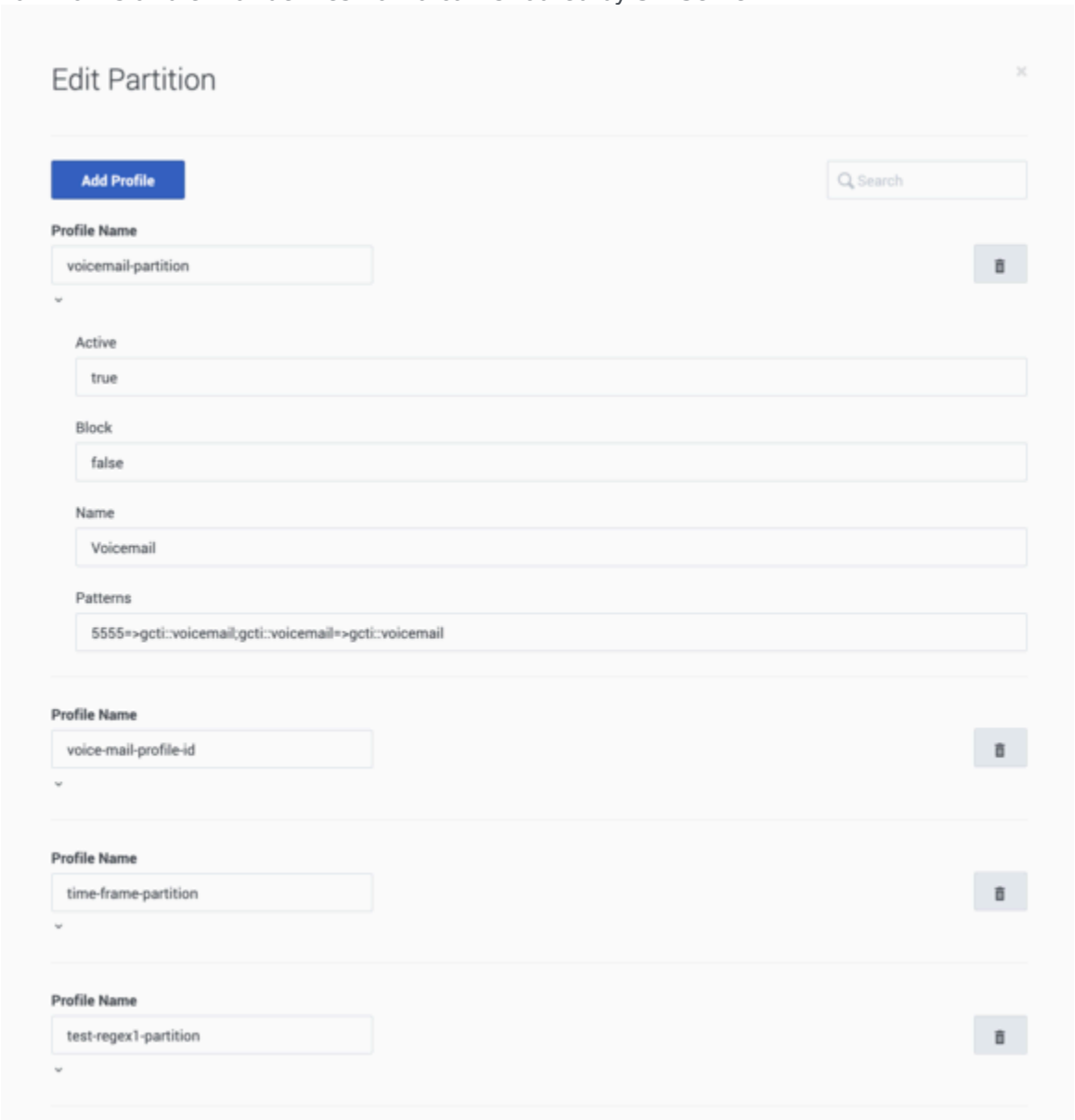


The following table lists all possible configurations for **DialPlan**:

Name	Description
Calling_profile	Configured as per Customer needs
Inbound_calling_profile	Configured as per Customer needs
initial_fmfm_profile	Configured as per Customer needs
Reject_call_notready	Configured as per Customer needs
Routelist_list	Configured as per Customer needs
Switch_name	Configured as per Customer needs
Voicemail_enabled	Configured as per Customer needs

Partition

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



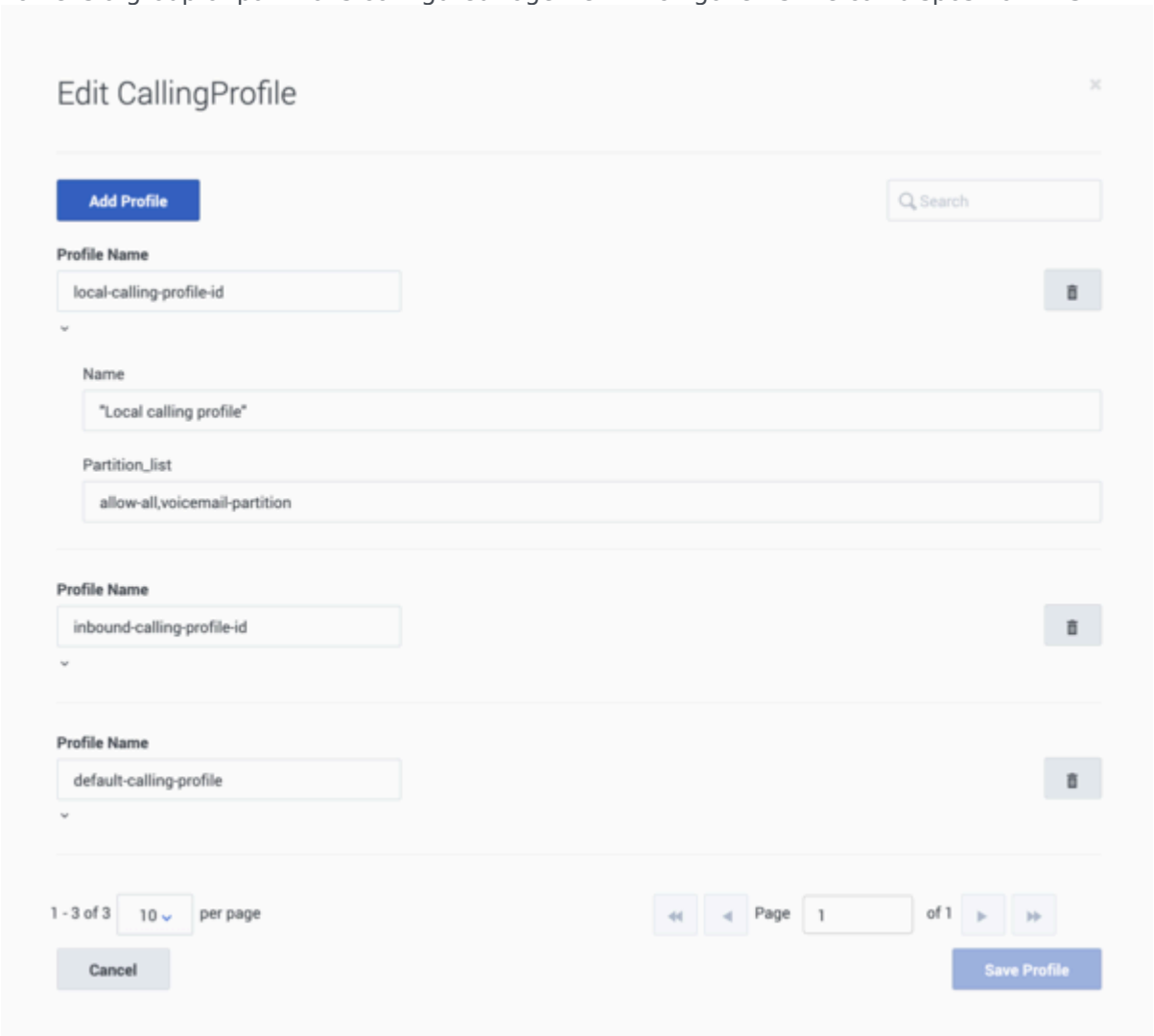
The following table lists all possible configurations for **Partition**:

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

Name	Description
Patterns	Partition rule

CallingProfile

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

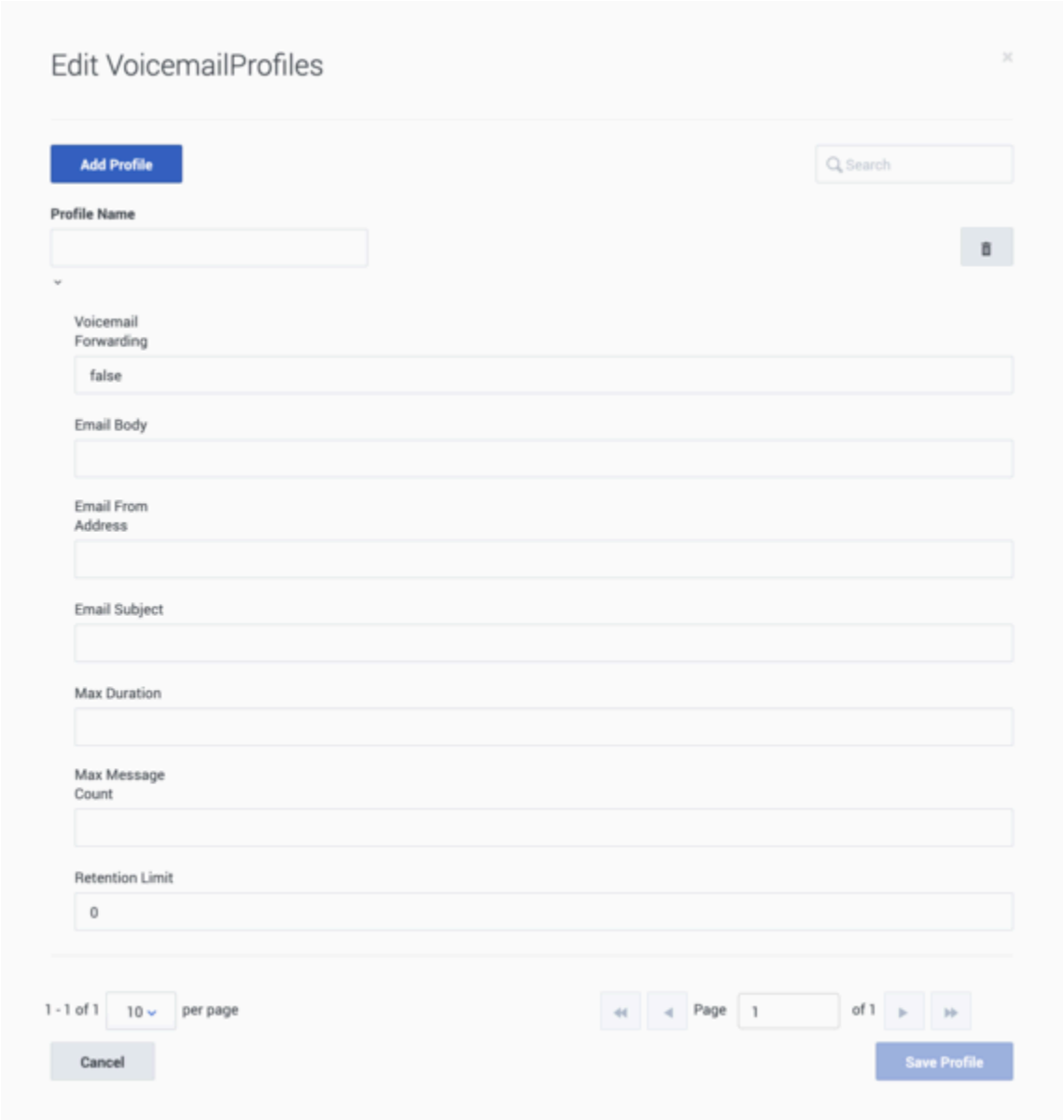


The following table lists all possible configurations for **CallingProfile**:

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

VoicemailProfiles

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

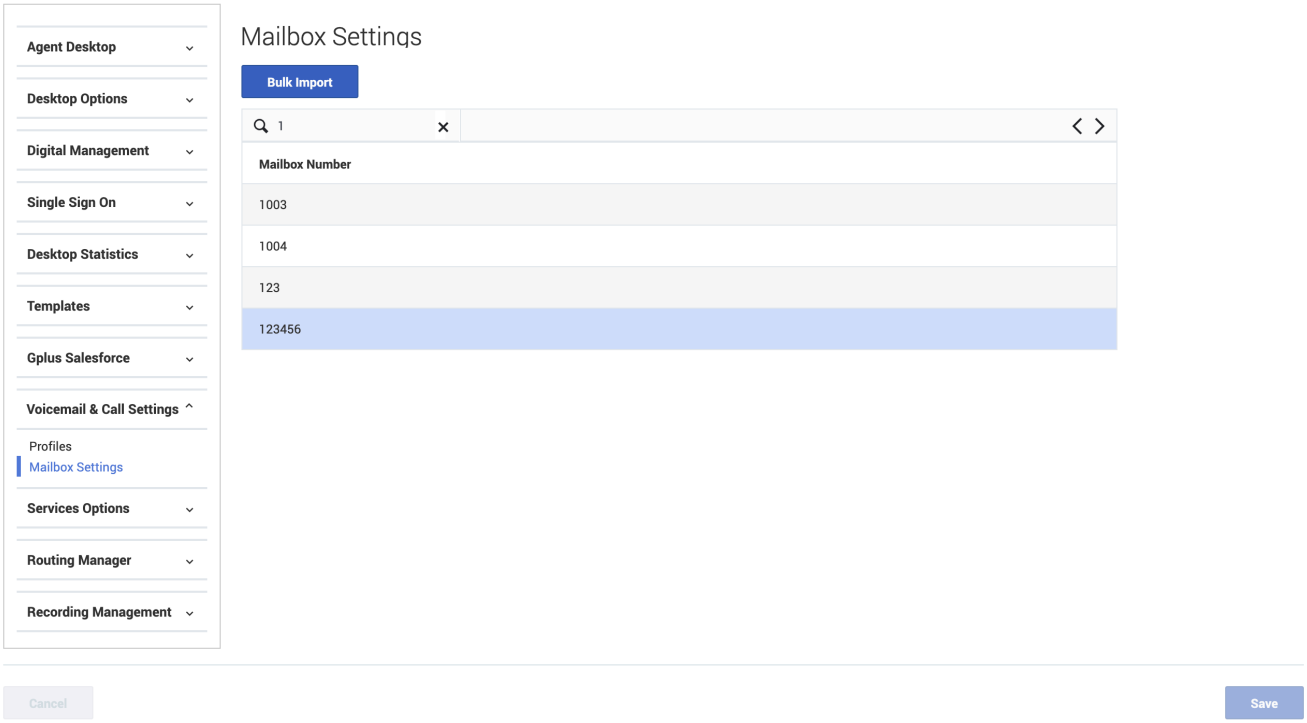


The following table lists all possible configurations for **VoicemailProfiles**:

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

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

Mailbox Settings



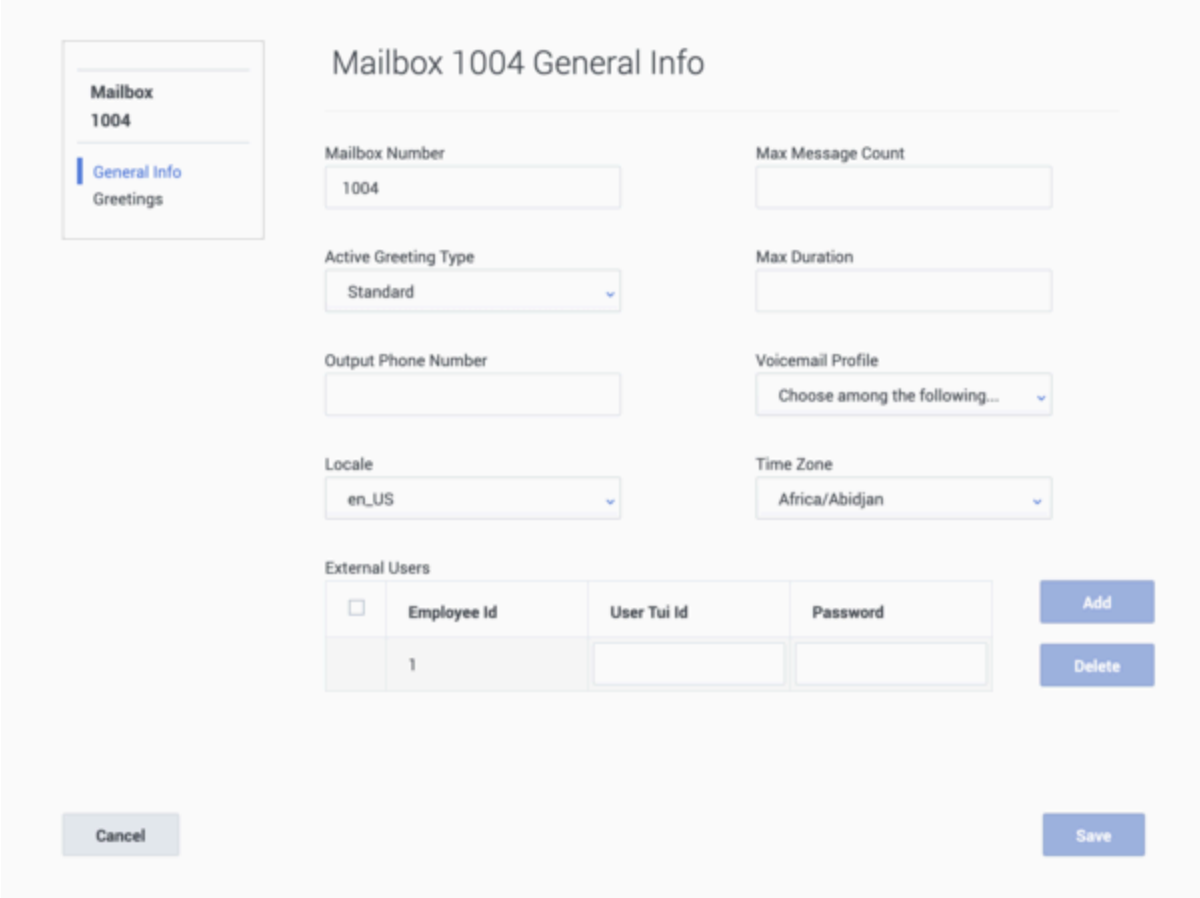
Mailbox Settings are configurations that customize the mailbox as per the user's needs. This includes mailbox greetings, locale, time zone, optout number, and few more basic configurations listed in the **General Info** table, further down this page.

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

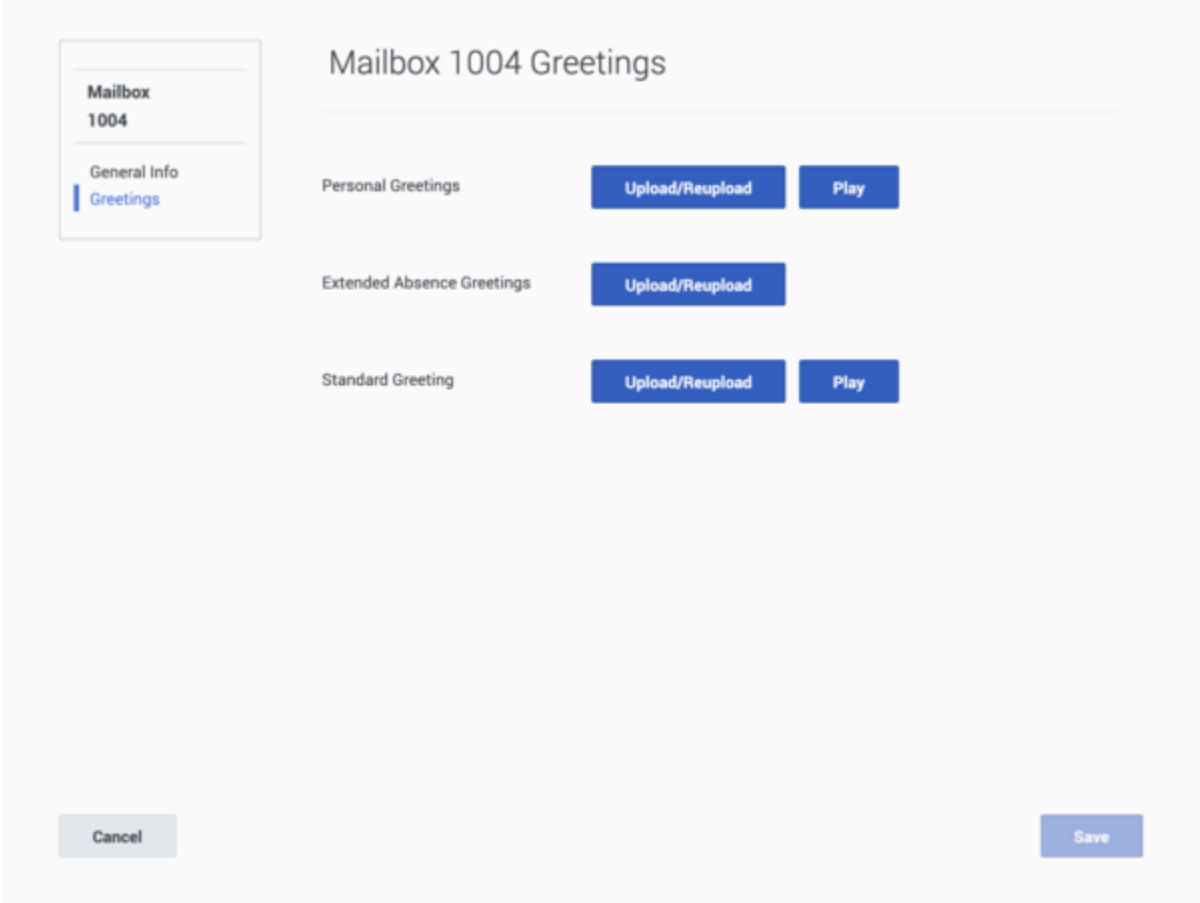


The following table lists all possible configurations for **General Info**:

Name	Description	Values (default value in bold)
Mailbox Number	The mailbox number of the caller	Numeric
Active Greeting Type	Type of greeting including Standard, Personal, or Extended Absence	**`Standard`**, `Personal`, `Extended Absence`
Output Phone Number	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.	**`Null`**
Locale	Language for voicemail access or deposit	**`en_US`**, set of valid locales
Max Message Count	The maximum number of messages which can be stored in a mailbox	**`Null`**

Name	Description	Values (default value in bold)
Max Duration	Maximum voicemail message duration	**`Null`**
Voicemail Profile	Voicemail profiles are a common set of configurations that are assigned to a set of mailboxes	**`Null`**, valid Profile name configured under Voicemail Profile Script object
Time Zone	The time zone for this mailbox profile.	**`Null`**, set of time zones
External Users	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.	**Employee Id**: The Employee Id of the Agent as created in CME. **User Tui Id**: Telephonic User Interface; User Tui Id is a form of numeric username used to recognize the agent. **Password**: The password used to authorize the mailbox

Greetings



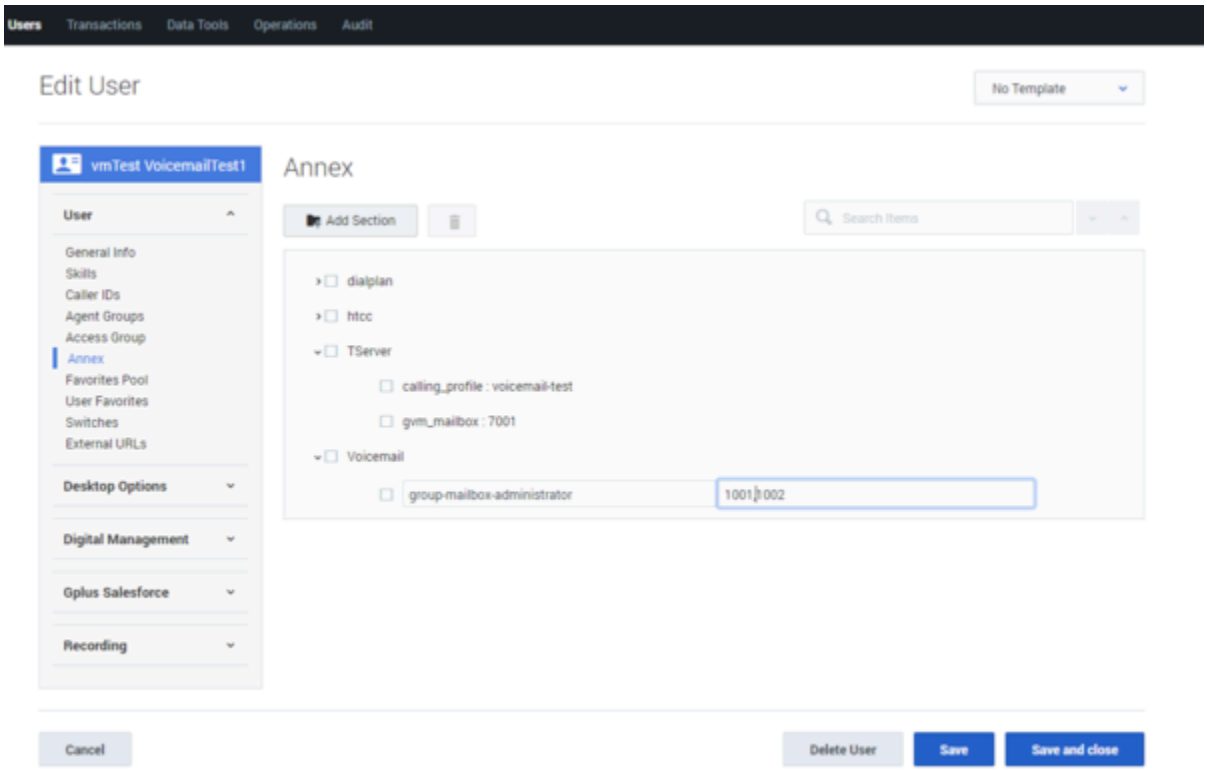
> **Important**
> Greetings must be in .wav format.

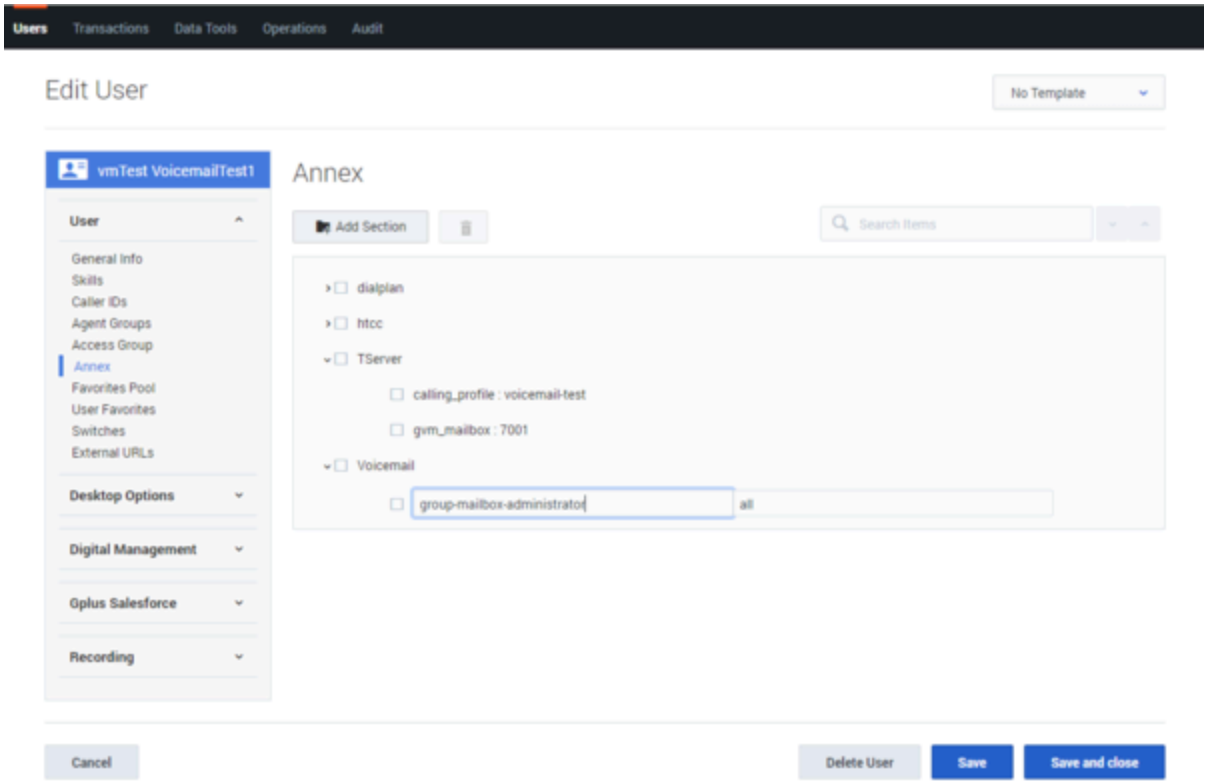
To upload a **Personal**, **Extended Absence**, or **Standard Greeting**, click the **Upload/Reupload** button and choose a file from your local machine. Click **Play** to listen to the greeting before confirming your selection by clicking **Save**.

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
group-mailbox-administrator	`all` or comma-separated mailbox numbers




Users
Transactions
Data Tools
Operations
Audit
Edit User
No Template
vmTest VoicemailTest1
User
General Info
Skills
Caller IDs
Agent Groups
Access Group
Annex
Favorites Pool
User Favorites
Switches
External URLs
Desktop Options
Digital Management
Gplus Salesforce
Recording
Annex
Add Section
Search Items
dialplan
htcc
TServer
calling_profile : voicemail-test
gvm_mailbox : 7001
Voicemail
group-mailbox-administrator
all
Cancel
Delete User
Save
Save and close