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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:

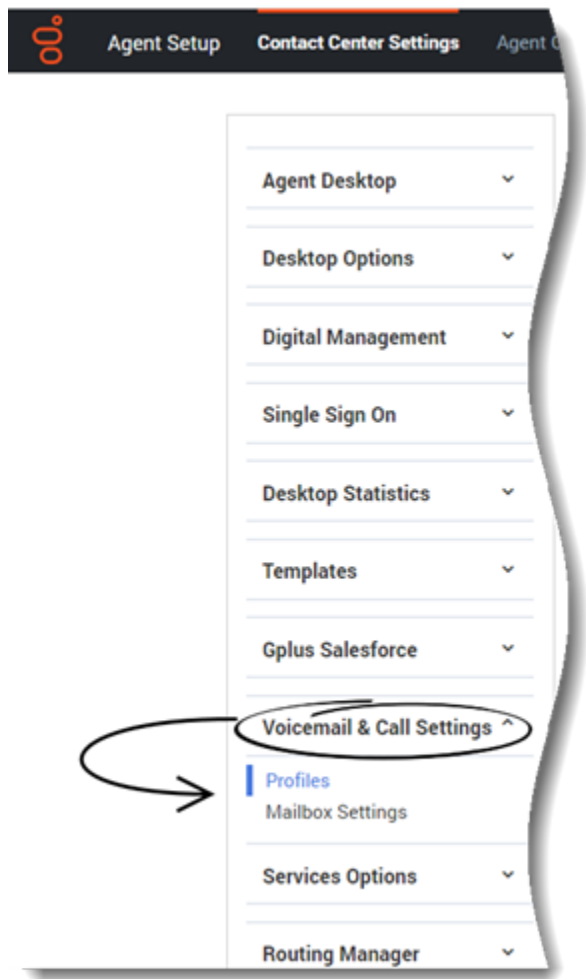
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Important

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.

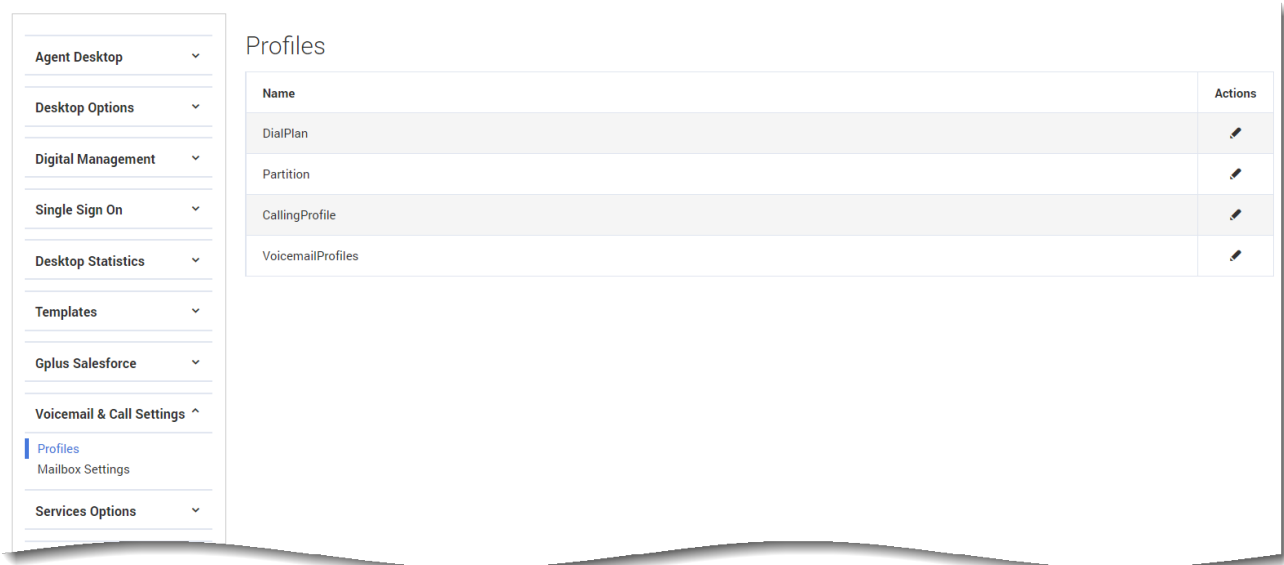
Accessing Voicemail Management



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

Search

Profile Name

DialPlan

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

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10
per page

Page 1 of 1

Cancel

Save Profile

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.

Edit Partition ✕

Add Profile Search

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
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

Edit CallingProfile

Add Profile

Search

Profile Name

local-calling-profile-id

Name

"Local calling profile"

Partition_list

allow-all,voicemail-partition

Profile Name

inbound-calling-profile-id

Profile Name

default-calling-profile

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10
per page

Page 1 of 1

Cancel

Save Profile

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.

Edit VoicemailProfiles

Add Profile

Search

Profile Name

Voicemail Forwarding

false

Email Body

Email From Address

Email Subject

Max Duration

Max Message Count

Retention Limit

0

1 - 1 of 1

10

per page

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<<

Page

1

>>

>>>

of 1

Cancel

Save Profile

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

Agent Desktop

Desktop Options

Digital Management

Single Sign On

Desktop Statistics

Templates

Gplus Salesforce

Voicemail & Call Settings

Profiles

Mailbox Settings

Services Options

Routing Manager

Recording Management

Mailbox Settings

Bulk Import

Q 1 x < >

Mailbox Number

1003

1004

123

123456

Cancel

Save

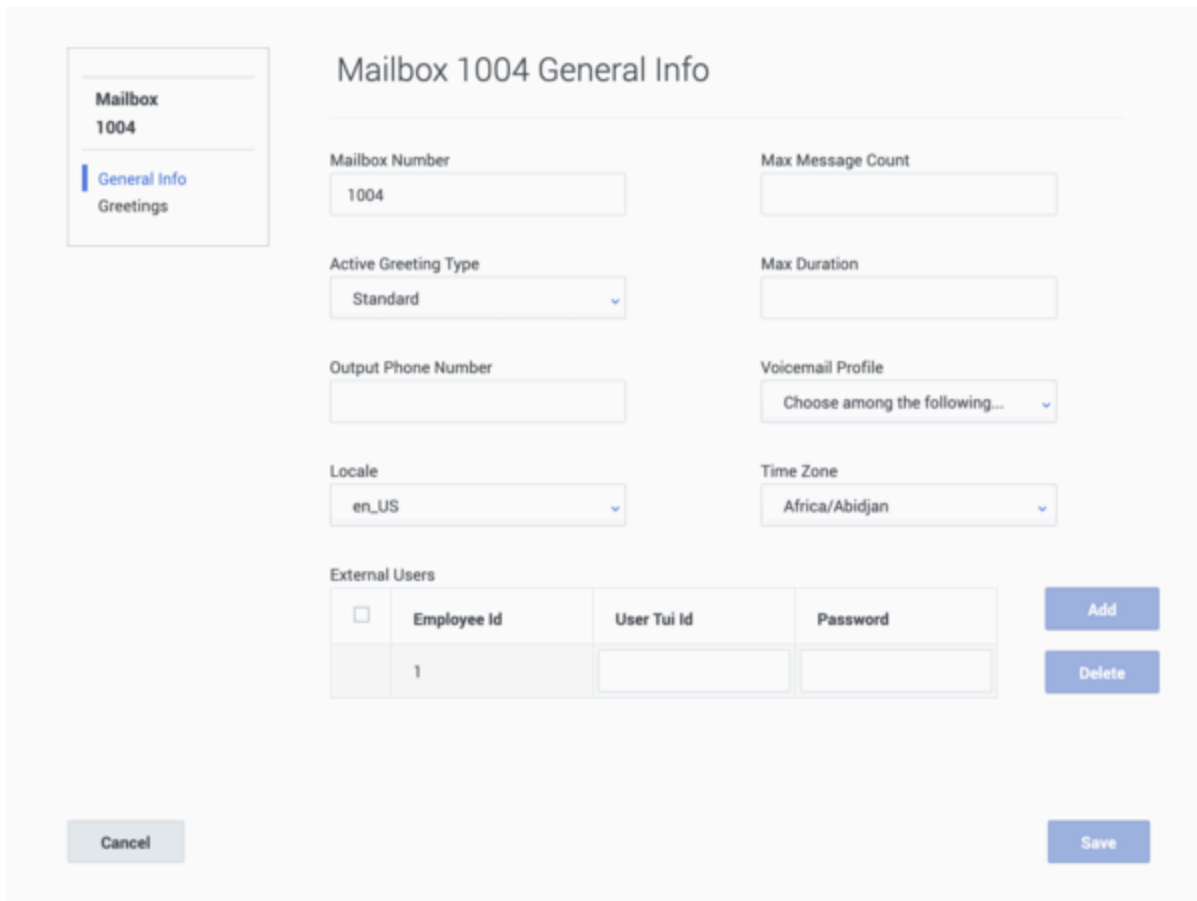
Mailbox Settings are configurations that customize the mailbox as per the user's needs. This includes mailbox greetings, locale, time zone, optout number, and few more basic configurations listed in the **General Info** table, further down this page.

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 image shows a web interface for configuring Mailbox 1004. On the left is a sidebar with 'Mailbox 1004' and two options: 'General Info' (selected) and 'Greetings'. The main area is titled 'Mailbox 1004 General Info' and contains several input fields and a table. The fields are: 'Mailbox Number' (text box with '1004'), 'Max Message Count' (text box), 'Active Greeting Type' (dropdown menu with 'Standard' selected), 'Max Duration' (text box), 'Output Phone Number' (text box), 'Voicemail Profile' (dropdown menu with 'Choose among the following...' selected), 'Locale' (dropdown menu with 'en_US' selected), and 'Time Zone' (dropdown menu with 'Africa/Abidjan' selected). Below these is a table for 'External Users' with columns for a checkbox, 'Employee Id', 'User Tui Id', and 'Password'. There is one row with 'Employee Id' '1' and empty 'User Tui Id' and 'Password' fields. To the right of the table are 'Add' and 'Delete' buttons. At the bottom left is a 'Cancel' button and at the bottom right is a 'Save' button.

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

External Users

<input type="checkbox"/>	Employee Id	User Tui Id	Password
<input type="checkbox"/>	1		

Buttons: Add, Delete, Cancel, Save

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

Mailbox 1004

General Info

Greetings

Mailbox 1004 Greetings

Personal Greetings

Upload/Reupload

Play

Extended Absence Greetings

Upload/Reupload

Standard Greeting

Upload/Reupload

Play

Cancel

Save

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

The screenshot shows the 'Edit User' interface for user 'vmTest VoicemailTest1'. The left sidebar contains a navigation menu with options like General Info, Skills, Caller IDs, Agent Groups, Access Group, Annex, Favorites Pool, User Favorites, Switches, External URLs, Desktop Options, Digital Management, Opus Salesforce, and Recording. The 'Annex' section is active, displaying a list of sections: dialplan, htcc, TServer, and Voicemail. The 'Voicemail' section is expanded, showing a list of options: calling_profile (voicemail-test), gvm_mailbox (7001), and group-mailbox-administrator. The 'group-mailbox-administrator' option is selected, and its value is '1001,1002'. At the bottom of the interface, there are buttons for 'Cancel', 'Delete User', 'Save', and 'Save and close'.

UsersTransactionsData ToolsOperationsAudit

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

Oplus Salesforce

Recording

Annex

Add Section

Search Items

> ☐ dialplan

> ☐ htcc

> ☐ TServer

☐ calling_profile : voicemail-test

☐ gvm_mailbox : 7001

> ☐ Voicemail

☐ group-mailbox-administratorall

Cancel

Delete User

Save

Save and close

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