Voice Microservices Private Edition Guide

Provision the Voicemail Service

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Learn how to provision the Voicemail Service.

Related documentation:
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You provision the voicemail service using Agent Setup. Provisioning consists of the following tasks:

1. Enable voicemail.
2. Create voicemail profiles.
3. Configure mailbox settings, as required.
4. Configure greetings.
5. Bulk-provision mailboxes.

Enabling Voicemail

To provision the voicemail service in Agent Setup, you must first enable voicemail:

1. Log in to Agent Setup.
2. Navigate to **Contact Center Settings** > **Voicemail & Call Settings** > **Profiles**.
3. Select the **DialPlan** profile.
4. Select 0n in the **Voicemail_enabled** field.
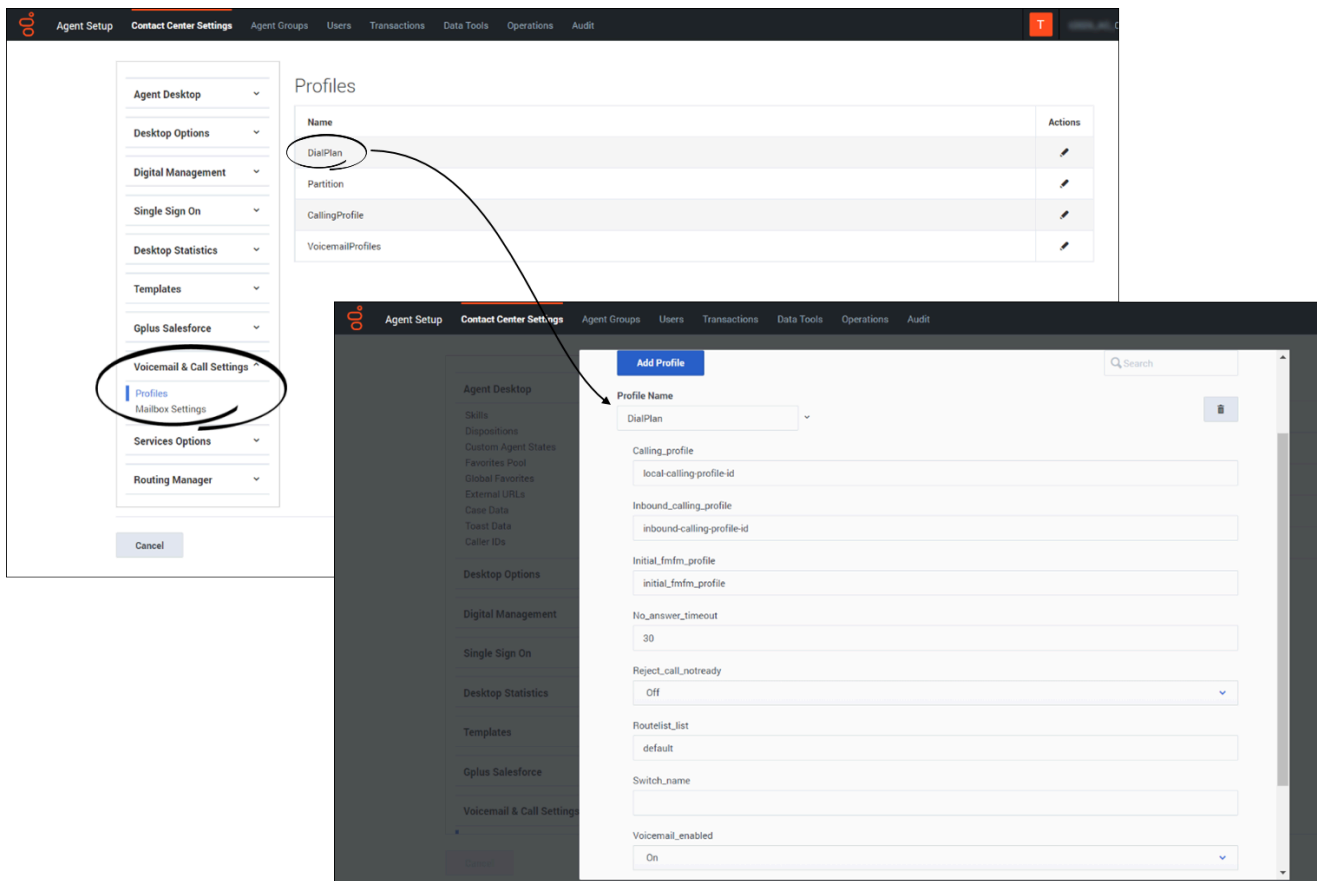
Managing voicemail profiles

You use voicemail profiles to assign voicemail settings. To create and manage voicemail profiles:

1. Log in to Agent Setup.
2. Navigate to **Contact Center Settings** > **Voicemail & Call Settings** > **Profiles** > **VoicemailProfiles**.
3. To create a new profile, click **Add Profile**. To edit an existing profile, select it in the list.
4. The following table describes the options you can configure for a voicemail profile.

Option	Values (bold indicates the default value)	Description
Email Body	"Mailbox has a new message from ", or any text	The body of the notification email. It can contain any of the following parameter tokens: • CallerID is the phone number of the caller.

| Option	Values (bold indicates the default value)	Description
		• `MailboxID` is the mailbox that contains the message. • `MsgPriority` is the message priority set by the caller, if enabled. • `MsgReceivedDate` is the date on which the caller left the message. • `UserEmail` is the email address of the recipient. • `UserPhone` is the phone number of the recipient. • `VoicemailAccessURL` is the URL that the recipient can click to retrieve their message online. • `VoicemailAccessNumber` is the phone number that the user can dial to listen to their message. To insert a parameter, type . The message also includes any static text you type.
Email From Address	user@domain	The email address from which you want to send notifications.
Email Notification	true, **false**	Enable or disable email notifications.
Email Subject	"Genesys Voicemail Notification: New Message from ", or any subject line	The subject line of the notification email. It can contain any of the parameter tokens available in the Email Body.
Max Duration	**30**, or any positive integer	Specifies, in seconds, the maximum message length.
Max Message Count	**100**, or any positive integer	Type a value to set a new maximum number of messages.
Retention Limit	10, 20, 30, 40, 50, 60	Deletes the voicemail from storage after the configured number of days.
Voicemail Forwarding	true, **false**	When the **Voicemail Forwarding** option is set to `true`, you can use your telephone to forward voicemail messages left in your mailbox to any mailbox.

Configuring mailbox settings

To configure and manage mailbox settings:

1. Log into Agent Setup.

2. Navigate to **Contact Center Settings** > **Voicemail & Call Settings** > **Mailbox Settings**.

3. Search and select the mailbox for which the settings need to be modified. The selected mailbox opens in a new window.

4. On the **General Info** tab, use the following options to provision the selected mailbox.

Setting	Values (bold indicates the default value)	Description
Max Message Count	**100**, or any positive integer	Type a value to set a new maximum number of messages.
Active Greeting Type	**Standard**, or a greeting type from the menu	Specifies the type of mailbox greeting.
Max Duration	**30**, or any positive integer	Specifies, in seconds, the maximum message length.
Output Phone Number	**System (Not Set)**, or any phone number or routing point	When set, enables a caller to transfer out of voicemail to the specified destination at any time during a call. Select the radio button and type a value to set a new optout phone number. Select **System** to restore the value to the number in parentheses, which is the value set at the application or switch level for the configuration option `voicemail-optout-destination`.
Voicemail Profile	**SystemProfile**, or a profile from the menu	Specifies the profile that the mailbox uses.
Locale	**en-US**, or other locale strings	Specifies the default locale for the Telephone User Interface (TUI).
Time Zone	**America/Los_Angeles**, or a time zone from the menu	Select a time zone from the menu to set a new time zone for all mailboxes that use the system (default) time zone. Select **System** to restore the system value.
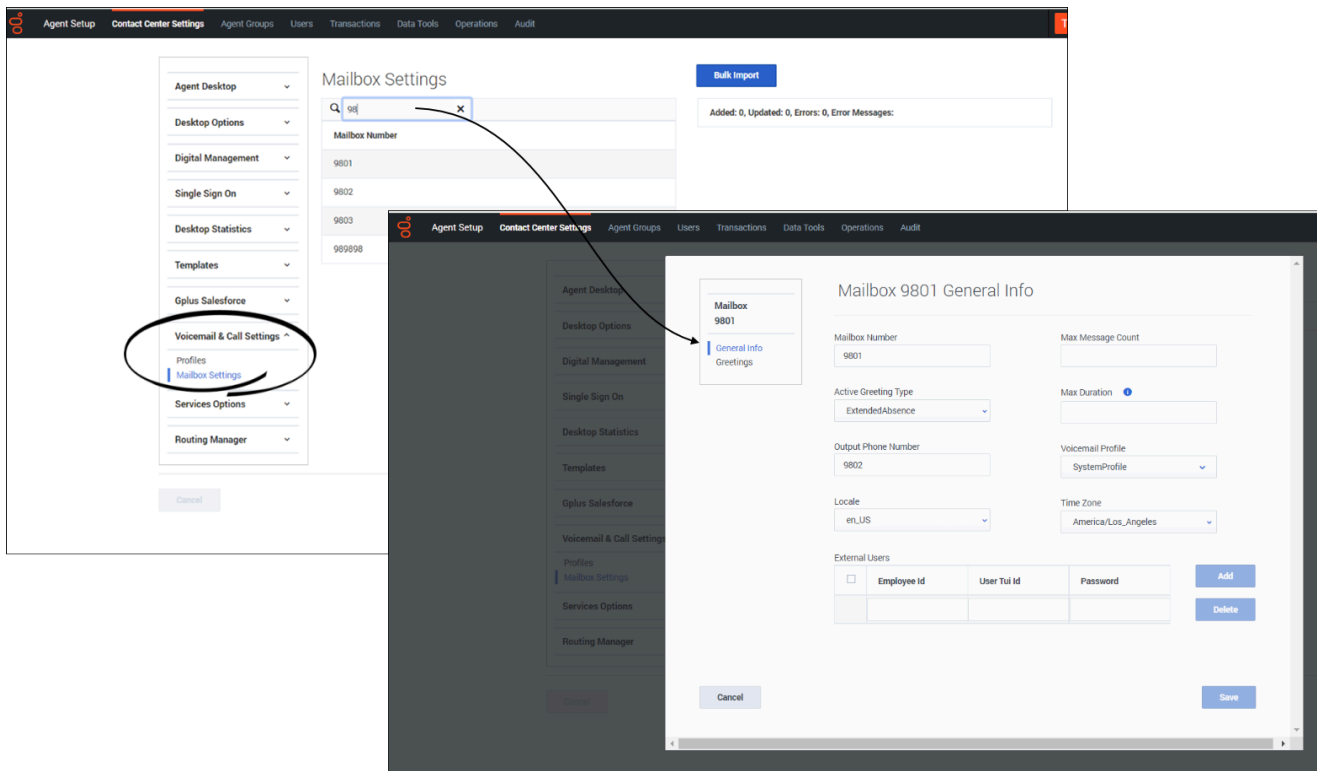
Managing your greetings

To manage your voicemail greetings:

1. Log into Agent Setup.
2. Navigate to **Contact Center Settings** > **Voicemail & Call Settings** > **Mailbox Settings**.
3. Search and select the mailbox for which the settings need to be modified. The selected mailbox opens in a new window.
4. On the **Greetings** tab:

   - Click **Upload/Reupload** to upload a Personal or Extended Absence greeting.
   - Click **Play** to listen to the existing Personal or Extended Absence greeting.
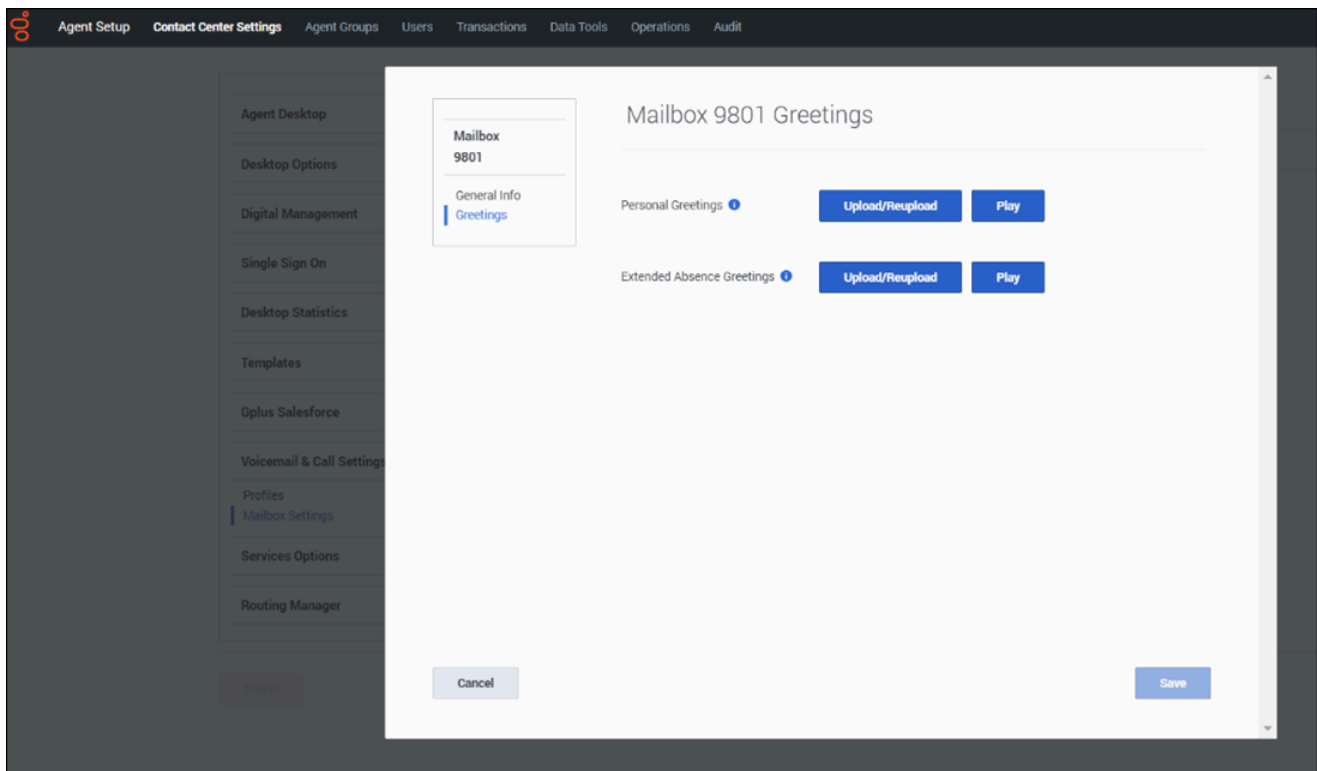
Bulk-provisioning mailboxes

To provision many mailboxes simultaneously:

1. Log in to Agent Setup.
2. Navigate to **Contact Center Settings** > **Voicemail & Call Settings** > **Mailbox Settings**.
3. To add or modify mailbox settings simultaneously, click **Bulk Import**.
4. Create a CSV file with the following fields:
   - Mailbox Number
   - Active Greeting Type
   - Output Phone Number
   - Locale
   - Time Zone
   - Max Message Count
   - Max Duration
   - Voicemail Profile
5. Select the created CSV file. The mailbox settings will be updated for the mailboxes mentioned in CSV

file after successful Bulk Import.