



IP Office

Voicemail Pro Exercises

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Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

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Voicemail Pro Example Exercises

1. Introduction

These exercises are for anyone who needs to learn how to configure and customize the way in which Voicemail Pro mailboxes behave. Some knowledge of telephony and also IP Office Manager is assumed.

If you work through the exercises in sequence, you will learn you how to:

- Set up an auto-attendant.
- Route callers to the auto-attendant.
- Use the different menu options.
- Re-record prompts via the telephone.
- Use modules and access them from a phone.
- Reuse modules in other call flows.
- Set up conditions.
- Customize a call flow for users collecting and leaving messages.
- Customize messages (and available actions) for queued callers.
- Use campaigns to let Voicemail Pro act as an automatic call center.

The call flows used in these exercise are examples only and not intended to reflect a real-life customer auto-attendant and other voicemail functions.

Note

- Some screen captures have been slightly modified to improve the clarity of some call flows. This does not affect the way in which any of the exercises work.


1a. Required Equipment

For information about equipment and installation requirements, see the Voicemail Pro Installation and Maintenance guide.

1b. System Configuration

We recommend that as much as possible of the IP Office configuration is in its default settings.

Using Manager, set up the following users and groups on the IP Office. As with a real customer Voicemail installation, having the users and groups correctly setup before installation of voicemail is important. Voicemail bases mailboxes on user and hunt group names, so changing a name effectively creates a new mailbox.

1. Start IP Office Manager and receive the IP Office configuration.
2. Edit the  **Users** (and if necessary  **Extensions**) so that you have two digital terminal users set as shown in the table below. The settings for any other extensions are not critical.

Extn	User Name
207	Bob Rogers
208	Kate Smith

3. Edit the  **Hunt Group** settings to create the following groups.

Group	ID	Type	Members
Reception	300	Linear	207
Sales	301	Linear	208
Support	302	Linear	207, 208
Accounts	303	Linear	207, 208

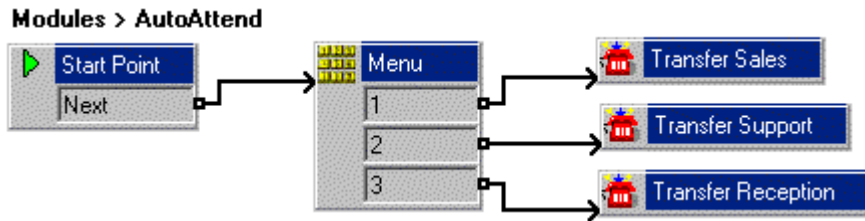
4. Merge the configuration changes.
5. Make test calls to the extensions and group to check the correct setup.
















2. Creating a New Module

In this exercise you learn how to use Voicemail Pro to add a basic auto-attendant.

The auto-attendant allows callers to make a choice from a menu and then they can be transferred to the Sales group, Support group or Reception group.

2a. Setting Up the Callflow



1. From **Start | Programs | IP Office**, open **Voicemail Pro**.
2. Right-click  **Modules** and select **Add**.
3. In **Name**, enter **AutoAttend** and select **OK**.
4. Click the details pane to place the module.
5. Click the  **Basic Actions** icon and select  **Menu**.
6. Click the details pane to place the action.
7. Right-click the  **Menu** action and select **Properties**.
8. In the **Touch Tones** tab, tick **1**, **2** and **3** and select **OK**. Note that touch tones must be unique, eg. a 5 will take preference over 555.
9. Click the  **Telephony Actions** icon and select  **Transfer**.
10. Click in the right-hand pane to place the action.
11. Open the **Properties** for the  **Transfer** action by double-clicking on it.
 - In the **General** tab change the **Token Name** to **Transfer Sales**.
 - In the **Specific** tab set the **Mailbox** to **Sales** (or **301**).
 - Select **OK**.
12. Repeat steps 9-11 for **Support (302)** and **Reception (300)**.
13. Click the  **Connection** icon on the toolbar.
14. Click the **Next** result under the start point and drag to the  **Menu**.
15. Click the  **Connection** icon.
16. Click the **1** result under  **Menu** and drag to  **Transfer Sales**.
17. Connect **2** to  **Transfer Support** and **3** to  **Transfer Reception**.
18. Click the  **Save & Make Live** icon on the toolbar.

2b. Setting Up an Internal Short Code

This part of the exercise, illustrates how to add a system short code. This short code enables you to make test calls to the auto-attendant.

1. In IP Office Manager, add the following short code. This example uses ***90** but any short code can be used.

The screenshot shows a dialog box titled '*90: VoicemailCollect'. It contains the following fields:

- Code: *90
- Feature: Voicemail Collect (dropdown)
- Telephone Number: "AutoAttend"
- Line Group Id: 0
- Locale: (dropdown)
- Force Account Code:

Buttons at the bottom: OK, Cancel, Help.

2. Save and merge the configuration to the IP Office unit.
3. From any extension other than 207 dial ***90**.
4. Press **3** and you should be transferred to the Reception group (in this example, extension 207).

2c. Set up the External Call Routing

For this exercise, you learn how to set all incoming voice calls to go to the auto-attendant, created in the previous exercise, by changing the default Incoming Call Route for voice calls.

1. In IP Office Manager, change the default Incoming Call Route for voice call (it has its **Destination** set as the group **Main**) to have the **Destination** set to **VM:AutoAttend**.

The screenshot shows a dialog box titled 'Standard' with the number '0' in the top right corner. It contains the following fields:

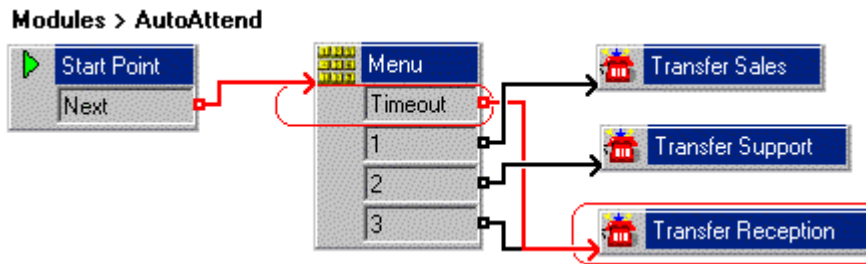
- Bearer Capability: Any Voice (dropdown)
- Line Group Id: 0
- Incoming Number: (empty)
- Incoming Sub Address: (empty)
- Incoming CLI: (empty)
- Destination: VM:AutoAttend (dropdown)
- Locale: (dropdown)
- Priority: 1 (dropdown)
- Fallback Extension: (dropdown)
- Night Service Profile: <None> (dropdown)
- Night Service Destination: (dropdown)





Buttons at the bottom: OK, Cancel, Help.

2. Save and send the configuration to the IP Office unit.
3. If you have an external phone set up, make an incoming call.
4. Press **3** to be transferred to extension 207.

3. Using a Menu Timeout

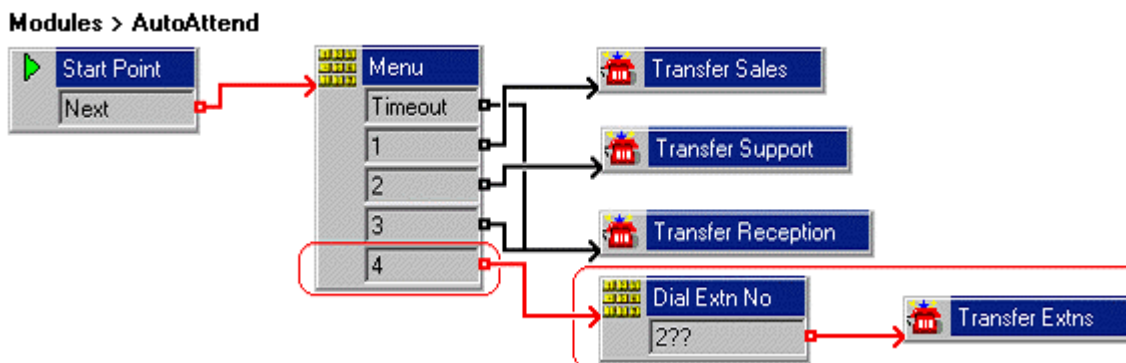
In this exercise you learn how to add a Timeout to the auto attendant menu to transfer callers to the Reception group. This will apply if a caller does not make a Touch Tone selection.



1. Open the properties for the  **Menu** action.
2. In the **Touch Tones** tab, select **Wait for a key press for up to** and enter **8**.
 - This timeout will start after all wav files entered in the action's **Entry Prompts** tab have been played.
3. Select **OK**. Note that the  **Menu** action now has a **Timeout** result.
4. Connect the **Timeout** result to  **Transfer Reception**.
5. Click the  **Save and Make Live** icon on the toolbar.
6. Choose **Yes** to make the changes permanent.
7. From any extension other than 207, make a test call to the auto-attendant.
8. Wait for 8 seconds and you should be transferred to extension 207.

4. Using a ? Wild Card in a Menu

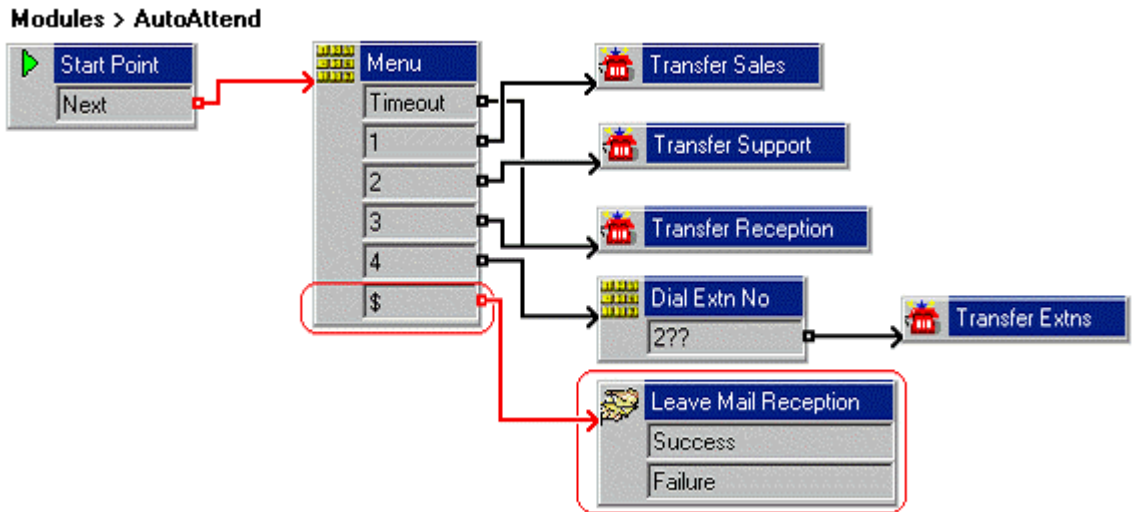
In this exercise you learn how to add a touch tone sequence to the menu that will allow callers to dial the extension number of the user that they want to speak to.



1. Open the properties for the **Menu** action.
2. In the **Touch Tones** tab, tick **4** and select **OK**.
3. Add a new **Menu** action.
 - **?Why put the ??? in a separate menu:**
Because we already have **2** in our first menu and that will take precedence over **???** if in the same menu.
4. Open the **Properties** for this new **Menu** action.
 - Change the **Token Name** to **Dial Extn No**.
 - In the **Touch Tones** tab, click the **+ Add** icon.
 - Enter **???** in the **Sequence** box and select **OK** twice.
5. Add a new **Transfer** action and open this action's **Properties**.
 - Change the **Token Name** to **Transfer Extn**.
 - In the **Specific** tab, click the Browse icon.
 - From the **System Defined Variables** list, select **\$KEY** and select **OK** twice.
6. Connect **4** and **Dial Extn No**.
7. Connect **???** and **Transfer Extns**.
8. Save and make live.
9. Make a test call to the auto-attendant.
10. Dial **4**.
11. Enter an extension number (other than the one from which you are calling). You should be transferred to that extension.

5. Using a \$ Wild Card in a Menu





In this exercise you learn how to add a touch tone that enables a caller to leave a message if they do not select a valid option from the auto attendant. In this example, the message will be left in the mailbox of the group **Main** which is used for the receptionist extensions.

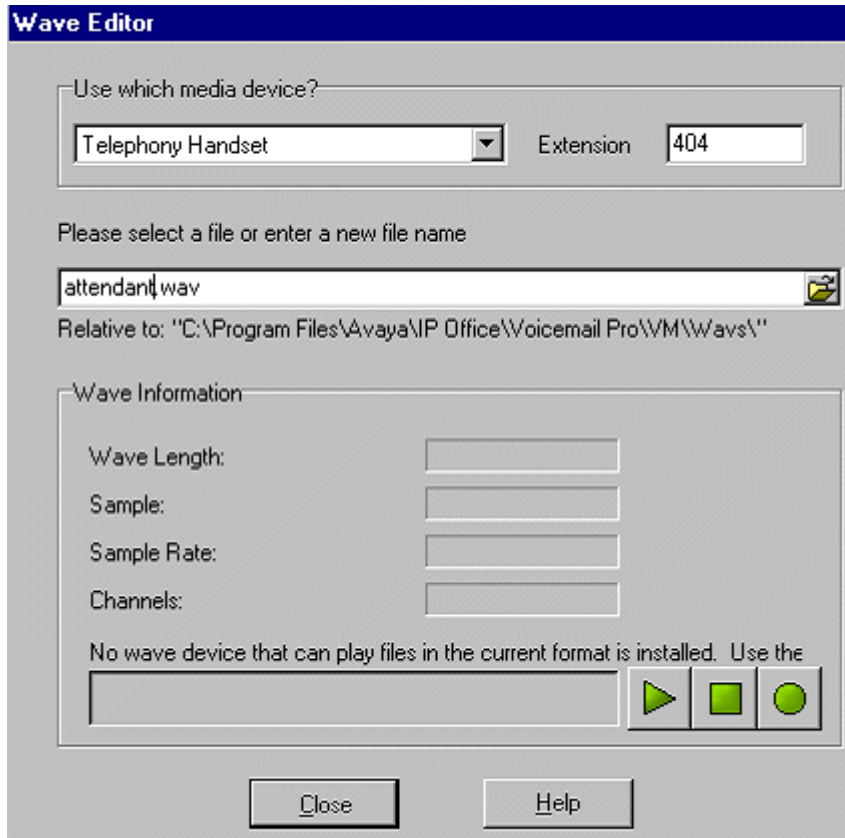







1. Open the **Properties** for the **Menu** action.
2. In the **Touch Tones** tab, click the **+ Add** icon.
3. Enter **\$** in the **Sequence** box and select **OK** twice.
4. From the **Mailbox Actions** icon on the toolbar, add a **Leave Mail** action.
5. Open the **Properties** for the new **Leave Mail** action.
 - Change the **Token Name** to **Leave Mail Reception**.
 - In the **Specific** tab, in **Mailbox** enter **Reception** and select **OK**.
6. Connect **\$** and **Leave Mail Reception**.
7. Save and make live.
8. Make a test call to the auto-attendant.
9. Enter an incorrect number, for example one that is not in the menu. Voicemail will wait 5 seconds for any further digits. After 5 seconds it performs the action following the **\$** result connection. In this case it gives the option to leave a message for the Reception group.

6. Recording Entry Prompts

In this exercise you learn how to configure the **AutoAttend** module to play **attendant.wav** as the **Entry Prompt** for the **Menu** action.

1. In the  **AutoAttend** module, open the **Properties** for the  **Menu** action.
2. In the **Entry Prompts** tab, select the  **Add a Prompt** icon.
 - a. In the **Use which media device?** box, select **Telephony Handset**.
 - b. In the **Extension** field, type the extension number that you want to record from.
 - c. In the text field corresponding to the  icon, type **attendant.wav**.
The wav files are saved relative to the Voicemail Pro server's **VM\WAVS** folder (normally **C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS**).










- d. Select  **Record**. The phone that corresponds to the extension number you entered above will ring and you will be asked to record the prompt. Record a message similar to the following:
 - *"Welcome to Avaya. Please press 1 for Sales, 2 for Support, 3 for Reception or 4 to dial the extension you want if known. Alternatively hold for further assistance. Thank you."*
- . When you are finished recording, select  **Stop**.
 - a. If you want the message replayed to you, select  **Play**.
 - b. If you want to record the message, select  **Record** again.
 - c. When you are satisfied with the recording, hang up the telephone.
3. Select **Close** and then **OK**.
4.  **Save and make live**.
5. Make a test call to the auto-attendant. You should hear the **attendant.wav**.

7. Using the Generic Action

In this exercise you learn how to add a touch tone to the **AutoAttend** module that will enable callers to listen to information about the latest sales offer. A looped connection is used to continually repeat the recording.

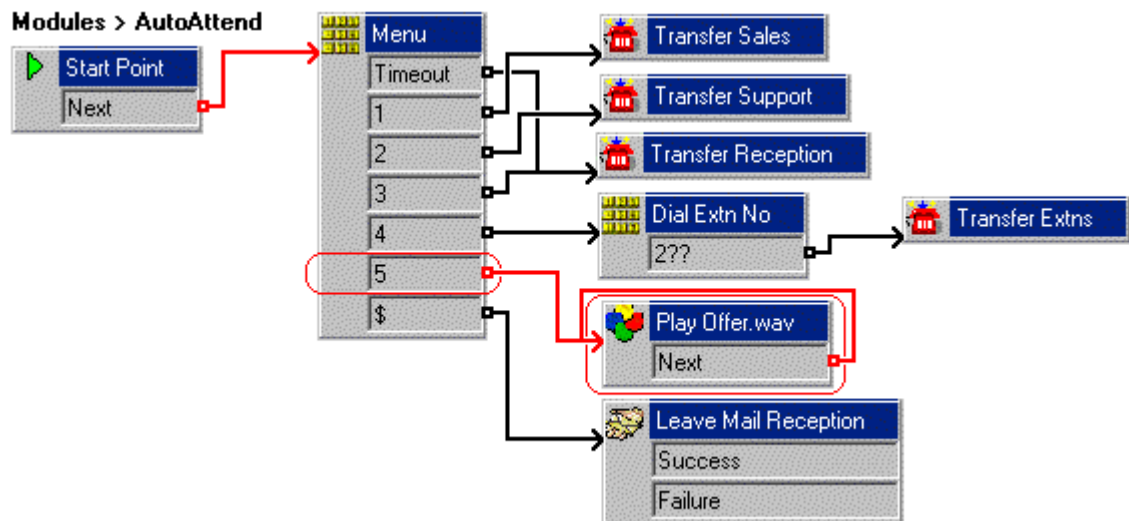
7a. Recording the WAV File







This part of the exercise illustrates how to record the latest sales offer message.

1. In the  **AutoAttend** module, add **5** to the  **Menu** action.
2. From  **Basic Actions** icon on the toolbar add a  **Generic Action**.
3. Open the **Properties** for the  **Generic Action**.
 - Change the **Token Name** to **Play offer.wav**.
4. In the **Entry Prompts** tab, select the  **Add a Prompt** icon.
 - In the **Use which media device?** box, select **Telephony Handset**.
 - Enter the extension number you want to record from in the **Extension** field.
 - Enter **offer.wav** in the text field corresponding to the  icon.
 - Record a message similar to the following:
 - *"Latest Avaya offers – 50% discount on all products until the end of the month. Contact your account manager for further information."*
 - Select **Close** and then **OK**.


7b. Playing the WAV File to Callers

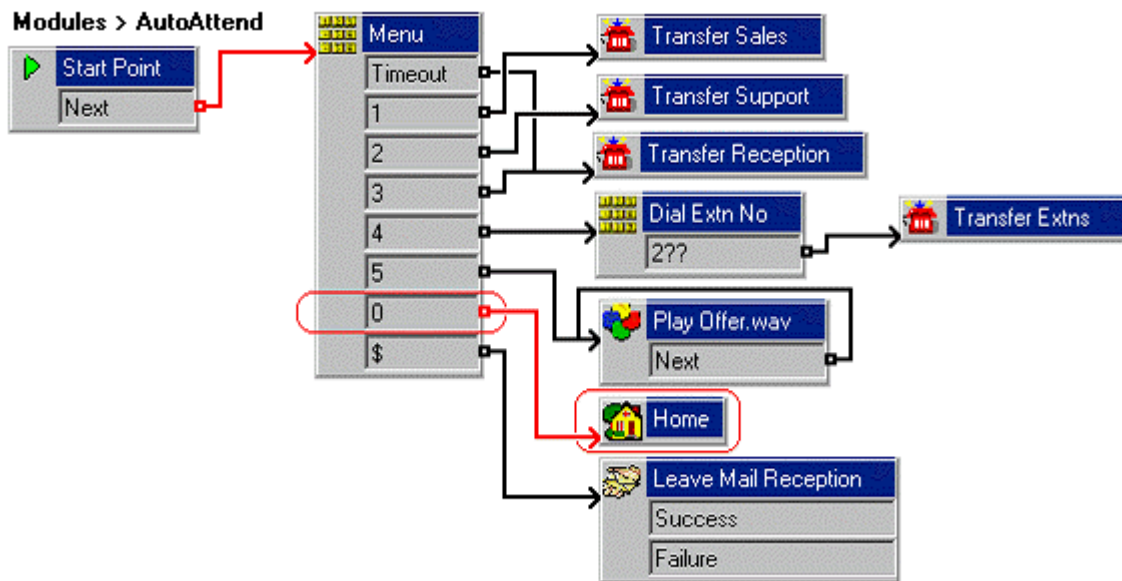
This part of the exercise illustrates how to configure the Attendant start point to allow callers to select the option to hear the latest sales offer.









1. In the  **AutoAttend** module, open the **Properties** for the  **Generic Action**.
 - In the **Results** tab, click the  green cross.
 - In **Please enter a new result**, enter **Next** and select **OK** twice. Results are used automatically, except after a **Get Mail** or **Leave Mail** action where the caller must press **0** to activate the result.
2. Connect **5** to  **Play offer.wav**.
3. Connect from **Next** back to the start of  **Play Offer.wav**. This will cause the action to repeat until the caller hangs up.
4.  Save and make live.
5. Use the **Telephony Handset** from the **Menu** action to re-record **attendant.wav** to include the new touch tone in the list of options.
6. Make a test call to the auto-attendant.
7. You should be played the **attendant.wav**.
8. Dial **5** to listen to **offer.wav**. The recording should be repeated until the call is ended.

8. Using a Home Action to Restart the Callflow


In this exercise you learn how to use a  **Home** action to return the caller to start of the module.

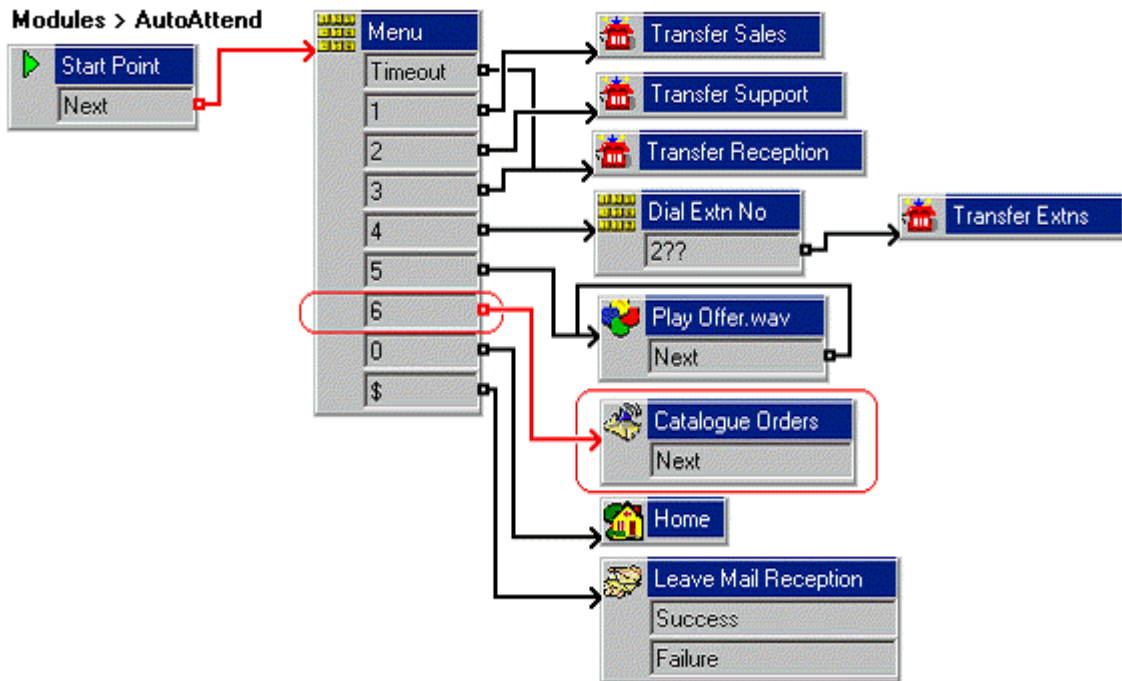






1. In the  **AutoAttend** module, add **0** to the  **Menu** action.
2. From the  **Basic Actions**, add a  **Home** action.
3. Connection **0** to the  **Home** action.
4.  Save and make live.
5. Re-record **attendant.wav** to include the new touch tone in the list of options, for example add *"...or press 0 to repeat these options."*
6. Make a test call to the auto-attendant. You should be played the auto-attendant menu options.
7. Dial **0** to listen to the options again.

9. Using a Voice Question action

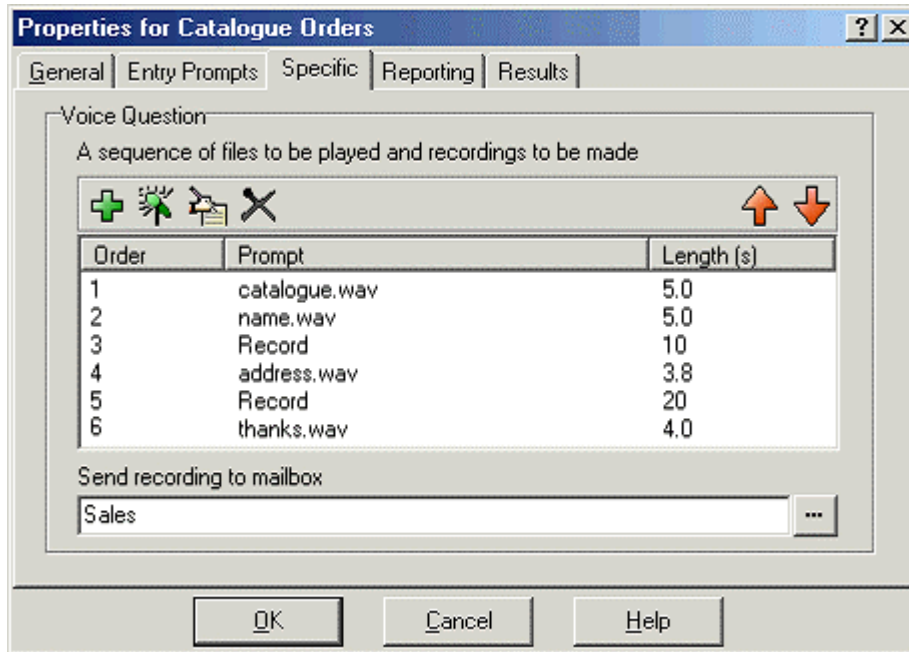
In this exercise you learn how to add a new touch tone to the AutoAttend module that will allow callers to leave a message in response to pre-recorded prompts.

The  **Voice Question** action is used to create this "interview" process. In this example, the action asks the caller for information about where they want a catalogue sent.



1. In the  **AutoAttend** module, add touch tone **6** to the  **Menu** action.
2. From  **Mailbox Actions**, add a  **Voice Question** action and open its **Properties**.
 - Change the **Token Name** to **Catalogue Orders**.

3. In the **Specific** tab, click **+** icon.
 - Use the **Telephony Handset** function to record **catalogue.wav** – "Please follow the instructions to record your name and address and our catalogue will be sent to you." Click **Close**.
 - Click the **+** icon and record **name.wav** – "Please say your full name and company and then press #." Click **Close**.
 - Click the **📞** **Record Response** icon, enter **10** and select **OK**.



4. Repeat for **address.wav** – "Please say your full address and then press #" and **thanks.wav** – "Thank you, your catalogue will be sent to the address given" so that the sequence of files appears as above.
5. In **Send Recording to Mailbox**, enter **Sales** and select **OK**.
6. Connect **6** and **📞 Catalogue Orders**.
7. **💾** Save and make live.
8. Re-record **attendant.wav** to include the new touch tone in the options.
9. Make a test call to the auto-attendant module.
10. Dial **6** to access the **Voice Question** action. Record your name and address when prompted.

10. Collecting Group Messages

In the previous exercise, a caller left a message for the Sales group. This exercise looks at how users can receive message waiting indication for group messages and collect those messages.

By default no message waiting indication is sent for hunt group messages. It is up to the System Administrator to determine who should receive this message indication and to then configure it.

Note

- Those who receive message waiting indication do not have to be members of the group. However non-members can only access the mailbox and collect messages if the mailbox has an access code (see below).

Enabling Group Message Waiting Indication

Hunt group message waiting to an individual user is configured by adding the group name to the user's Source Numbers. To configure group message waiting indication for a user:

1. In IP Office Manager receive the IP Office system configuration.
2. Locate the user and double-click the entry to view their settings.
3. Click the **Source Numbers** tab.
4. Right-click the panel and select **Add**.
5. In the Telephone Number field, enter H followed by the group name. In this example that would be **HSales**.
6. Click **OK**.
7. Click **OK**.
8. Send the configuration back to the IP Office system.

Setting a Group Remote Access Code

Group mailbox access from group members is allowed without a mailbox access code having to be set or entered.

Group mailbox access from users who are not group members causes either *"Remote access has not be configured for this mailbox"* to be played or the user to be asked for the remote access code of the mailbox.

To set a group mailbox access code (voicemail code)

1. In IP Office Manager receive the IP Office system configuration.
2. Locate the group and double-click the group entry to view its settings.
3. Click the **Voicemail** tab.
4. In **Voicemail Code** enter a dialable access code for the mailbox.
5. Enter the same code in **Confirm password**.
6. Click **OK**.
7. Send the configuration back to the IP Office system.


Collecting Group Messages



If a user has been configured for group mailbox waiting indication, a number of methods of access are automatically enabled.

Note

- Using any of the methods below, non-group members who have received group message waiting indication will be asked to enter the mailbox number and then the access code. To override this, the user can be made a member of the group but then have their membership status set to disabled.

Avaya 4400, 4600 and 6400 Series Phones

Users with one of these phones with a **Menu**  key, can access the group mailbox using the following method.

1. Press **Menu**  | **Menu** .
2. On the display select **Msgs** and then Voice. A ▼ above any of these indicates that there are new messages.
3. The group name is shown along with the number of new messages. Press the adjacent display key to access the group mailbox.



Avaya Phone Manager

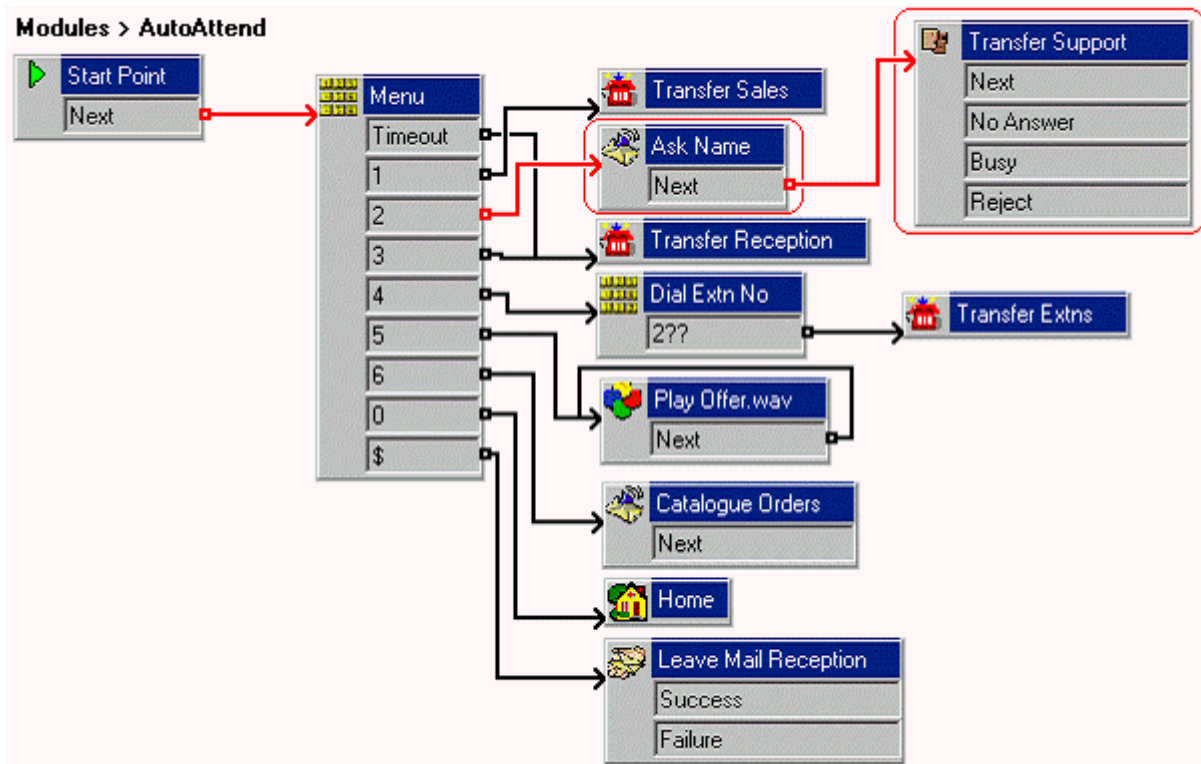
Users running Phone Manager Lite or Pro can access the group mailbox via the Message tab. This tab will show the group name and the number of new messages. Click the group name to access the group mailbox.













Using Short Codes and DSS Keys

Group mailbox access can be programmed to a short code number or DSS key. These use the Voicemail Collect function and the telephone number "**?GroupName**". For example "**?Sales**".

11. Using the Whisper Action

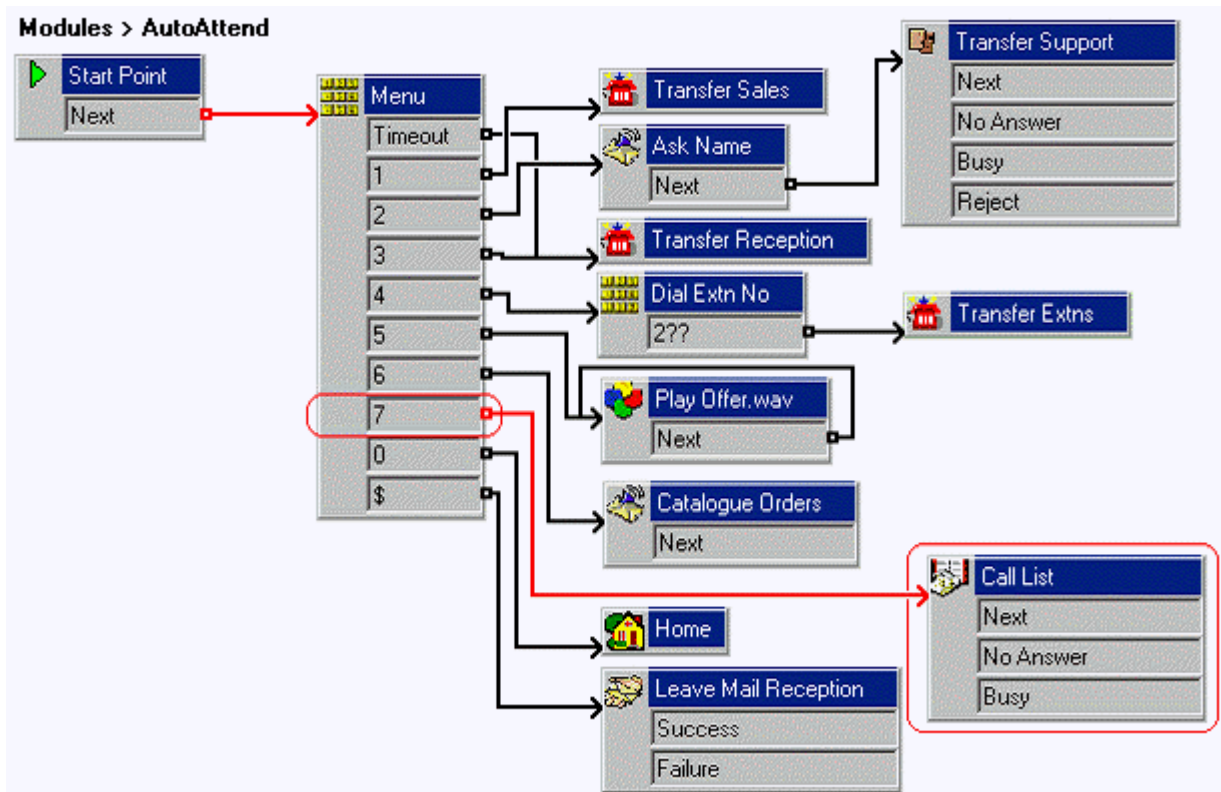
In this exercise you learn how to record a caller's name using a  **Voice Question** action. Then using a  **Whisper** action, you will pass the recording directly to whoever in the Support hunt group answers the call. Having heard the recording they can choose to answer or reject the call.



1. In the  **AutoAttend** module, delete the  **Transfer Support** action.
2. Add a new  **Voice Question** action and open its properties.
3. Change the **Token Name** to **Ask Name**.
4. In the **Specific** tab, use  to add **name.wav** and then  to add a record response time of **10** seconds. Click **OK**.
5. From  **Telephony Actions** on the toolbar, add a  **Whisper** action and open its properties.
 - Change the **Token Name** to **Transfer Support**.
 - In the **Specific** tab, in **Play recording to** enter **Support** and select **OK**.
6. Connect **2** to the  **Ask Name** action.
7. Create another connection from **Next** (under  **Ask Name**) to  **Transfer Support**.
8.  Save and make live.
9. Make a test call to the auto-attendant module.
10. Dial **2**. Record your name and company name when prompted/after the tone. You should then be automatically transferred the Support group.
11. Answer the call. You should be played the recording. Press **1** to accept the call. To reject the call hang up.
12. The  **Whisper Actions** results can be used to provide alternate services to callers who are rejected, not answered, etc.

12. Using the Call List Action

In this exercise you learn how to add a touch tone to the auto-attendant module to allow callers to select the Accounts group. However, rather than being transferred to whoever in the group answers the call, the caller will be given a list of extensions they can choose from.



1. In the **AutoAttend** module, add touch tone **7** to the **Menu** action.
2. From **Telephony Actions**, add a **Call List Action** and open its properties.
 - In the **Specific** tab, in **Transfer to group** enter **Accounts**.
 - Tick the **Prompt User with a List of Group Members** option and select **OK**.
3. Add a connection between **7** and the **Call List** action.
4. Save and make live.
5. Re-record **attendant.wav** to include the new touch tone in the list of options.
6. Make a test call to the auto-attendant module.
7. Dial **7** to access the **Call List** action. You should be played the list of extensions in the **Accounts** group.
8. Dial the extension that you want.

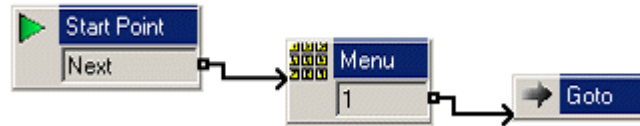
13. Name WAVs Table

In this exercise you learn how to access the NameWavs table. This is a quick way to access a list of mailboxes without the need to dial into each individual mailbox.

13a. Setting Up the Recordings Module

In this part of the exercise, you create a module from which you can set up the NameWavs table for recording individual mailbox names.

Modules > Recordings



1. Right-click **Modules** and select **Add**.
2. In **Name**, enter **Recordings** and select **OK**.
3. Open the **Properties** for the **Start Point** in the details pane.
4. In the **General** tab, in **Pin** enter **1234** and select **OK**.
5. Add a **Menu** action and open its **Properties**.
6. In the **Touch Tones** tab, tick **1** and select **OK**.
7. From the **Basic Actions** icon, add a **Goto** action and open its properties.
 - In the **Specific** tab and in **Please select a node to go to**, enter **NameWavsTable** (This will allow you to record mailbox names without having to go into individual mailboxes.) Select **OK**.
8. Connect **1** to the **Goto** action.
9. Connect the **Start Point** to the **Menu** action.
10. Save and make live.

13b. Add a Short Code to Access the Recordings Module

In this part of the exercise, you add a short code that will allow you to access this start point from any extension.

1. In IP Office Manager, add the following system short code:



Short Code	
Code	*80
Feature	Voicemail Collect
Telephone Number	"Recordings"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

2. Save and merge the configuration to the IP Office.

13c. Recording Names to be used with a Call List Action

In this part of the exercise, you will record a name for each extension that is a member of the Accounts group. The names are then used with the Call List Action created above.






Note

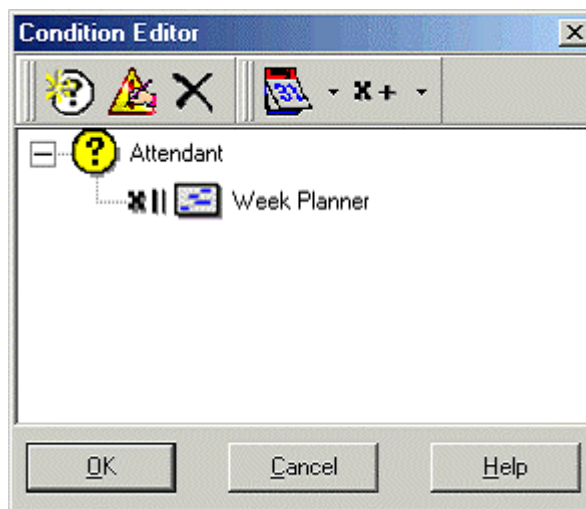
- If the Voicemail Pro is running Intuity mailbox mode, mailbox users are asked to record their name when they first access their mailbox. They can also re-record their name through the mailbox controls. For IP Office mode mailbox users, you will need to create a module that uses the  **Record Name** action to let users record their name.
1. On any extension, dial ***80**.
 2. Dial **1234** when requested to enter the access code.
 3. Select **1**.
 4. When prompted, dial **207** and record a name to be associated with that extension, for example: *"Bob Rogers"*.
 5. When prompted, dial **208** and record a name to be associated with that extension, for example: *"Kate Smith"*.
 6. Hang-up the call.
 7. Make a test call to the auto-attendant module.
 8. Dial **7** to access the  **Call List** action. You should be played the names recorded above together with the associated extension numbers.
 9. Dial the extension that you want.

14. Using the Condition Editor

In this exercise you learn how to configure conditions whereby the current auto-attendant is used only between 09:00 and 18:00, Monday to Friday. Outside of these hours, callers will be played a different message and asked to leave a message.

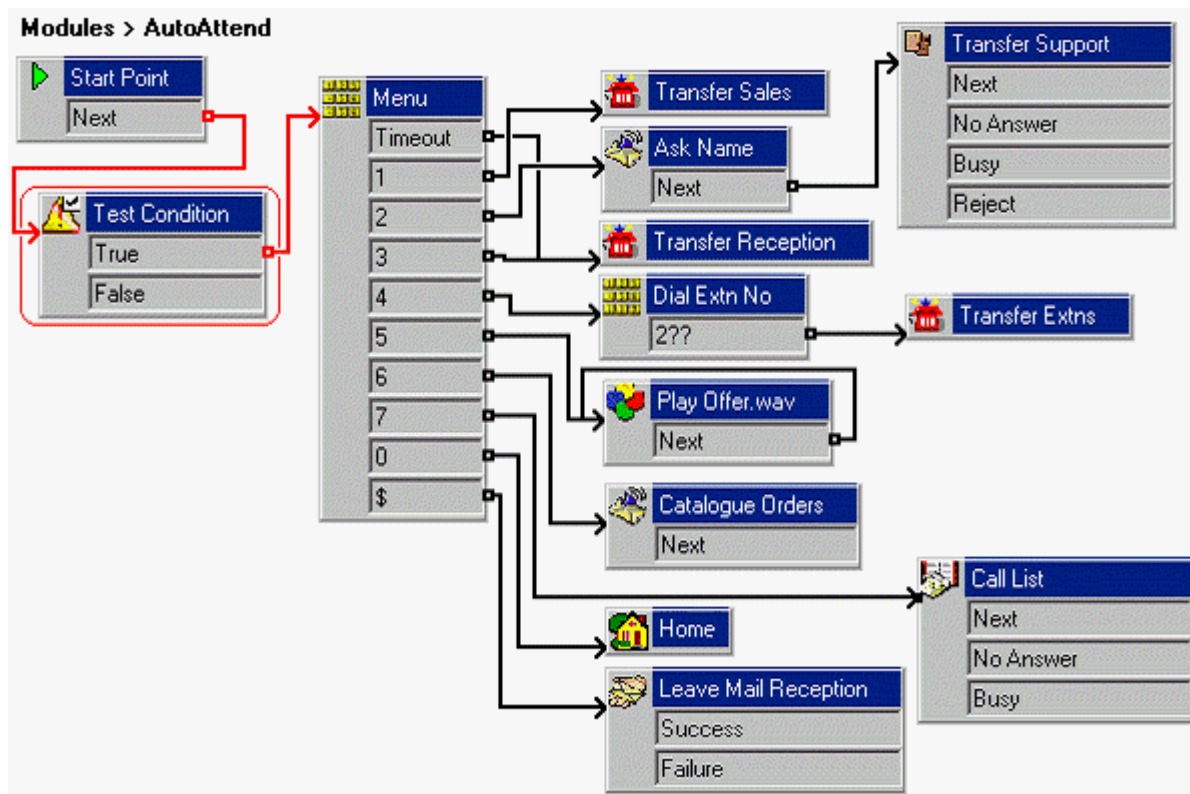
14a. Creating the Attendant Hours Condition

1. Click the  **Conditions Editor** icon.
2. Click the  **New Condition** icon.
3. In the **Name** field, enter **Attendant** and select **OK**.
4. Click the  **Elements** icon, select  **Week Planner** and click the attendant **Condition**.
5. Double-click the  **Week Planner** and tick **Monday to Friday** and select **OK**.
6. You need to change the logic condition to an 'or' as working hours are Monday or Tuesday or ... or Friday. Click **X** and select **X|| 'or'**. Click the Week Planner to change its logic setting to 'or'.



14b. Using the Condition

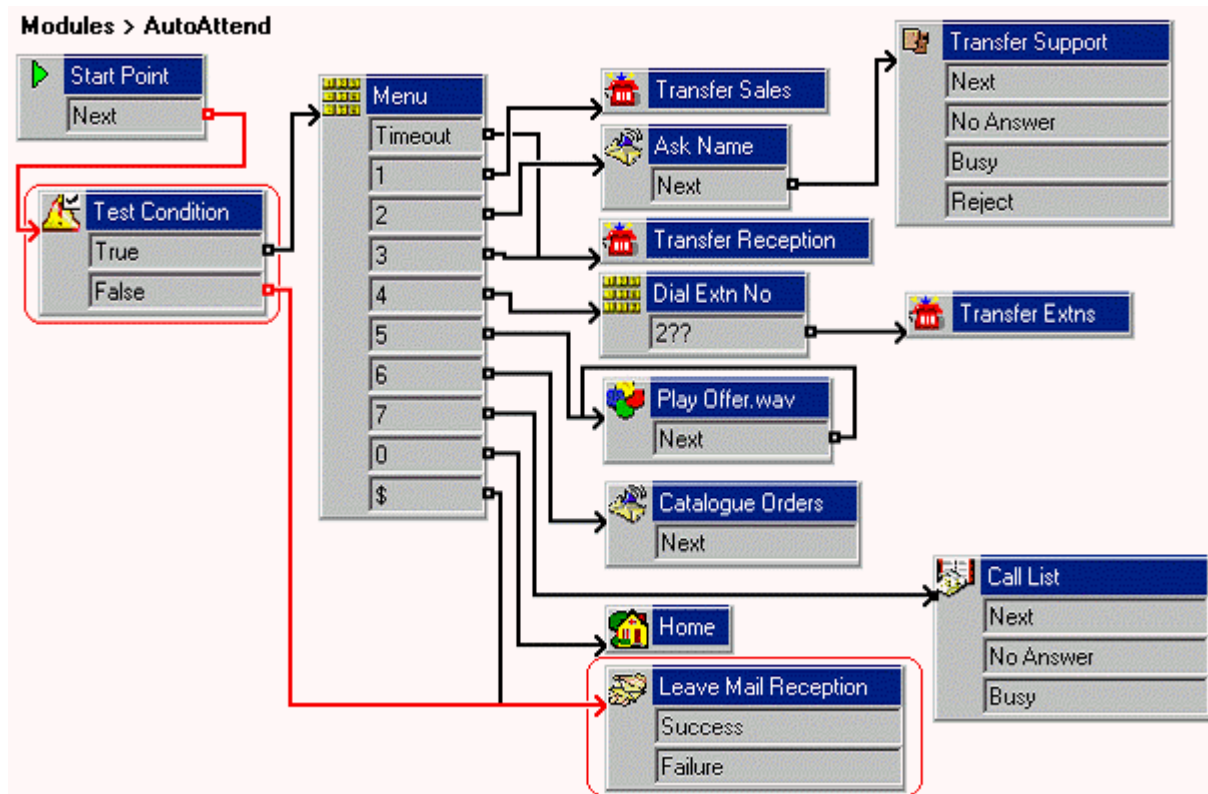
In this part of the exercise, you add the Test Condition action which will check the current state of the condition just created.









1. In the **AutoAttend** module, delete the connection from the **Start Point** to the **Menu** action.
2. From the **Conditions Actions** icon, add a **Test Condition** action and open its properties.
 - In the **Specific** tab, click the list box, select the **Attendant** condition and select **OK**.
3. Connect the **Start Point** to the **Test Condition** action.
4. Connect the **True** result to the **Menu** action.
5. Save and make live.
6. Assuming it is between 09:00 and 18:00 on a weekday (Monday to Friday), make a test call to the auto-attendant module. You should receive the normal attendant service.

14c. Adding the Out of Hours Service

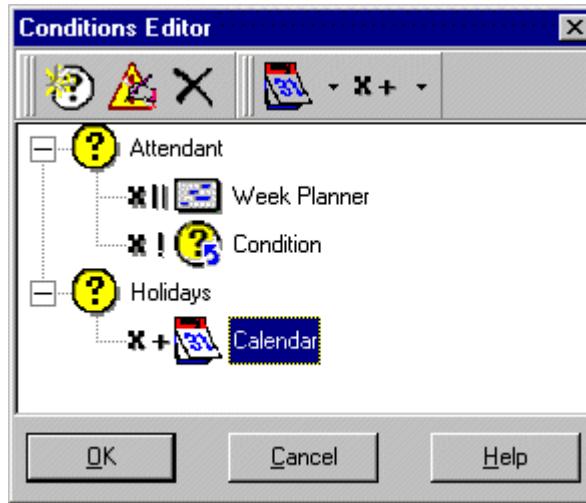
In this part of the exercise, we will add actions to be used when a call is made outside of the hours defined by the condition just added.












1. Connect the **False** result under the  **Test Condition** action to the  **Leave Mail Reception** action.
2. Click the  **Condition Editor** icon. In the **Attendant** condition, double-click  **Week Planner**.
3. For the current day, change the **End time** to a time already past.
4. Select **OK** twice.
5.  Save and make live.
6. Make a test call to the auto-attendant module. As you are accessing the module out of hours you be asked to leave a message in the reception group's mailbox. Hang-up the call.
7. Return the **Attendant** condition back to 09:00 to 18:00 hours, Monday to Friday.
8.  Save and make live.

14d. Expanding the Attendant Hours Condition

Currently the Attendant condition we created assumes that we work 09:00 to 18:00, Monday to Friday every week. In this part of the exercise we will alter the condition so that we can account for calendar dates such as public holidays.





1. Click the  **Conditions Editor** icon.
2. Click the  **New Condition** icon.
3. In the **Name** field, enter **Holidays** and select **OK**.
4. Click the list of possible conditions and add a  **Calendar** element to **Holidays**.
5. Double-click **Calendar**. Double-click the current date, it should now appear similar to 17 indicating it as a holiday. Click **OK**.
6. Click the list of possible conditions and add a  **Condition** element to **Attendant**.
7. Double-click the  **Condition** element and select **Holidays**. Click **OK**.
8. Click the logic options and select a **X!** 'not' action. Click the  **Condition** to apply it.
9. Our **Attendant** condition is now true when it is between 09:00 and 18:00, Monday to Friday and not a holiday.
10. Click **OK**.
11.  Save and make live.
12. Make a test call to the auto-attendant. You should be asked to leave a message.
13. Click the  **Conditions Editor** icon and in the Holidays Calendar element double-click today's date so that it is no longer shown as 17. Click **OK**.
14.  Save and make live.
15. Make a test call to the auto-attendant. You should hear the menu greeting.

15. Using User Defined Variables

In this exercise you learn how to add a variable that will be used to determine the call flow to be presented to the caller. This could be used, for example, when all staff are attending a meeting.







15a. Create a New Variable

1. Click the  **User Defined Variable** icon.
2. Click the  add icon.
3. Enter **Reception** and choose **OK**.
4. Select **Update**.

15b. Create Modules to Alter the Variables Value

In this part of the exercise, you create two modules – one for indicating when the reception is open, the other for when the reception is closed.



1. Add a new  **Module** called **ReceptionOpen**.
2. From  **Conditions Actions**, add a  **Set User Variable** action and open its properties.
 - Add an entry prompt saying "*Reception is open*".
 - In the **Specific** tab, from the **Assign the following User Variable** list box, select **Reception**.
 - In **with the following value**, enter **open** and select **OK**.
3. Connect the  **Start Point** to the  **Set User Variable Action**.
4. Repeat the steps above to create a module called **ReceptionClosed**, where the value of **Reception** is set to **closed** and the prompt is "*Reception is closed.*"
5.  Save and make live.

15c. Add Short Codes to Change the Variable Value

1. In IP Office Manager, add the following short codes:

The image shows two screenshots of the IP Office Manager 'Short Code' configuration dialog boxes. The top dialog is titled '*91: VoicemailCollect' and the bottom is titled '*92: VoicemailCollect'. Both dialogs have the following fields:

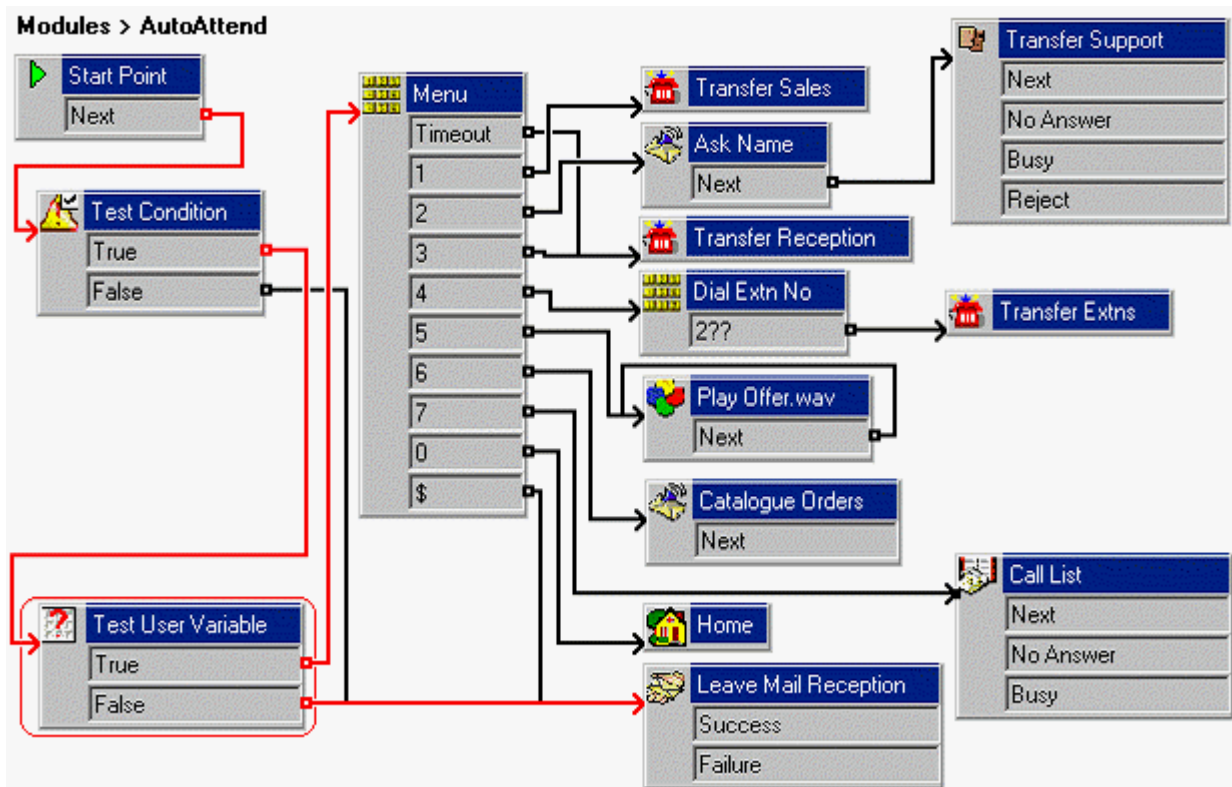
- Code: *91 (top) and *92 (bottom)
- Feature: Voicemail Collect (dropdown menu)
- Telephone Number: "ReceptionOpen" (top) and "ReceptionClosed" (bottom)
- Line Group Id: 0
- Locale: (empty dropdown menu)
- Force Account Code:

Each dialog has 'OK', 'Cancel', and 'Help' buttons at the bottom.

2. Merge the new short codes with the IP Office.

15d. Using the Variable in the Call Flow

In this part of the exercise, we will change the auto-attendant call flow according to the current setting of the user defined variable.

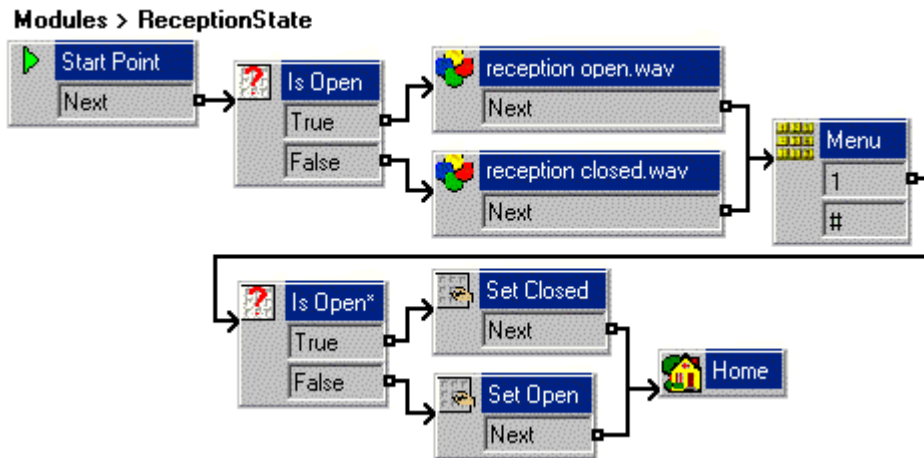


1. In the **AutoAttend** module, delete the connection from the **Test Condition's** *True* result to the **Menu** action.
2. From **Conditions Actions**, add a **Test User Variable Action** and open its properties.
 - In the **Specific** tab, from the **This action will return TRUE if the following variable list** box, select **Reception**.
 - In **matches the value below**, enter **open** and select **OK**.
3. Connect the **Test Condition's** *True* result to the **Test User Variable** action.
4. Connect the *True* result to the **Menu** action.
5. Connect the *False* result to the **Leave Mail Reception** action.
6. Save and make live.
7. From any extension, dial ***91** to set the reception variable to **open**.
8. Make a test call to the auto-attendant module. You should be played the **attendant.wav** as normal.
9. From any extension, dial ***92** to set the reception variable to **closed**.
10. Make a test call to the auto-attendant module. You should be prompted to leave a message for reception.
11. From any extension, dial ***91** to return the reception variable to **open**.

15e. Combining the Controls

In the previous part of this exercise, we created two modules, one to set the reception open, one to set the reception closed. To match those we created, two short codes also need to be created, so the list of modules and short codes continues to expand.

With pre-planning, we could have combined the two modules into a single module. An example is shown below.



The current setting of reception is checked and the generic actions used to play, "*Reception is open*" or "*Reception is closed*". The **Menu** action then prompts, "*Press 1 to change or # to exit*".

If the user select change, the reception value is checked again and two **Set Variable** actions are used to change its value. The **Home** action then returns the user back to the start, where the new value is checked and the "*Reception is open*" or "*Reception is closed*" prompt is played.

The reception may be using the SoftConsole application. If that were the case, rather than setting up a short code for this new module, one of the SoftConsole's speed dial buttons could be set to the number **VM:ReceptionOpen**.

Thus by planning, we have reduced two modules and two short code down to one module and no short codes.

16. Module Returns and Reusing Modules

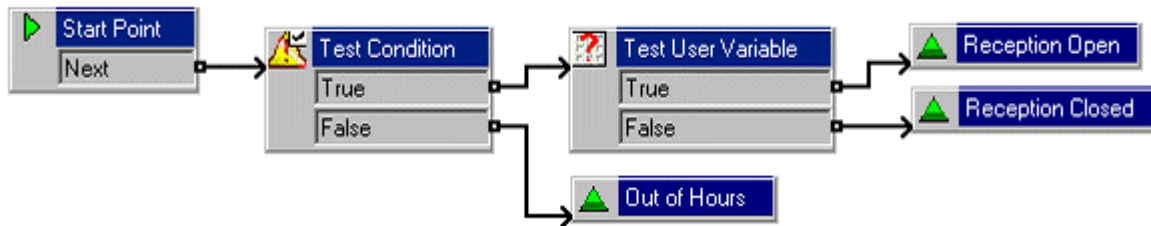
So far, you have been using modules as a simple way to program Voicemail Pro. Also, since they are portable (they can be exported and imported), they can be tested and shared (ideal for these training exercises).

















In this exercise, you will look at the other big advantage of modules; they can be used as components within the call flows of other start points.

16a. Creating the Module for Reuse

In this part of the exercise, you will create a module that combines the Test Condition and Test User Variable actions previously added to our auto-attendant.

Modules > OpenHours

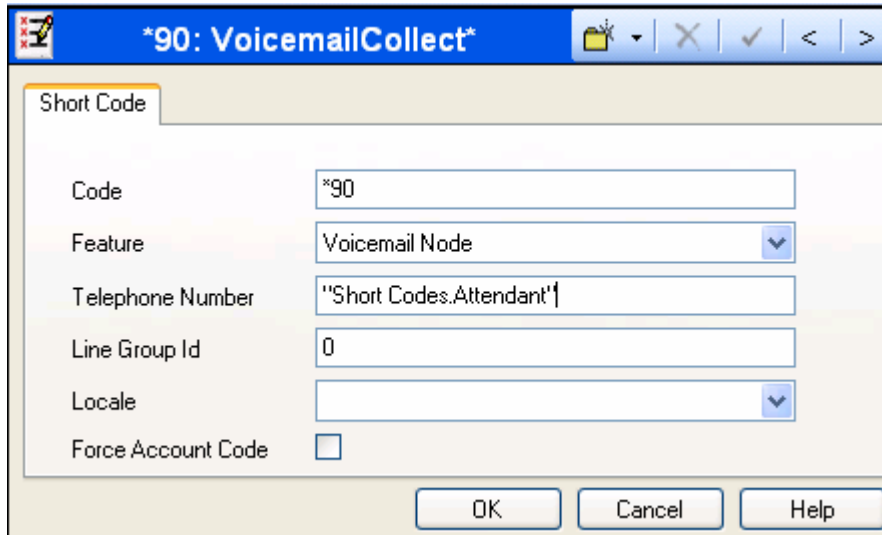


1. Add a new  Module called **OpenHours**.
2. From  **Conditions Actions**, add a  **Test Condition** action and open its properties.
 - In the **Specific** tab, click the list box, select the **Attendant** condition and select **OK**. This selects **Attendant** as the condition to be tested.
3. From  **Conditions Actions**, add a  **Test User Variable Action** and open its properties.
 - In the **Specific** tab, from the **This action will return TRUE if the following variable** list box select **Reception**.
 - In the **matches the value below** enter **open**, and select **OK**.
4. From  **Basic Actions** add three  **Module Return** actions.
5. Right-click each and rename them to **Reception Open**, **Reception Closed** and **Out of Hours**.
6. Connect  **Test Condition's True** result to  **Test User Variable**.
7. Connect  **Test Condition's False** result to  **Out of Hours**.
8. Connect  **Test User Variable's True** result to  **Reception Open**.
9. Connect  **Test User Variable's False** result to  **Reception Closed**.
10.  Save and make live.

16b. Altering the Call Routing

In this part of the exercise, you will change the call routing in IP Office Manager to use the new auto-attendant.

1. In IP Office Manager, receive the IP Office configuration.
2. Edit the existing *90 short code we have been using in these exercises to now route to the short code start point Attendant.

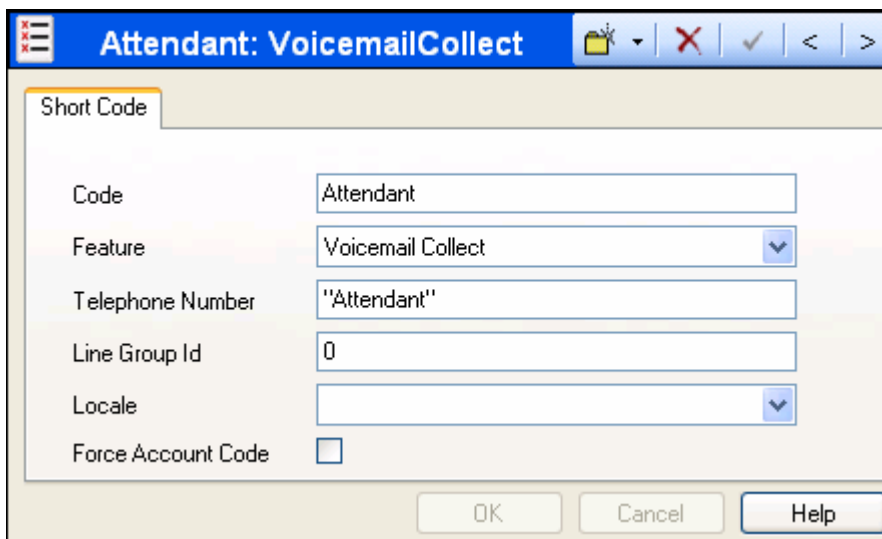


The screenshot shows the configuration window for the short code *90. The window title is "*90: VoicemailCollect*". The fields are as follows:

Field	Value
Code	*90
Feature	Voicemail Node
Telephone Number	"Short Codes.Attendant"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

Buttons at the bottom: OK, Cancel, Help.

3. Add a new short code called Attendant. We will use this with the Incoming Call Route for external voice calls.



The screenshot shows the configuration window for the new short code Attendant. The window title is "Attendant: VoicemailCollect". The fields are as follows:

Field	Value
Code	Attendant
Feature	Voicemail Collect
Telephone Number	"Attendant"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

Buttons at the bottom: OK, Cancel, Help.

- In the Incoming Call Route current set to **VM:AutoAttend**, change it now to Attendant. We cannot use **VM:Short Codes.Attendant** in an Incoming Call Route as it exceeds the allowed 15 characters. [We could insert *90 as the destination, but this method gives some indication of the function without having to go and see what the short code *90 does.]

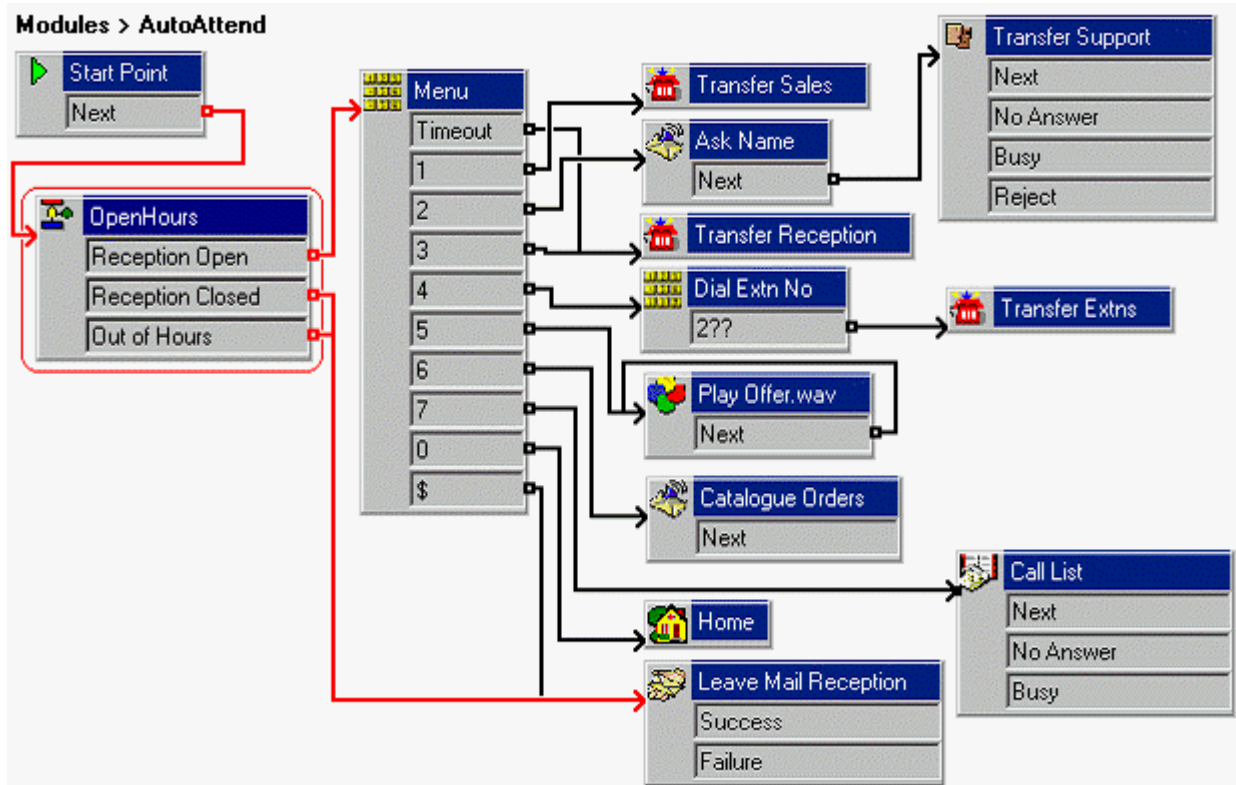
Standard	
Bearer Capability	Any Voice
Line Group Id	0
Incoming Number	
Incoming Sub Address	
Incoming CLI	
Destination	Attendant
Locale	
Priority	1
Fallback Extension	
Night Service Profile	<None>
Night Service Destination	










OK Cancel Help

- Make a test call to the auto-attendant. You should here the attendant menu greeting.

16c. Adding the Module

In this part of the exercise, you will now add the  **OpenHours** module to the  **AutoAttend** module.



1. In VoiceMail Pro, open the  **AutoAttend** module.
2. From the list of modules, click and drag  **OpenHours** into the **AutoAttend** module.
3. Note how the  **Module Return** actions added to  **OpenHours** appear as results.
4. Connect the  **Start Point** to  **OpenHours**.
5. Connect the **Reception Open** result to the  **Menu** action.
6. Connect the **Reception Closed** and **Out of Hours** results to  **Leave Mail Reception**.
7.  Save and make live.
8. Make a test call to the auto-attendant. You should hear the auto-attendant greeting.

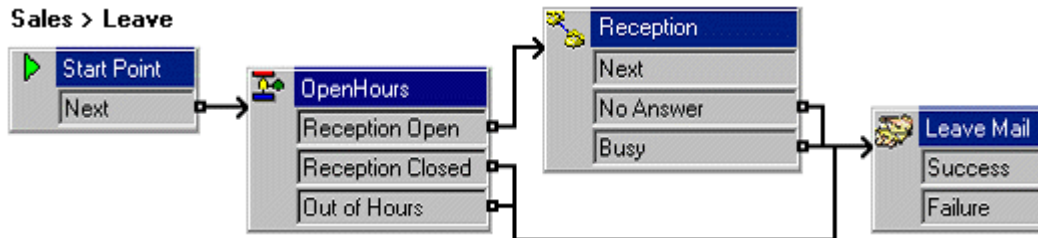
17. Creating a Hunt Group Attendant

Currently, callers leaving a message for the Sales hunt group hear the normal leave a message prompts. In this exercise, you learn how to customize the call flow presented to these callers

Again, you can reuse the *OpenHours* module just created to determine if Reception should be tried to answer the call or whether the caller should just be asked to leave a message.

17a. Creating the Sales Group Attendant




In this part of the exercise you will create the call flow for callers leaving a message for the Sales group.



1. Under **Specific Start Points**, right-click **Groups** and select **Add**.
2. Use the drop-down list to select **Sales**.
3. Tick **Leave** and then select **OK**.
4. Click the **Leave** start point now under **Sales**.
5. From the list of **Modules**, click and drag **OpenHours** into the call flow.
6. From **Telephony Actions**, add an **Assisted Transfer** and open its properties.
 - In the **General** tab, change the **Token Name** to **Reception**.
 - In the **Entry Prompt** tab, add a prompt such as *"Transferring you to reception"*.
 - In the **Specific** tab, set the **Mailbox** to **Reception**.
 - Set the **Source of transfer** to **Sales Busy** and click **OK**.
7. From **Mailbox Actions**, add a **Leave Mail** action and open its properties.
 - In the **Specific** tab, set the **Mailbox** to **Sales**.
8. Save and make live.

17b. Testing the Call Flow

In this part of the exercise, to test the Sales group's mailbox call flow, you will switch off the group queuing.

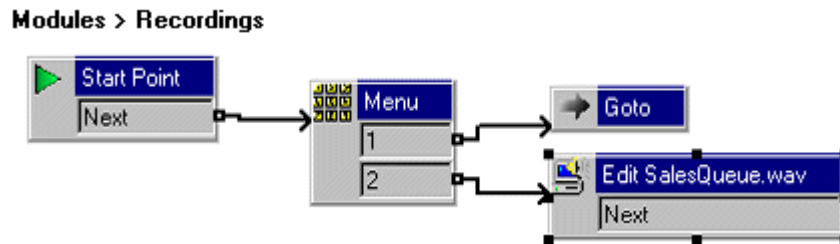
1. In IP Office Manager, receive the IP Office configuration.
2. Click  Hunt Group to display the list of groups.
3. Double-click Sales to display its details.
4. Select the **Queueing** tab.
5. uncheck the **Queueing On** box and then click **OK**.
6. Note how the Sales group icon has changed from  to .
7. Send the new configuration to the IP Office and reboot.
8. Wait for the system to reboot and for voicemail to restart (use *17 to from any extension test this).
9. From any extension other than 207 (the member of the Reception group) or 208 (the member of the Sale group), make a call to 301, the Sales group.
10. 208 should ring for 15 seconds before the call is routed to voicemail.
11. You should then hear *"Transferring you to reception"* and 207 should start ringing.
12. After 10 seconds, since Reception hasn't answered the call should go to the Sales mailbox.
13. Hang-up.
14. Using IP Office Manager again, switch Queueing for the Sales group back on.




18. Using a Queue Position Action

Currently, callers queued for the Sales Group hear the default queued message. In this exercise, you replace that message with the caller position in the Sales group queue. You will create a recording method that allows for a non-system administrative person (such as a receptionist) to record/re-record messages via the short code. Once configured by the system administrator, a person can record/re-record messages without accessing the GUI. This could be used, for example, when the entire team is attending an off-site meeting.

18a. Adding a Queued Message

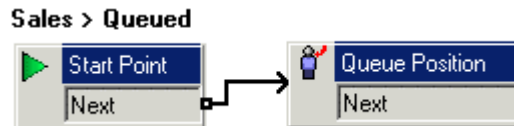
In this part of the exercise, you will add the wav file that will be used to replace the default "You are in a queue" greeting.



1. Add  **Edit Play List** action and open its **Properties**.
 - Change the **Token Name** to **Edit SalesQueue.wav**.
 - In the **Specific** tab, enter *sales queue.wav* in the **File Path** and select **OK**.
2. Connect **2** to  **Edit SalesQueue.wav**.
3.  Save and make live.
4. On any extension, dial ***80**.
 - Dial **1234** when you are requested to enter the access code.
 - Record a message similar to the following:
 - *"All members of our Sales team are currently busy. Please hold, you are currently in position..."*


18b. Creating the Queued Call Flow

In this part of the exercise you add a new Queued start point for the Sales group.



1. Under **Specific Start Points** for Groups, right-click **Sales** and select **Edit**.
2. Check **Queued** and choose **OK**.
3. Select the **Queued** start point.
4. From **Queue Actions** add a **Queue Position** action and open its properties.
 - In the **Entry Prompts** tab, add *sales queue.wav* and select **OK**. Note: We could also use the **Specific** tab to add a prompt to be played after the position is given to the caller.
5. Connect the **Start Point** to the **Queue Position** action.
6. Select **Save and make live**.
7. Make extension 208 busy and dial 301 from 207.
8. After 10 seconds, you should be placed in the queue and played *sales queued.wav*, then given your position in the queue. You should then be returned to the queue. If you continue to hold, you will eventually hear the normal still queued message, which will be repeated every 30 seconds.

19. Adding a Queue ETA Action

In this part of the exercise, you use a  **Queue ETA** action on the queued message to inform callers how long they will have to wait for their call to be answered.

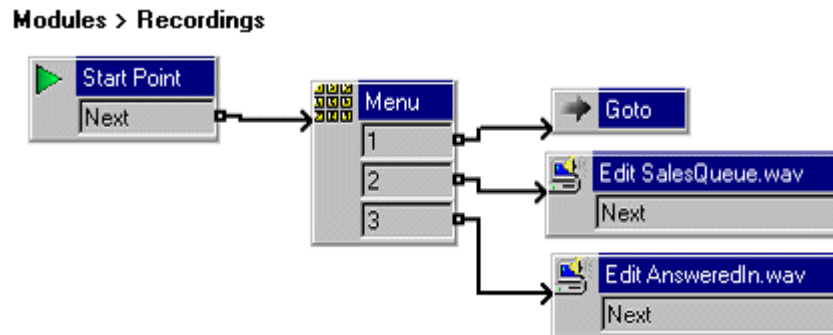
Note






- **Calculating the ETA**

At least 5 answered calls within the last hour are required to calculate the ETA. If more calls are available then the ETA is calculated from the average of the last 20 answered calls within the previous hour.

19a. Adding an ETA Message






In this part of the exercise, you add the wav file that will be used to inform callers of their estimated time of answer.



1. In the  **Recordings** module, add touch tone **3** to the  **Menu** action.
2. Add  **Edit Play List** action and open its **Properties**.
 - Change the **Token Name** to **Edit AnsweredIn.wav**.
 - In the **Specific** tab, enter **answered in.wav** in the **File Path** and select **OK**.
3. Connect **3** to  **Edit AnsweredIn.wav**.
4.  Save and make live.
5. Using the shortcode ***80**, record a message similar to the following:
 - *"...and will be answered in the following number of minutes."*

19b. Adding the Queue ETA Action



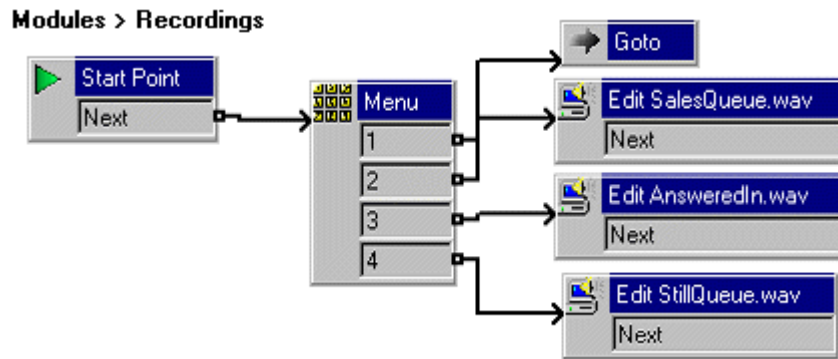
1. Select the **Queued** start point under the Sales group.
2. From  **Queue Actions**, add a  **Queue ETA** action and open its properties.
 - In the **Entry Prompt** tab, add **answered in.wav** and select **OK**. Note: Again, we could have used the **Specific** tab to record prompts to be spoken after the ETA.
3. Connect the  **Queue Position** action to the  **Queue ETA** action.
4.  Save and make live.
5. Make extension 208 busy and dial 301 from 207.
6. You should be placed in the queue, played **sales queue.wav** and then given your position in the queue. You should then be played **time.wav** and given the estimated time to answer.

20. Still Queued

After hearing the queued call flow, callers who still wait eventually hear the still queued message. In this exercise, you learn how to customize the still queued actions to allow those queued callers to exit the queue and leave a message or be transferred to the Reception group.

20a. Recording a Sales Still Queued Message

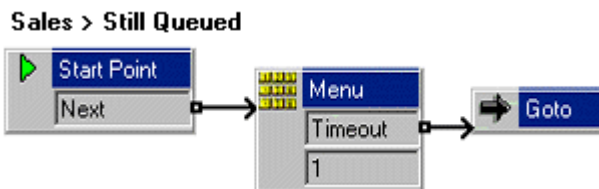
In this part of the exercise, you add the wav file that will be used to replace the default "You are still in a Queue" greeting.




1. In the **Recordings** start point, add a new touch tone and **Edit Play List** action that will allow you to record **sales still queued.wav**.
2. Using the shortcode ***80**, record a message similar to the following:
 - "All our Sales team are currently busy. Press 1 to remain in the queue, otherwise please hold."

20b. Adding the Still Queued Actions

In this part of the exercise you add a **Still Queued** start point for the Sales hunt group.



1. Under **Groups**, right-click on **Sales** and select **Edit**.
2. Add **Still Queued** to the ticked options and click **OK**.
3. Select the **Still Queued** start point under **Sales**.
4. Add a new **Menu** action and open its **Properties**.
 - In the **Entry Prompts** tab, add **sales still queued.wav**.
 - In the **Touch Tones** tab, tick **1**.
 - Set **Wait for a key press for up to** to **3** and select **OK**.
5. From **Basic Actions**, add a **Goto** action and open its properties.
 - In the **Specific** tab, click **...**
 - Select **Start point or module** and from the drop-down list select **Sales.Leave**. This will give callers the actions in the Sales group's **Leave** callflow.
6. Connect the **Start Point** to **Menu**.
7. Connect the **Timeout** result to the **Goto** action.

8. Select  **Save and make live.**
9. Make 208 busy and dial 301 from 207.
10. You should be placed in the queue and played the default queued greeting with your queue position and ETA. After another 20 seconds, you should be played the **Still Queued** start point.
11. Press **1** to stay in the queue. Wait and on the second turn, do not press **1**. You should be transferred to the actions in the Sales Leave call flow.









21. Forwarding Messages to Multiple Users

In this exercise you learn how to create a module that will allow users to record an announcement which is automatically forwarded to several mailboxes.

21a. Creating the Module to Record and Forward the Message

In this part of the exercise, you add the Start Point that will record and forward the message.



1. Add a new  **Module** called *Sales Team*.
2. Add an  **Edit Play List** action and open its properties.
 - Change the **Token Name** to *Record Sales Message*.
 - In the **Specific** tab, enter *sales msg.wav* and select **OK**.
3. Add a new  **Generic Action** and open its properties.
 - In the **Specific** tab, enter *FWD:207#208##*, and select **OK**.
4. Connect the  **Start Point** and  *Record Sales Message*.
5. Connect the  *Record Sales Message* and  *Generic* actions.
6. Select  **Save and make live**.

21b. Add a Short Code

In this part of the exercise, you create a short code that will access the Sales Team module.

1. In IP Office Manager, add the following short code:

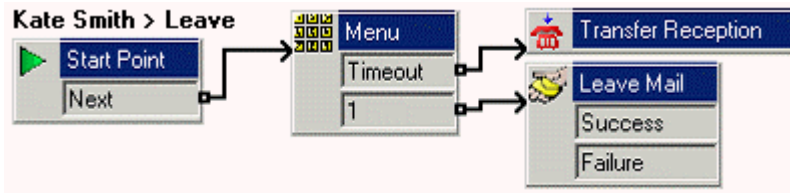
Short Code	
Code	*95
Feature	Voicemail Collect
Telephone Number	"Sales Team"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

2. Save and merge the configuration with the IP Office.
3. On extension 205, dial ***95** and record a message similar to the following: *"Sales meeting on Monday at 9.30 am in the Board Room"*.
4. Check at extensions 207 and 208 that they both have the message.

22. Creating a Personal Attendant for a User

In this exercise you learn how to add a User Start Point for callers leaving voicemail for Kate Smith (extension 208). To this call flow, you will add a menu of options for callers.

This user **Specific Start Point** takes preference over any call flow in the **Default Leave** start point and standard voicemail.



1. Under **Specific Start Points**, right-click **Users** and select **Add**.
2. Enter **Kate Smith** in the **Name** field.
3. Select the **Leave** entry point and click **OK**.
4. Click **Leave** now shown under **Kate Smith**.
5. Create a call flow that will allow a caller to choose whether to leave a message, transfer to Bob Rogers (207), transfer to the Sales group (301) or hold to be transferred to Reception (300).
6. Create a recording for the **Menu** action that will announce these options. You cannot use the normal mailbox greeting, as that is used by the **Leave Mail** action.
7. Select **Save and make live**.
8. From an extension other than 207 or 208, dial 208. After not being answered, you should be transferred to Kate Smith's voicemail, but with the new actions that you have just added.

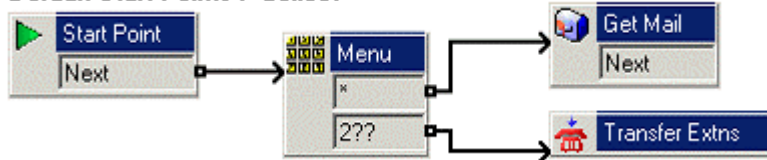
23. Using a Default Start Point

In this exercise you learn how to use the **Default Collect** start point to change the options available to all users when they collect their messages.

Note

- A specific start point for a specific user or group takes preference over a default start point.


Default Start Points > Collect



- In the **Default Start Points**, select **Collect**.
- Add a **Menu** action and in its **Touch Tones** tab add * and ???.
- From **Mailbox Actions** add a **Get Mail** action and open its properties.
 - In the **Specific** tab, ensure the **Caller's Mailbox** option is selected.
- Add a **Transfer** action and open its properties.
 - Change its **Token Name** to **Transfer Extns**.
 - In the **Specific** tab, enter **\$KEY** as the **Mailbox**.
- Connect the **Start Point** to the **Menu** action.
- Connect from * to the **Get Mail** action.
- Connect from ??? to the **Transfer Extns** action.
- Add a wav file of the options to the **Entry Prompts** of the **Menu** action.
- Select **Save and make live**.
- At any extension, dial ***17** and test that the new start point is operational.

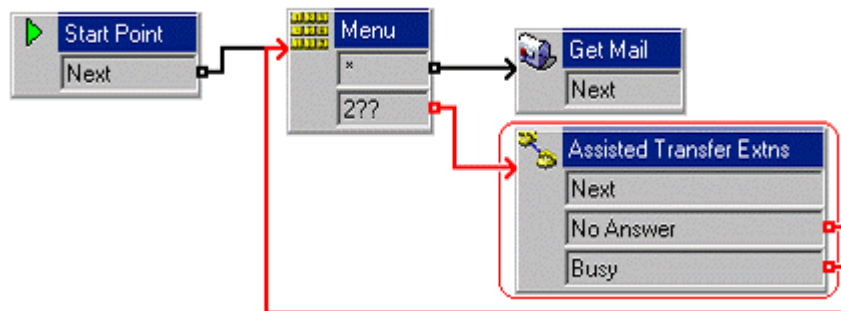
24. Using an Assisted Transfer Action








In this exercise you learn how to replace the  **Transfer** action with an  **Assisted Transfer** action.

This new action will return the user to the  **Menu** action if the called party is busy or does not answer. This means that the user can make another choice if required.


24a. Adding the Assisted Transfer Action

Default Start Points > Collect

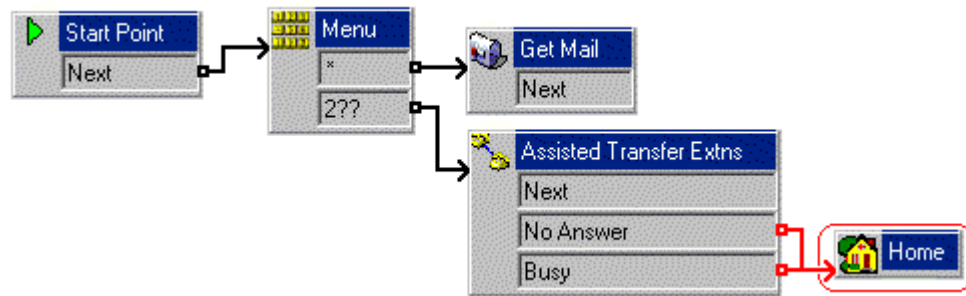










1. Within **Default Start Points>Collect**, delete the  **Transfer Extns** action.
2. From  **Telephony Actions**, add an  **Assisted Transfer** action and open its properties.
3. Change the **Token Name** to **Assisted Transfer Extns**.
 - In the **Specific** tab, in **Mailbox** enter **\$KEY**.
 - Change the **No Answer Timeout** to 10 seconds, and select **OK**.
4. Connect **2??** to the  **Assisted Transfer Extns** action.
5. Connect the **No Answer** result to the  **Menu** action.
6. Connect the **Busy** result to the  **Menu** action.
7. Select  **Save and make live**.
8. Make 208 busy. At another extension, dial ***17**. Dial **208** when prompted.
9. As 208 is busy, you should be returned to the **Menu** action.
10. Dial another extension that you know is free.
11. Allow this extension to ring for 10 seconds and you should be returned to the **Menu** action again.
12. End all calls.

24b. Adding a Number Unavailable Prompt

In this part of the exercise, you use the  **Home** action to both simplify the connections in the callflow and play a wav file to users when an extension that they want is busy or not answered.

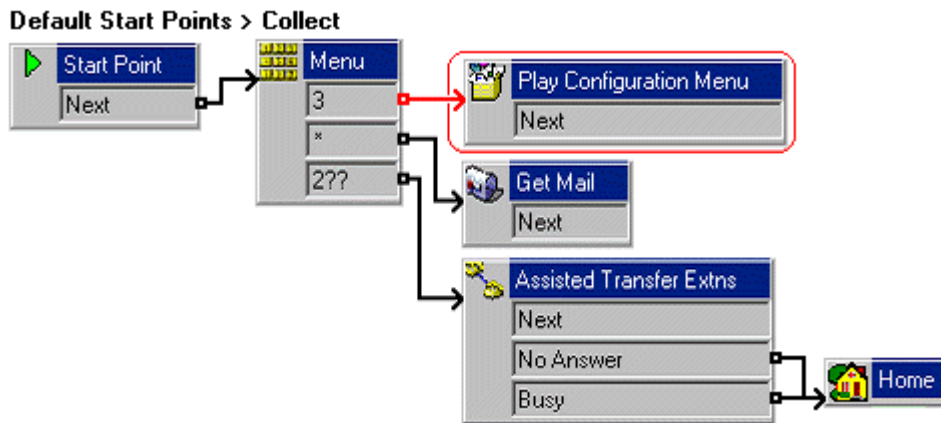
Default Start Points > Collect



1. In the  **Recordings** module add a new touch tone and  **Edit Play List** action that will allow you to record *unavailable.wav* with a message similar to the following:
 - "Sorry, that extension is currently unavailable. Please make another choice."
2. In  **Default Start Points >Collect**, delete the connections to the  **Menu** action from the **No Answer** and **Busy** results.
3. Add a  **Home** action and open its properties.
 - In the **Entry Prompt** tab, add *unavailable.wav* just recorded. Click **Close** and then **OK**.
4. Connect the **No Answer** and **Busy** results to the  **Home** action.
5.  Save and make live.
6. Make extension 208 busy.
7. On another extension, dial *17 and dial **208** when prompted.
8. As this extension is busy, you should hear *unavailable.wav* and then be returned to the  **Menu** action.
9. End all calls.


25. Using a Play Configuration Menu Action


In this exercise you learn how to add an action to allow users to configure their user options via voicemail. This is beneficial when users are working remotely.

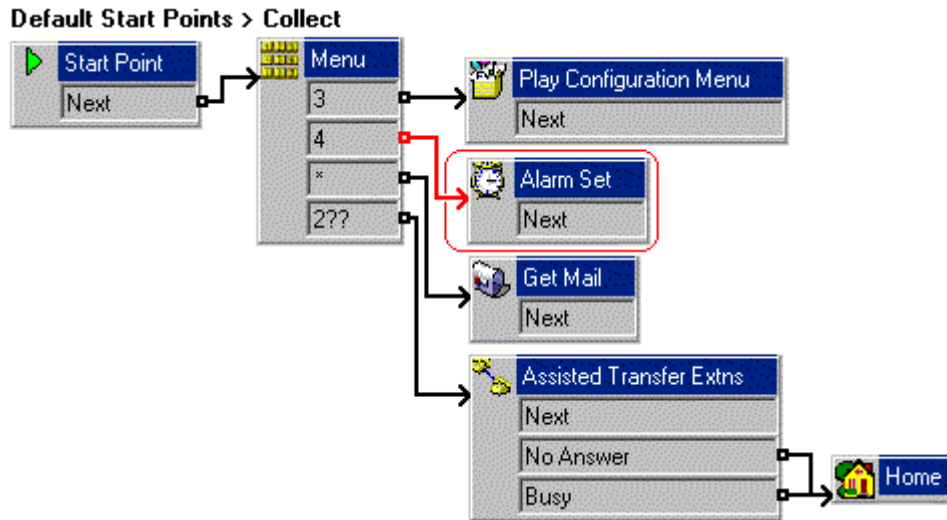







1. Within **Default Start Points>Collect**, add touch tone **3** to the **Menu** action.
2. From **Configuration Actions**, add a **Play Configuration Menu** action and open its properties.
 - In the **Specific** tab, ensure that **Caller's Mailbox** is selected.
3. Connect the **3** to the **Play Configuration Menu** action.
4. Select **Save and make live**.
5. From extension 208 dial ***17**.
6. Press **3** and you should be played the list of user configuration options.
7. Press **5** for Do Not Disturb.
8. Press **1** to enable and then end the call.
9. Dial extension 208 from any other extension. You should get busy tone. End the call.
10. At 208 dial ***17** again. Dial **3** for the user configuration options, dial **5** for Do Not Disturb and dial **2** to disable Do Not Disturb.
11. Using Windows, search for a file called **AuditTrail.txt** (the location of this file varies with versions of Voicemail Pro and Windows). The file should include details of the changes just made and the CLI source of the changes if available.

26. Using the Alarm Set Action

In this exercise you learn how to add an  **Alarm Set** action to **Default Start Points>Collect** to allow users to set alarm calls on their extensions via voicemail.

The  **Alarm Set** action can only be used on internal extensions. Voicemail will attempt to present the alarm call every 5 minutes for half an hour until answered.



1. Within **Default Start Points>Collect**, add touch tone **4** to the  **Menu** action.
2. From the  **Miscellaneous Actions** icon, add a  **Alarm Set** action.
3. Connect **4** to the  **Alarm Set** action.
4. Select  **Save and make live**.
5. From any extension, dial ***17** and press **4**.
6. Follow the instructions and set an alarm call for 3 minutes after the current time on the voicemail server.
7. At the time requested, the extension should ring. When you answer, you will hear any message recorded when the alarm was set.
8. End all calls.

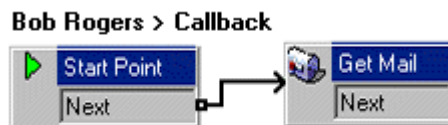
27. Using a Callback Start Point

In this exercise you learn how to use a Callback start point to let Bob Rogers (extension 207) be informed of new voicemail messages whilst at a remote location, eg. his mobile, home number etc. This feature is separate from voicemail ringback, which works with the user's internal extension number.

Note

- Before Bob Rogers can do this his system administrator must configure a voicemail code.

27a. Setting Up the Callback Call Flow



1. Under **Specific Start Points**, right-click **Users** and select **Add**.
2. In the **Name** field, enter **Bob Rogers**. Select the **Callback** entry point and select **OK**.
3. Within **Bob Rogers**, select **Callback**.
4. Add a **Get Mail** action and under the **Specific** tab, in **Mailbox** enter his user name or extension number (207).
5. Connect the **Start Point** and the **Get Mail** action.
6. Select **Save and make live**.

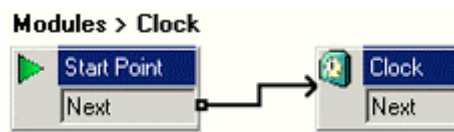
27b. Setting the Callback Number







In this part of the exercise, you enter the number to be called. This is done through the IP Office Manager configuration.

1. In IP Office Manager, open the **User** configuration form for Bob Rogers.
2. In the **Voicemail** tab, in **Voicemail Code** enter **5678** and confirm this in **Confirm Voicemail Code**.
 - Callback will not work if the user does not have a voicemail code set.
3. In the **Source Numbers** tab, add the relevant telephone number prefixed by a capital **P**, for example **P01923123456**. For testing this use a mobile number if your test system has external lines, otherwise use an extension number.
4. Save and send the configuration to the IP Office.
5. From any other extension, dial 207 and leave a message for Bob Rogers.
6. After a few seconds, the telephone number configured in **Source Numbers** tab should ring.
7. When answered, you should be prompted for the voicemail access code. Once that is entered, you will have access to the mailbox.

28. Using the Clock Action

In this exercise you learn how to add a new module that will give users the time from the Voicemail Server PC.



1. Add a new  **Module** called **Clock**.
2. From  **Miscellaneous Actions** add a  **Clock** action to the module.
3. Connect the  **Start Point** and the  **Clock** action.
4. Select  **Save and make live**.
5. In IP Office Manager, add the following system short code:


The screenshot shows a dialog box titled '123: VoicemailCollect'. It has a 'Short Code' tab selected. The fields are as follows:

Code	123
Feature	Voicemail Collect
Telephone Number	"Clock"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

Buttons at the bottom: OK, Cancel, Help.

6. Save and merge the configuration to the IP Office.
7. Dial 123 on any extension and you should be given the time according to the Voicemail Pro server.

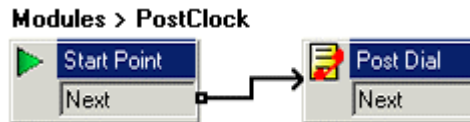
29. Using a Post Dial Action








The  Post Dial action can be used to play the actions in a Voicemail Pro start point to a different extension than the one triggering the process.

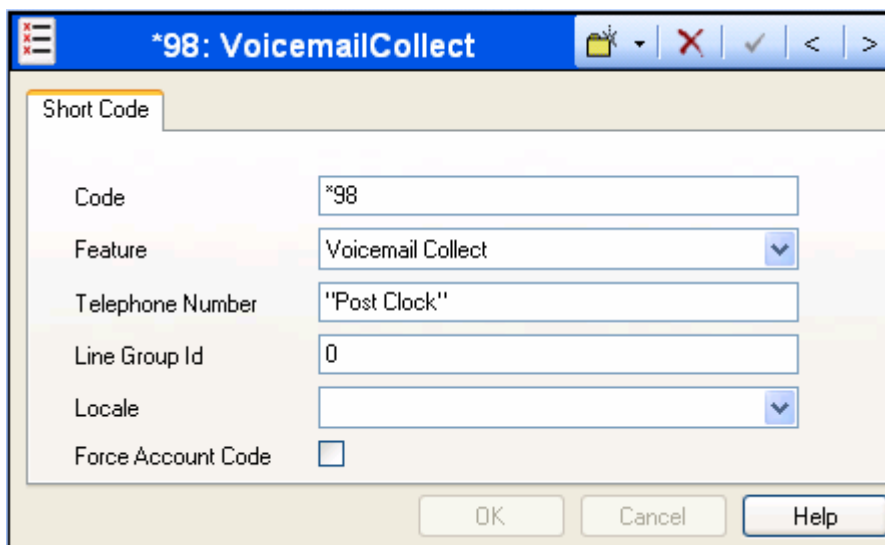
29a. Creating the Module

In this example, we will create a short code that allows the Receptionist to play the Clock module previously created to another extension.

This is just an example of how post dial can be used to launch a chosen call flow start point at another extension (we could have used a Menu action to let the receptionist indicate the extension).



1. Add a new  Module called *PostClock*.
2. From  **Miscellaneous Actions**, add a  **Post Dial** action and open its properties.
 - In the **Specific** tab, in **Post the following action or wav file**, click .
 - Select **Start point or module** and select the **Clock** module created previously. Click **OK**.
 - In **to extension**, enter **207** and select **OK**.
3. Connect the  **Start Point** to the  **Post Dial** action.
4. Select  **Save and make live**.
5. In IP Office Manager, create a short code to access the *PostClock* module.



29b. Using Post Dial to Play Wav Files

The Post Dial action can also be used to play a wav file to the target extension.


For example, to play the file `c:\file\mymusic.wav`, in the **Specific** tab, you will have the option to play the wav file in a continuous loop and/or delete the wav file after completion.

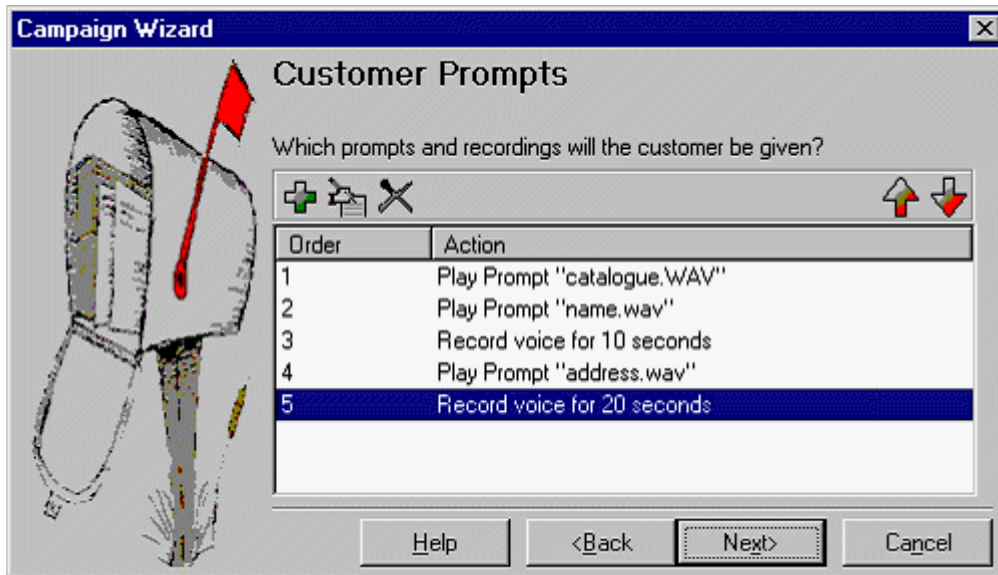
30. Using Campaigns

In this exercise you learn how to create a campaign where callers are prompted for information that can be recorded and then accessed by a user when required. The user responsible for responding to the information can listen to the resulting wav files.

This exercise recreates the catalogue request process previously produced using a Voice Question action. It reuses the wavs that were created for the earlier exercise.

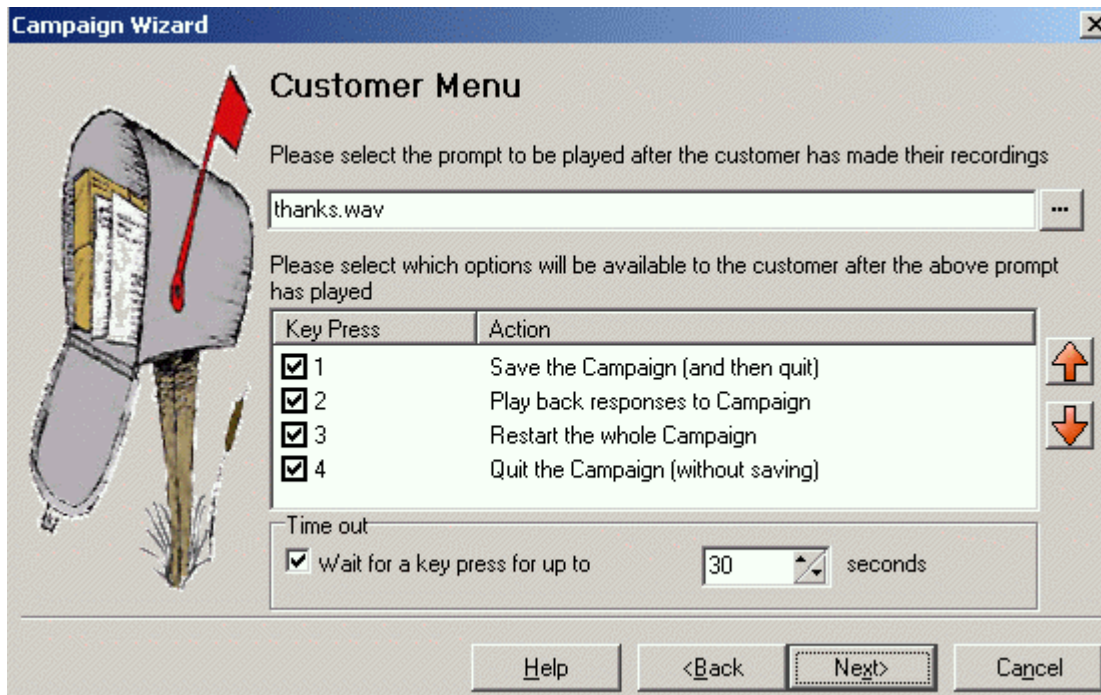
30a. Creating the Campaign

1. Click the  **Campaign Editor** icon to open the **Campaign Wizard**.
2. Select **Create a new Campaign** and then **Next**.



3. In the **Customer Prompts** window, click **+**. In **Play a prompt to the customer** enter **catalogue.wav** and select **OK**.
4. Click **+** again and in **Play a prompt to the customer** enter **name.wav** and select **OK**.
5. Click **+** again and select **Allow the customer to input information**.
6. In **Please enter the maximum recording length** enter **10**.
7. In **Please enter a unique name that will describe the input** enter **CustomerName** (Note: This field must be all one word) and select **OK**.
8. Repeat to add **address.wav**, allow 20 seconds recording time and use **CustomerAddress** (Note: Again all one word) as the unique name. Select **OK**.

9. Select **Next** twice.



10. In the **Customer Menu** screen, in **Please select the prompt to be played after the customer has made their recordings**, enter *thanks.wav*.
11. Under **Please select which options will be available to the customer after the above prompt has played** select **1, 2, 3** and **4**. Re-record *thanks.wav* so that these four options are listed.
12. Select **Next**.









13. In **Where should this Campaign be parked...** enter *5000*.
14. In **The name of this Campaign is**, enter *Sales Catalogue*.
15. Select **Next** and then **Finish**.

30b. Getting Callers to the Campaign (Part 1)

In this part of the exercise, you add a call flow that will allow you to test the Catalogue campaign.



1. Add a new  **Module** called *Catalogues*.
2. From the  **Mailbox Actions**, add a  **Campaign** action and open its properties.
 - In the **Specific** tab, from the **Please select a campaign list box**, select **Sales Catalogue**.
 - Ensure the **Leave campaign information** option is selected and choose **OK**.
3. Connect the  **Start Point** to the  **Campaign** action.
4. Select  **Save and make live**.
5. In IP Office Manager, add a new short code as follows:

The screenshot shows a configuration window titled '*94: VoicemailCollect'. The window has a blue header bar with a menu icon on the left and navigation icons on the right. Below the header, there is a tab labeled 'Short Code'. The main area contains several input fields and a checkbox:

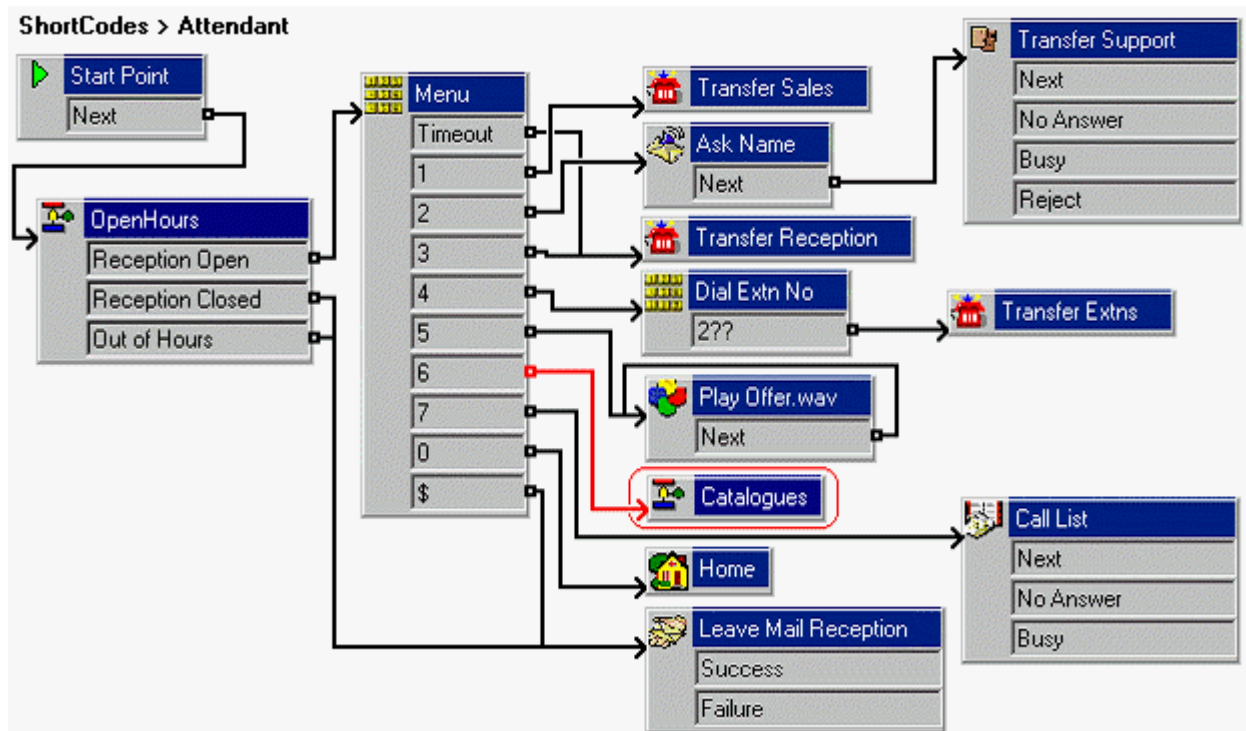
- Code:** *94
- Feature:** Voicemail Collect (dropdown menu)
- Telephone Number:** "Catalogues"
- Line Group Id:** 0
- Locale:** (empty dropdown menu)
- Force Account Code:**

At the bottom of the window, there are three buttons: OK, Cancel, and Help.

6. Save and merge the configuration with the IP Office.
7. From any extension, dial ***94** and answer the questions as you are taken through the campaign. Do this several times to leave a number of messages for the campaign.

30c. Getting Callers to the Campaign (Part 2)

You can now replace the Catalogue Orders Voice Question action in the Attendant callflow with the Catalogues module.



Alternatively, if you know the details of the line or incoming number on which catalogue request calls will be received, you can add an Incoming Call Route in IP Office Manager with **VM:Catalogues** or ***94** as its **Destination**.

0 123456	
Bearer Capability	Any Voice
Line Group Id	0
Incoming Number	123456
Incoming Sub Address	
Incoming CLI	
Destination	VM:Catalogues
Locale	
Priority	1
Fallback Extension	
Night Service Profile	<None>
Night Service Destination	
<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

30d. Getting Callers to the Campaign (Part 3)

The following short code can also be used for direct access:

The screenshot shows a configuration window titled '*96: VoicemailCollect'. The window has a standard Windows-style title bar with a yellow icon, a close button (X), a checkmark, and navigation arrows. The main area is titled 'Short Code' and contains the following fields:

- Code:** *96
- Feature:** Voicemail Collect (dropdown menu)
- Telephone Number:** "Sales Catalogue"
- Line Group Id:** 0
- Locale:** (empty dropdown menu)
- Force Account Code:**

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

31. Collecting the Campaign Results

Having created a campaign for callers, we need to be able to collect and process the results. This can be done in a number of ways.


Note

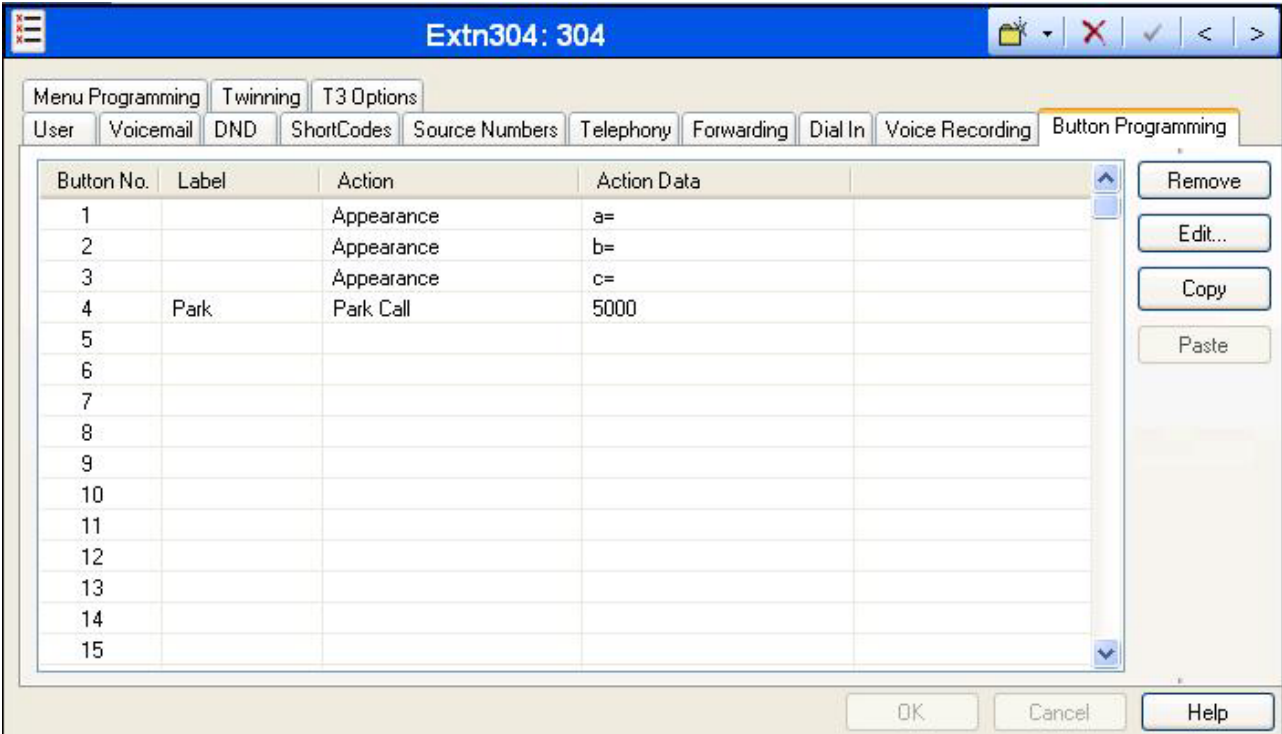
- When you are in the campaign messages, the controls differ from normal mailbox messages. You can step forwards and back between the individual responses in the message.

1 - Start of message.	2 - Rewind.	3 - Stop message.
4 - Mark as processed and delete.	5 - Mark as processed and save.	6
7 - Previous response.	8 - Start of response.	9 - Next response.
* - Rewind.	0 - Pause.	# - Fast forward.

31a. Using a DSS Key

The Park Slot number assigned to the Campaign can be used with DSS keys. The advantage here is that if the key includes BLF lamp, the lamp will be lit when there are campaign messages waiting to be processed.

- In IP Office Manager, receive the IP Office configuration.
- Open the  **User** form for **Kate Smith**.
- Select **Button Programming** tab.



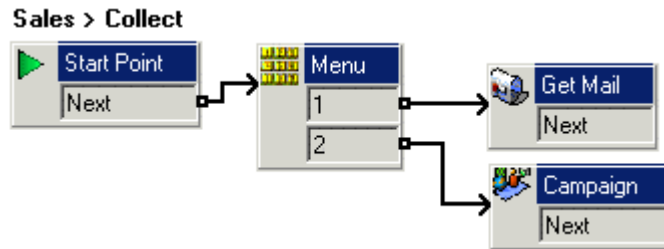
Button No.	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Park	Park Call	5000
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

- Select a free DSS button, click the **Action** cell and select **Park**.
- In the **Telephone Number** cell, enter the campaign's park slot number, in this example **5000** for our Catalogue Requests campaign.
- Save the configuration back to the IP Office and reboot.
- Wait until voicemail services have restarted.

8. The DSS key on extension 208 should be flashing red, indicating that there are messages in the campaigns park slot.
9. Press the DSS key to display the campaign name and number of messages.
10. Press the DSS key again to start processing those messages.
 - Note: The **RideCall** function (**Action | Advanced | Call | RideCall**) can also be used to collect the calls, but this method does not provide any visual feedback when messages are present.

31b. Using the Campaign Action to Collect Messages

In this part of the exercise, you change the call flow for collecting Sales group messages so that users can choose to check the campaign messages.



1. Record a prompt called **sales collect menu.wav**, such as "Press 1 for group messages, 2 for campaign messages."
2. Under **Groups**, right-click on **Sales** and select **Edit**.
3. Add **Collect** to the ticked options and click **OK**.
4. Select the **Collect** start point now under **Sales**.
5. Add a **Menu** action and open its properties.
 - In the **Entry Prompts** tab, add **sales collect menu.wav**.
 - In the **Touch Tones** tab, select **1** and **2**. Click **OK**.
6. Add a **Get Mail** action and open its properties.
 - In the **Specific** tab, set the **Mailbox** to **Sales**. Click **OK**.
7. Add a **Campaign** action and open its properties.
 - In the **Specific** tab, select the **Sales Catalogue** campaign and **Pick up campaign information**. Click **OK**.
8. Connect the **Start Point** to the **Menu** action.
9. Connect **1** to **Get Mail**.
10. Connect **2** to **Campaign**.
11. Save and make live.
12. From any extension, dial ***88**. Press **2** to collect and process campaign messages.

31c. Using the Web Access

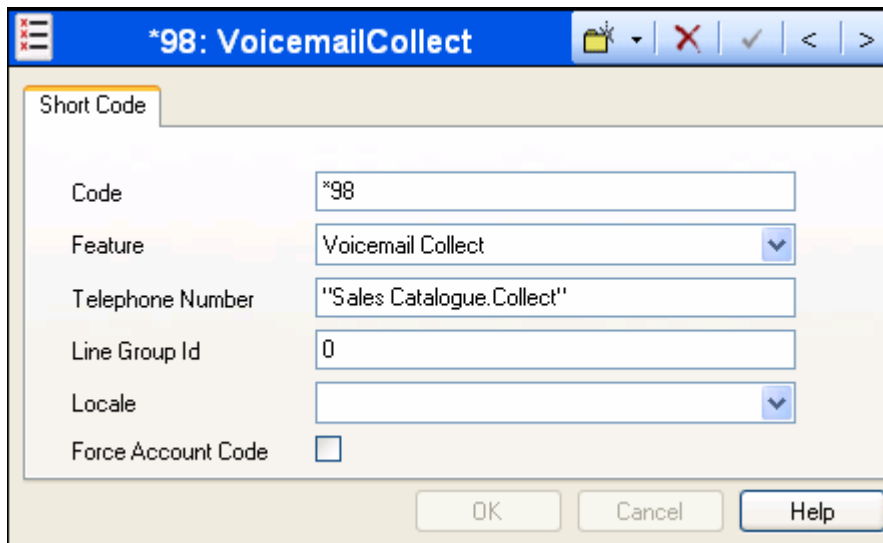
If during installation of Voicemail Pro, the details and root folder location of a voicemail server were entered, then the campaign messages can be processed via web access.

Entering the address **http://<server address>/campaign/campcgi.html** should display a page that allows agents to select the campaign they want to process and to then see a list of messages.

31d. Using a Shortcode

In this part of the exercise, we will create a short code that allow direct access to collecting campaign messages.

1. In IP Office Manager, create a system short code similar to that below.



The screenshot shows a window titled '*98: VoicemailCollect' with a standard Windows-style title bar. The window contains a 'Short Code' configuration form with the following fields:

Code	*98
Feature	Voicemail Collect
Telephone Number	"Sales Catalogue.Collect"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

At the bottom of the window are three buttons: 'OK', 'Cancel', and 'Help'.

2. Save and merge the configuration to the IP Office.
3. At any extension, dial ***98**. You should here one of the messages let for the **Sales Catalogue** campaign.

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