Accessing the Voicemail System

1. Hear Your Messages

1. Start reverse playback
2. Stop/resume playback
3. Start fast-forward playback
4. Hear the message again
5. Play message with envelop information (date, caller-ID).
6. Move or copy

    To move message, press 1.
    To copy message, press 2.
    To record a comment, press 3.

7. Delete
8. Call back

    To confirm the callback, press 1.
    To cancel the callback, press *.

9. Skip
0. Help

2. Change Your PIN

Enter your new access code.

1. Use the access code.
*. Return to the main menu without using the new access code.

3. Record Your Name

Record your name and press the # sign. Then choose from the following options:

1. Listen to recording
2. Use recording
3. Record again
4. Delete recording

4. Record a Greeting

Record your greeting* and press the # sign. Then choose from the following options:

1. Listen to recording
2. Use recording
3. Record again
4. Delete recording

*You can record up to nine separate greetings.

Star code: *98

5. Record a Message

Record your message and press the # sign. Then choose from the following options:

1. Move message
2. Copy message

9. Select a Mailbox Greeting

Choose a greeting from the list provided by PBX. You can have up to nine choices:

1. Greeting 1
2. Greeting 2
   :
   :
9. Greeting 9

Star Codes

Making Calls

Redial	*66	
Call Return	*69	
Intercom[1]	*90	

Transferring Calls

Transfer[2]	*77
Call Park[3]	*85
Call Park Retrieve[3]	*86
Call Pickup[3]	*87

Anonymous Calls

Block CID (Activate)	*67
Block CID (Deactivate)	*68
Block Anonymous Calls (Activate)	*88
Block Anonymous Calls (Deactivate)	*89

Call Forwarding

Hot Desking	*70
Call Forward All (Activate)[2]	*71
Call Forward All (Deactivate)	*72
Call Forward Busy (Activate)[2]	*73
Call Forward Busy (Deactivate)	*74
Call Forward No Answer (Activate)[2]	*75
Call Forward No Answer (Deactivate)	*76
DND (Activate)	*78
DND (Deactivate)	*79
Forward Calls to Domain Accounts	*80

Voicemail

Send Voicemails as Emails (Activate)	*95
Send Voicemails (Deactivate)	*96
Go to Voice Mail	*97
Record New Greetings	*98
Clear the Message Indicator	*99

Call Center

Agent Log In[3]	*64
Agent Log Out[3]	*65
Call Barge In[1]	*81
Teach Mode[1]	*82
Listen In[1]	*83

Cell Phones

Retrieve Call from Cell Phone	*51
Send Call to Cell Phone	*52
Call Cell Phone from Extension[1]	*00
Conference	*53

Miscellaneous

Show Account Balance	*61
Wakeup Call	*62
Request Call Details	*63
Clean up an Extension	*84
Add to White List	*91
Add to Black List	*92
Record ON Key[4]	*93
Record OFF Key[4]	*94

The IVR node can also be configured to accomplish the following functions:

Feature	Functionality	Benefit
Caller verification	Callers are required to enter their account number when reaching an IVR.	Caller verification expedites service to legitimate callers and prevents undesired callers from wasting employees' time.
Password call routing	Callers are required to enter their password. After verification, the system routes the call to the correct destination.	A series of messages can be made available to different groups with different passwords. Password call-routing provides an automated means of controlling the flow of information to the appropriate contacts.
Response-based routing	Response-based routing uses caller input to route a call to the person or information best suited to assist. The system asks the caller a question, and the caller responds by entering a digit.	By developing a series of questions to which the caller can respond, the system can effectively route the caller. Response-based routing saves time and the expense of an interviewer. The questions can be in different languages.
Expedited caller-ID routing	Incoming calls that match a number currently on an IVR list are automatically routed to a pre-defined destination.	Employees working outside the office can be connected to the correct department by dialing the main number. Preferred customers can be routed based on their caller-ID. Unwanted callers can automatically be routed to "dead ends" or busy signals to discourage them from calling.
Auto fax detection	Upon detecting a calling signal from a fax, the system answers the call and sends it to your fax machine.	A dedicated fax line/number is no longer needed to receive faxes.
Announcement before ringing	The system will greet every caller with a uniform message and provide information prior to connecting the call: Example: "Thanks for calling XYZ Sales. Please have your account code ready." "Thanks for calling Pizza King. Be sure to ask about today's special on wings and Pepsi."	Allows you to deliver information before the caller is connected. Prepares the caller and expedites call flow. Makes your initial greeting count.

Feature	Functionality	Benefit
Display Name	Each agent group can have a distinct name, which will appear on the telephone display when calls come in.	This is useful for identifying which advertised service the call is coming in on, allowing a company to properly answer and track each call.
Ring Melody	A special ring melody can be played for each agent group.	Agents can distinguish which agent group is ringing simply by listening to the ring sound.
Agents	Agents answer all incoming calls and can be assigned to any agent group.	Agents can be located at the business center or at a remote location.
Jump In and Out	Agents may jump in and out of any group to which they are assigned.	Managers can dynamically adjust to a changing workload by adding or removing agents from groups.
Minimum Number of Agents	Managers can establish a minimum number of agents that must remain in a group.	This ensures that an agent will always be available and that calls will be answered.
Number of Agents per Stage	It is important to manage call flow and create opportunities within agent groups. This can be accomplished partially by setting the number of agents that receive calls at the same time.	A comfortable balance of waiting and connecting can be achieved with agent groups.
Call Distribution Methods	Calls can be distributed to agents in several ways: Randomly, according to most idle, or according to skill level.	The most knowledgeable agents are used to answer calls first. Agents with fewer skills are held in reserve. As agents develop skills, they can be advanced closer to the front of the group.
Recovery Time	Each agent is given a period of time to prepare for the next incoming call.	Agents are fully prepared for the next call and present a more professional image to the customer.
Auto Add Callers to Address Book	Callers can be automatically added to the address book.	Returning a person's call is simplified.
Caller Priority	For repeated callers, the system will ring the agent who provided assistance on the last call. If the agent is not available, the caller will be sent to the next available agent.	Callers maintain continuity and a relationship with their sales reps.
Music on Hold Source	To help set the mood for a particular agent group, distinct music can be provided for each agent group.	Callers can hear music that relates to their call (e.g., play classical music for callers looking to buy classical music, and play jazz for those looking to buy jazz, etc.).
Multiple Announcements	Up to ten messages can be delivered to callers waiting inside an agent group.	Callers can hear information on the subject of their call. Additional services or products can be presented.
Programmable Gaps Between Announcements	The amount of time between agent group announcements can be controlled. During this gap time, the caller will hear music.	Attention-getting sequences can be set up.
Agent Group Queue Manager	An agent group manager can be designated for each agent group.	Queue managers can monitor the agent group queues.
Record Agent Group Calls	Each agent in the group can have their calls recorded.	An accurate record of the message is saved. The recording can be reviewed and emailed.
Send Daily Agent Group Reports	Activity reports are delivered nightly to selected email addresses.	Management can review the previous day's information. The report indicates calls received, number of hang-ups, hold times, and which agent answered a call.
SOAP Messages	SOAP is a protocol that allows the system to send messages to third-party software. These messages contain information about the agent group call.	Software can be written to interface with an external service/server.

Cell Phone Integration in Action

1. Include cell phone in calls to extension.

Cell phone number: ⊙

Cell phone number:	9781234567
Confirmation:	No confirmation required
Include the cell phone in calls to extension:	Immediately

2. Incoming calls ring both your desk phone and your cell phone.

Desk phone

3. Voice messages can be picked up from either your:

cell phone

PAC   **softphone**

Email account (as WAV files)*

This is a fact that our voice is running over internet, But we have feature that keeps your service running even when your internet is down.

Make sure ask us about this feature.