

OSSmosis 5 User Guide

Voicemail

MOMENTUM

T E L E C O M

Voicemail

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Voicemail Settings

Voicemail
Manage your Voicemail Settings for **Customer Service**(dct_hg-0001008239-6-11) [?](#)

| | | |
|--|---|---|
| <p><input checked="" type="checkbox"/> Enable Voice Management</p> <p><input type="checkbox"/> Send all calls to voicemail</p> <p><input checked="" type="checkbox"/> Send busy calls to voicemail</p> <p><input checked="" type="checkbox"/> Send unanswered calls to voicemail</p> <p><input type="checkbox"/> Auto-login to Voice Portal when calling from my phone</p> <p style="text-align: center; background-color: #0070C0; color: white; padding: 5px; margin-top: 10px;">UPDATE PASSCODE</p> | <p>When a message arrives</p> <p><input checked="" type="radio"/> Send to Voice Portal</p> <p><input type="radio"/> Send to email</p> <p><input type="checkbox"/> Use Message Waiting Indicator</p> | <p><input checked="" type="checkbox"/> Additionally send a notification (without attachment) to</p> <p>Email Address <u>customerservice@4dct.com</u> 24/64</p> <p><input checked="" type="checkbox"/> Email a carbon copy to</p> <p>Email Address <u>productmanagement@4dct.com</u> 26/64</p> <p><input checked="" type="checkbox"/> If the caller presses '0', transfer the call to</p> <p>Phone Number <u>100</u></p> |
|--|---|---|

- **Enable Voice Management:** Activates voicemail and allows for calls to escape the queue to leave a voicemail or be transferred to another queue or extension within the organization.
- **Send all calls to voicemail:** This option will immediately send all calls to voicemail when a call is directed to the number/extension of the queue.
- **Send busy calls to voicemail:** All busy calls will be sent to voicemail.
- **Send unanswered calls to voicemail:** All unanswered calls will be sent to voicemail. This is much more common in a call center than “busy calls”.
- **When a message arrives:**
 - **Send to Voice Portal:** This option will keep the voicemail in the voice portal only.

When a message arrives

Send to Voice Portal

Send to email

Use Message Waiting Indicator

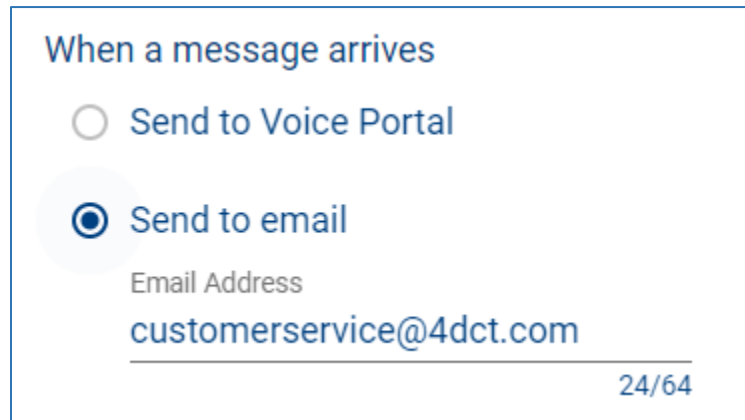
Additionally send a notification (without attachment) to

Email Address
customerservice@4dct.com 24/64

Email a carbon copy to

Email Address
productmanagement@4dct.com 26/64

- *Send to Email:* This option will only send the voicemail in the form of a .WAV file to the specified email address and it will not be kept in the voice portal. When *Send to Email* is enabled, an email address field will appear to enter a valid email address for voicemails to be sent.



When a message arrives

Send to Voice Portal

Send to email

Email Address

customerservice@4dct.com

24/64

- *Additionally send a notification (without attachment) to:* When enabled this option will send an email notification to the email address entered indicating there was a voicemail left, but without the .WAV file attached.
- *Email a carbon copy to:* When enabled this option will send a copy of the voicemail as an email .WAV file attachment to the specified email address.
- *If the caller presses '0', transfer the call to:* When enabled the caller will have the ability to press 0 to opt-out of voicemail to a different extension or 10-digit phone number while the voicemail greeting is being played.

Voicemail Greetings

Greetings
Message played to callers when they reach your voice messaging box

| | | |
|--|---|---|
| <p>General</p> <p><input checked="" type="radio"/> Disable Message Deposit</p> <p><input type="radio"/> Disconnect call after greeting</p> <p><input checked="" type="radio"/> Forward call after greeting to 100</p> | <p>Busy Greeting</p> <p><input type="radio"/> Default <input checked="" type="radio"/> Custom</p> <p>Drop audio files below or click here to browse</p> <div style="border: 1px dashed #ccc; padding: 5px;"> <p>Announcement #1 BusyGreeting</p> </div> | <p>No Answer Message</p> <p><input type="radio"/> Extended Away</p> <p><input checked="" type="radio"/> No Answer Greeting</p> <p><input type="radio"/> Default <input checked="" type="radio"/> Custom</p> <p>Drop audio files below or click here to browse</p> <div style="border: 1px dashed #ccc; padding: 5px;"> <p>Announcement #1 NoAnswerGreeting</p> </div> |
|--|---|---|

- **General:**
 - *Disable Message Deposit:* Enabling this option will prevent callers from leaving a voicemail.
 - *Disconnect call after greeting:* The call will get disconnected once the greeting has played.
 - *Forward call after greeting to:* Once the greeting has played, the caller will be forwarded to the extension or 10-digit number entered.
- *Busy Greeting:* Specify the voicemail greeting that the caller will hear if they reached voicemail because the 'send busy calls to voicemail' rule was applied.
- *No Answer Message:* Specify the voicemail greeting that the caller will hear if they reached voicemail because the 'send no answer calls to voicemail' rule was applied.

How to Add a Custom Voicemail Greeting

To add a custom voicemail message, first click the "Custom" radio button under any greetings option.

Busy Greeting

Default Custom

Drop audio files below or click here to browse

Announcement #1
None

Drag a .WAV or .MP3 file into the greeting section, where it indicates “*Drop audio files below*”.

Busy Greeting

Default Custom ☰

Drop audio files below or click here to browse

Announcement #1
None ▼

When the file has been added, a pop-up window will appear to provide a description and to enable you to select whether to add the announcement to the *User* or *Group Announcement Repository*. If added to the *User Repository* the audio file will only be available to the end user that added it to the repository. If added to the *Group Repository*, the audio file will be available for use to any end user within that group/location. Once you have made your selection, select “Save”.

Add Announcement
Add Busy Greeting.wav to Repository

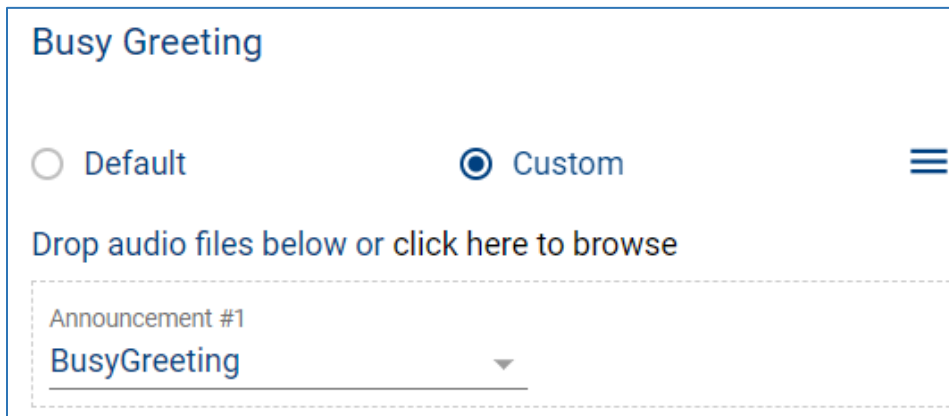
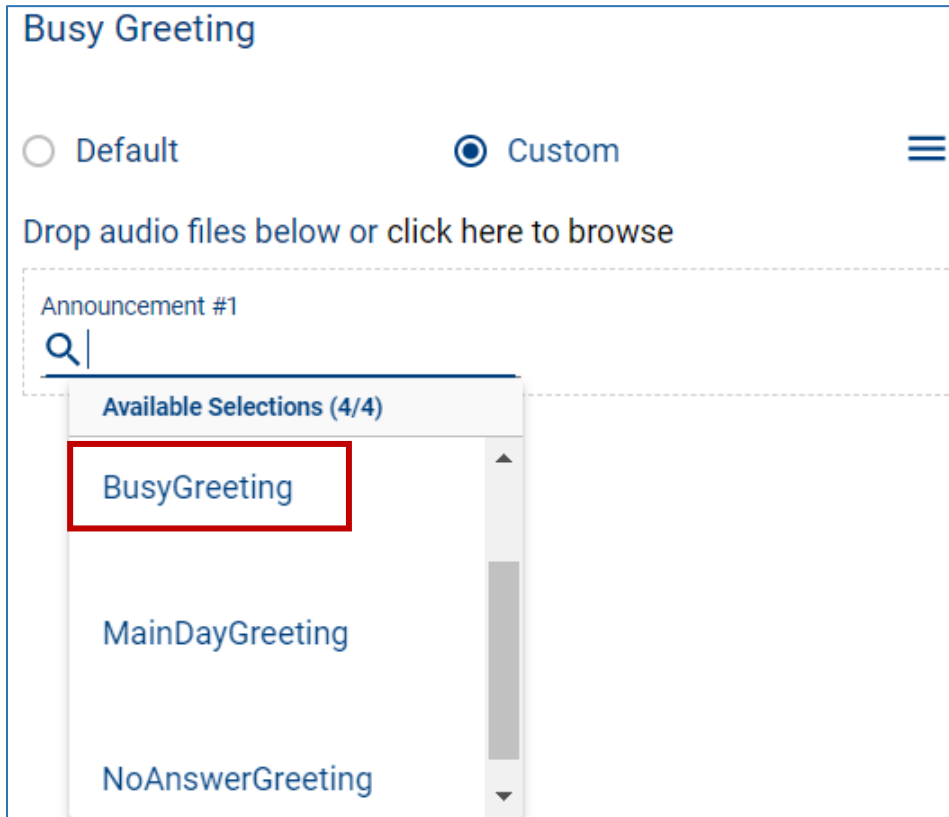
User Group

Announcement Name
BusyGreeting

Description
Busy Greeting

CANCEL SAVE

From the announcement drop down menu select the announcement.



From the Actions icon , save the announcement.

