



IP Office - Job Aid

Voicemail Pro Example Exercises

Contents

Voicemail Pro Example Exercises	3
Introduction	3
1. System Setup	4
2. Creating a New Module.....	6
3. Using a Menu Timeout.....	8
4. Using a ? Wild Card in a Menu.....	9
5. Using a \$ Wild Card in a Menu	10
6. Recording Entry Prompts.....	11
7. Using the Generic Action	13
8. Using a Home Action to Restart the Callflow	15
9. Using a Voice Question action	16
10. Collecting Group Messages	18
11. Using the Whisper Action	20
12. Using the Call List Action.....	21
13. Using the Condition Editor.....	23
14. Using User Defined Variables	27
15. Module Returns and Reusing Modules	30
16. Creating a Hunt Group Attendant.....	34
17. Using a Queue Position Action.....	36
18. Adding a Queue ETA Action	37
19. Still Queued	38
20. Forwarding Messages to Multiple Users.....	39
21. Creating an Personal Attendant for a User.....	40
22. Using a Default Start Point.....	41
23. Using an Assisted Transfer Action.....	42
24. Using a Play Configuration Menu Action	44
25. Using the Alarm Set Action.....	45
26. Using a Callback Start Point	46
27. Using the Clock Action.....	47
28. Using a Post Dial Action.....	48
29. Using Campaigns.....	49
30. Collecting the Campaign Results	53
Further Reading	56
Feedback	57

Voicemail Pro Example Exercises

Introduction

This document contains a set of Voicemail Pro exercises and examples. If worked through in sequence they will show you how to:

- Setup an auto-attendant.
- Route callers to the auto-attendant.
- Use the various different menu actions options.
- Re-record prompts via the telephone.
- Use modules and access them from a phone.
- Reuse modules within another callflow.
- Setup conditions.
- Customize the callflow for users collecting and leaving messages.
- Customize the 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.

All the call flows in this document will be available on the IP Office Engineers Toolkit V1.4. These can be imported into your Voicemail Pro to speed up the exercises if required. NB. Importing a callflow database will overwrite any existing callflow.

This document was developed on Voicemail Pro 1.2.12, Manager 1.3 (22) with IP Office core software 1.3 (22).

Confession: Yes, we have altered the screenshots to improve the clarity of the call flow. This doesn't mean we have some secret way of arranging the callflow action icons and connections that we aren't sharing with you.

1. System Setup

1a. Equipment Required

If you do not already have a IP Office and Voicemail Pro system on which you can follow these exercises, then you will require the following installed and tested.

- **IP Office System**

Any of the following can be used.

- **IP401-4** (An IP401-2 can be used though some renumbering of the examples or extensions would be required).
- **IP403**
- **IP406** plus **Digital Terminal 8** or **Digital Station 8** module.
- **IP412** plus **Digital Terminal 8** or **Digital Station 8** module.

- **Server PC**

This PC will be used to run IP Office Manager, the Feature Key Server and the Voicemail Pro Server.

- Windows NT4 or Windows 2000 recommended.
- Pentium 300.
- 256MB RAM
- 1GB Hard Disk space free.
- 100Mbps network card.
- A multimedia soundcard with microphone and speakers is useful for the recording of prompts (however we will show how a callflow can be setup to record prompts via phone).

- **Software**

- **IP Office Admin CD**
- **Voicemail Pro CD**

- **Feature Key and Voicemail Pro licence**

- **Telephones**

- 3 x DS (4400 or 6400 Series) or DS (20 Series) digital display phones. The displays on these will help show the call handling. The programming of features against DSS keys can then also be demonstrated.

- **External line (*optional*)**

- Though optional the ability to route external calls into and from the IP Office will help in the demonstration of auto-attendant features.

1b. System Configuration

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

Using Manager setup 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 and so changing a name effectively creates a new mailbox.

1. Start Manager and receive the IP Office's 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 is not critical.

Extn	User Name
207	Bob Rogers
208	Kate Smith

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

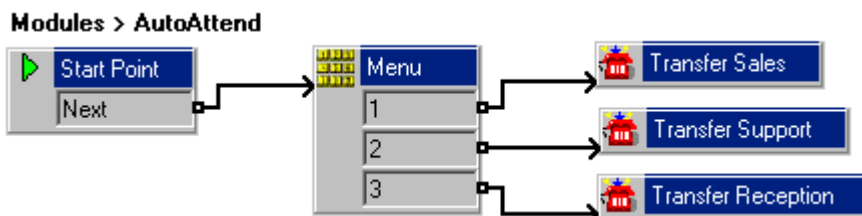
Group	ID	TypeID	Members
Reception	300	Linear	207
Sales	301	Linear	208
Support	302	Linear	207, 208
Accounts	302	Linear	207, 208

4. Save the new configuration to the IP Office and reboot.
5. Make test calls to the extensions and group to check the correct setup.

2. Creating a New Module

In this exercise we will use Voicemail Pro to add a basic auto-attendant. Our auto-attendant will allow callers to make a choice from a menu and then be transferred to the either our Sales group, Support group or the Reception group.

2a. Setting Up the Callflow

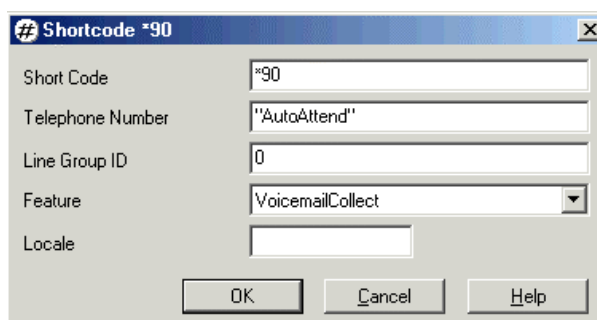


1. From **Start | Programs | IP Office** open **Voicemail Pro**.
2. Right-click on **Modules** and select **Add**.
3. In **Name** enter **AutoAttend** and select **OK**.
4. Click on the right-hand pane of the application.
5. Click on the **Basic Actions** icon in the toolbar and select **Menu**.
6. Click in the right-hand pane to place the action.
7. Right-click on 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 on 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 on the **Connection** icon on the toolbar.
14. Click on the **Next** result under the start point and drag to the **Menu**.
15. Click on the **Connection** icon.
16. Click on the **1** result under **Menu** and drag to **Transfer Sales**.
17. Connect **2** to **Transfer Support** and **3** to **Transfer Reception**.
18. Click on the **Save & Make Live** icon on the toolbar.

2b. Setting Up an Internal Shortcode

In this part of the exercise we will add a system shortcode. This shortcode will allow use to make test calls to the auto-attendant.

1. In Manager add the following shortcode. We used ***90** but any shortcode could have been selected.

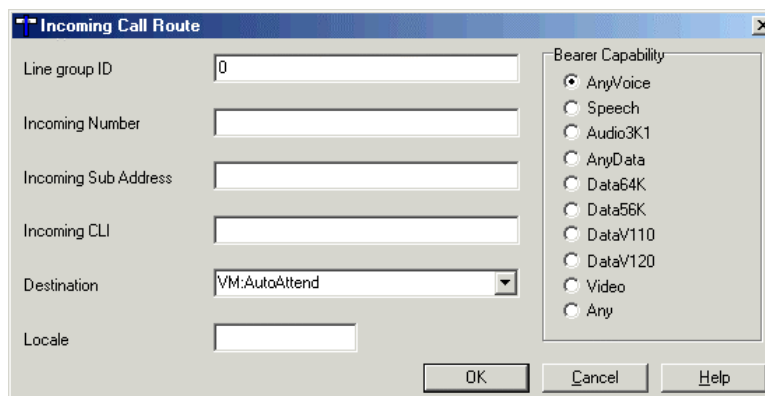


2. Save and merge the configuration to the IP Office unit.
3. From any extension other than 207 dial ***90**.
4. Press **3** and you should be transferred to the Reception group (ie. extension 207).

2c. Setup the External Call Routing

For this exercise we will set all incoming voice calls to go to the auto-attendant just created by altering the default Incoming Call Route for voice calls.

1. In Manager alter 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**.

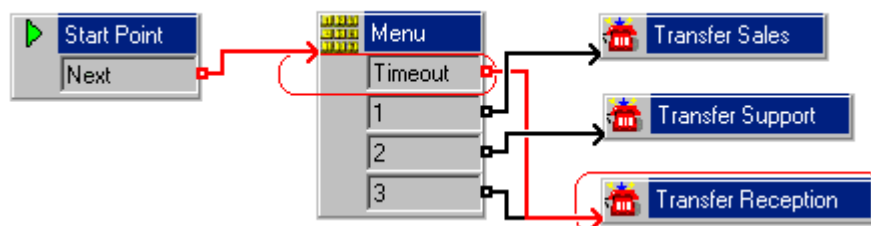


2. Save and send the configuration to the IP Office unit.
3. If you have an external phone setup make an incoming call.
4. Press 3 and you should be transferred to extension 207.

3. Using a Menu Timeout

In this exercise we will add a Timeout in the auto attendant menu to transfer callers to the Reception group. This will apply if a caller doesn't make a Touch Tone selection.

Modules > AutoAttend

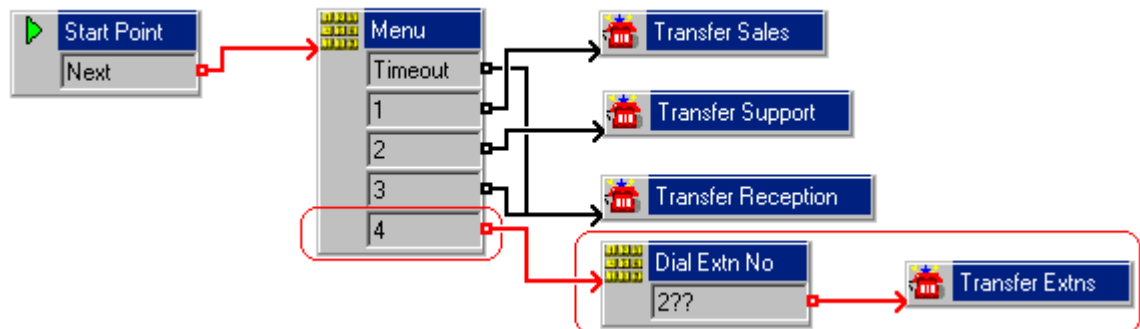


1. Open the properties for the **Menu** action.
2. In the **Touch Tones** tab select **Wait for a key press for up to** and enter **8**.
 - This timeout will start after all wav files entered in the action's **Entry Prompts** tab have been played.
3. Select **OK**. Note that the **Menu** action now has a **Timeout** result.
4. Connect the **Timeout** result to **Transfer Reception**.
5. Click on 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 we will add a touch tone sequence to the menu that will allow callers to dial the extension number of the user they want.

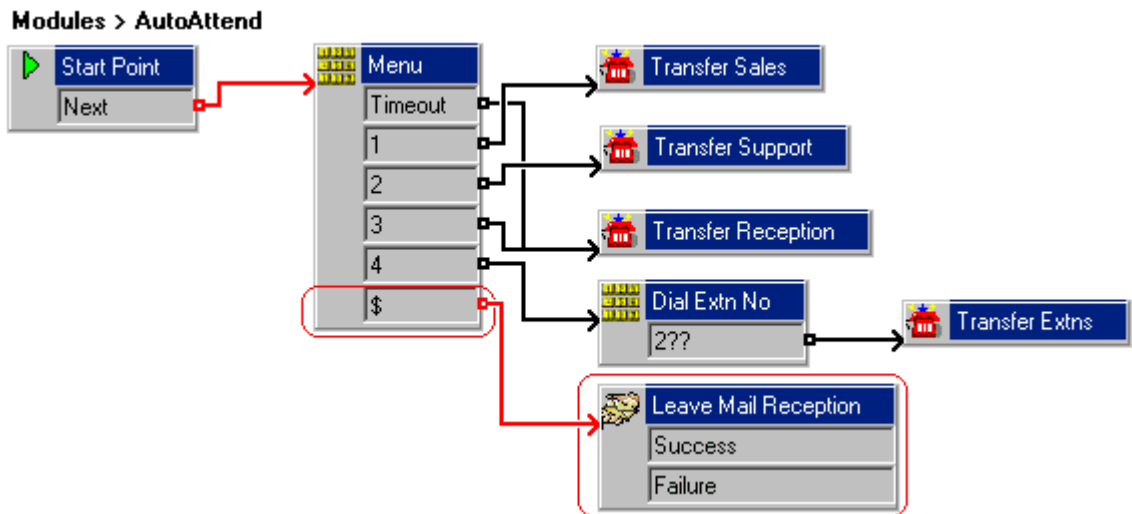
Modules > AutoAttend



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 **2??** 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 on 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 on 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 in 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 we will add a touch tone that will allow 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 we use for our receptionist extensions.



1. Open the **Properties** for the **Menu** action.
2. In the **Touch Tones** tab click on 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, ie. one not in the menu. Voicemail will wait 5 seconds for any further digits before performing following the \$ result connection, in this case giving the option to leave a message for the Reception group.

6. Recording Entry Prompts

In this exercise we will record a message to be played in the auto attendant to inform callers of the options available.

In this part of the exercise we will create a module that will give you access to a **Menu** where each touch tone will enable you to record/re-record a specific wav file.

- **? But I can record prompts through the Voicemail Pro GUI**

Yes, if the Voicemail Pro server PC has a sound card, you should be able to use a microphone and speakers to play and record prompts directly through the PC.

- **! So why do it this way**

The method demonstrated in this exercise is still useful. It allows you to create modules through which users can rerecord and alter specific prompts without having to access or learn the Voicemail Pro GUI.

6a. Setting Up the Recordings Module

Modules > Recordings



1. Right-click on **Modules** and select **Add**.
2. In **Name** enter **Recordings** and select **OK**.
3. Open the **Properties** for the **Start Point** in the right-hand 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 **Configuration Actions** on the toolbar add an **Edit Play List** action.
8. Open the **Properties** for the **Edit Play List** action.
 - Change the **Token Name** to **Edit attendant.wav**.
 - In the **Specific** tab enter **attendant.wav** in the **File Path** and select **OK**. The wav files are saved relative to the Voicemail Pro server's **VMWAVS** folder (normally **C:\Program Files\Avaya\IP Office\Voicemail Pro\VMWAVS**).
9. Connect the **Start Point** to the **Menu** action.
10. Connect **1** to **Edit attendant.wav**.
11. Save and make live.

6b. Add a Shortcode to Access the Recordings Module

In this part of the exercise we will add a shortcode that will allow you to access this start point from an extension.

1. In the Manager program, add the following system shortcode:

2. Save and merge the configuration to the IP Office.
3. On any extension dial ***80**.
4. Dial **1234** when requested to enter the access code.
5. Press **1**.
6. We will hear prompt to play the current recording (press 1), re-record it (press 2) and save the new recording (press 3). 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."*

6c. Adding the Wav File to the Auto-Attendant

In this part of the exercise we will configure the **AutoAttend** module to play **attendant.wav** as the **Entry Prompt** for the **Menu** action.

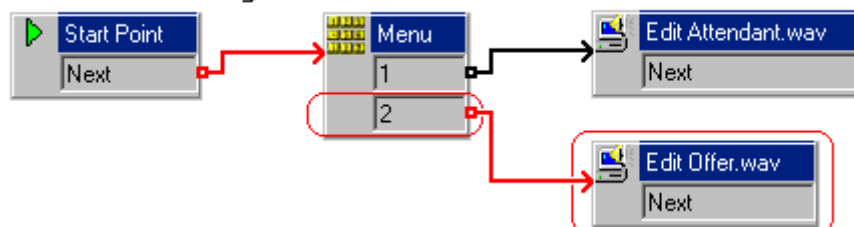
1. In the  **AutoAttend** module open the **Properties** for the  **Menu** action.
2. In the **Entry Prompts** tab select the **+ Add a Prompt** icon.
3. Click on the  **Open** icon.
4. Select **attendant.wav** from the wavs folder and click on the **Open** button.
5. Select **Close** and then **OK**.
6.  Save and make live.
7. Make a test call to the auto-attendant.
8. You should be played the **attendant.wav**.

7. Using the Generic Action

In this exercise we will add a touch tone to the **AutoAttend** module that will allow callers to listen to information on our latest sales offer. A looped connection will be used to continually repeat the recording.

7a. Recording the WAV File

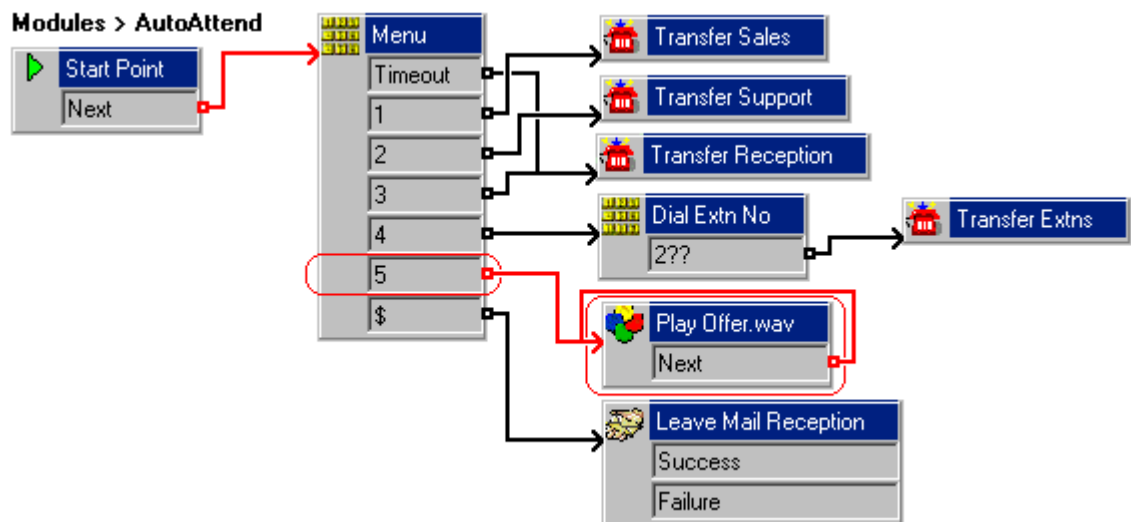
Modules > Recordings



1. In the **Recordings** module add touch tone 2 to the **Menu** action.
2. Add a new **Edit Play List** action and open its **Properties**.
 - Change the **Token Name** to **Edit Offer.wav**.
 - In the **Specific** tab enter **offer.wav** in the **File Path** and select **OK**.
3. Connect **2** to **Edit Offer.wav**.
4. Save and make live.
5. On any extension dial ***80**.
6. Dial **1234** when requested to enter the access code.
7. Press **2**.
8. Record a message similar to the following:
 - *"Latest Avaya offers – 50% discount on all products until end of the month. Contact your account manager for further information."*

7b. Playing the WAV File to Callers

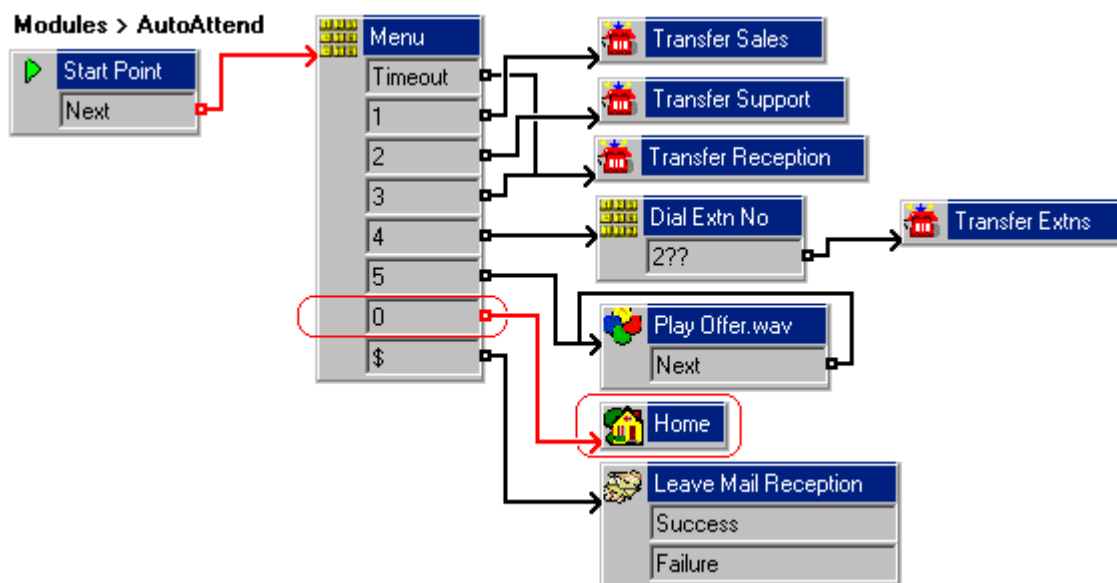
In this part of the exercise we will add a new action within the Attendant start point to allow callers to select the option to hear the latest sales offer.



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**.
 - In the **Entry Prompts** tab add **offer.wav** to the play list and select Close.
 - In the **Results** tab click on 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.
4. Connect **5** to **Play offer.wav**.
5. Connect from **Next** back to the start of **Play Offer.wav**. This will cause the action to repeat until the caller hangs up.
6. Save and make live.
7. Use ***80** to re-record **attendant.wav** to include the new touch tone in the list of options.
8. Make a test call to the auto-attendant.
9. You should be played the **attendant.wav**.
10. 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 we will 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.

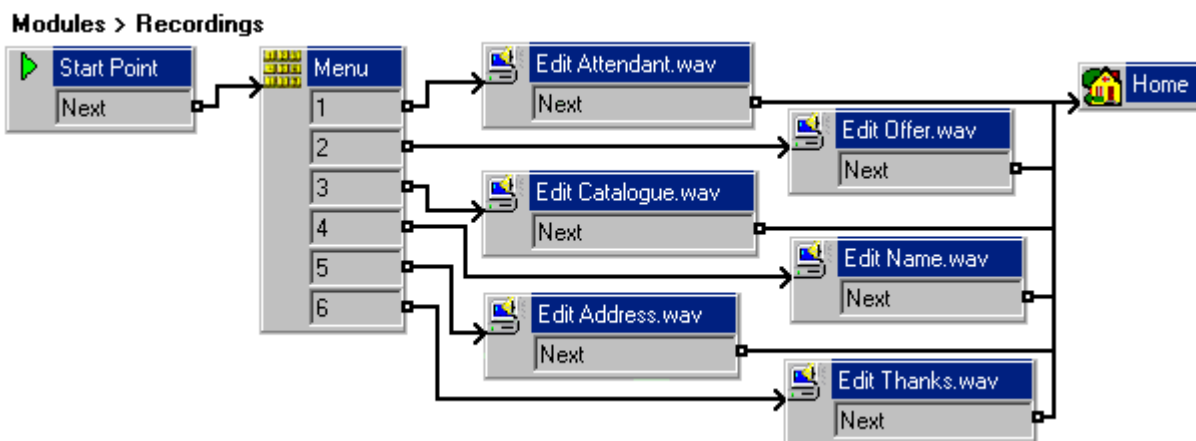
9. Using a Voice Question action

In this exercise we will 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 to ask the caller for information about where they want a catalogue sent.

9a. Recording the Question Prompts

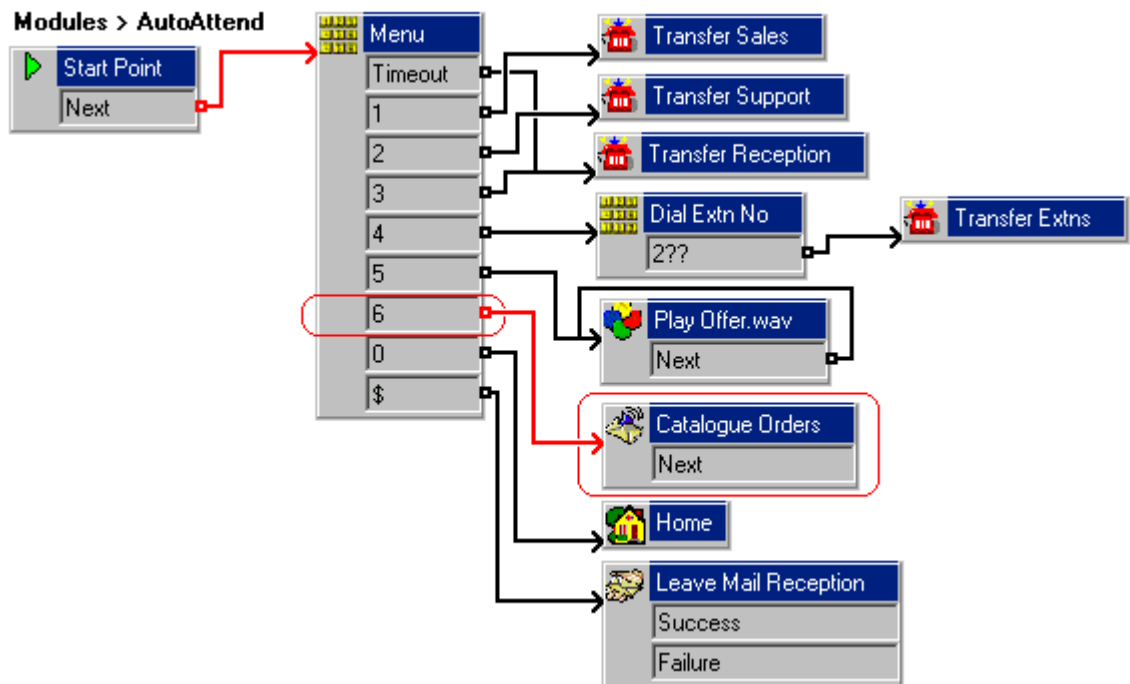
In this part of the exercise we will record the wav files that will be used to ask questions in the **Voice Question** action that we plan to add.



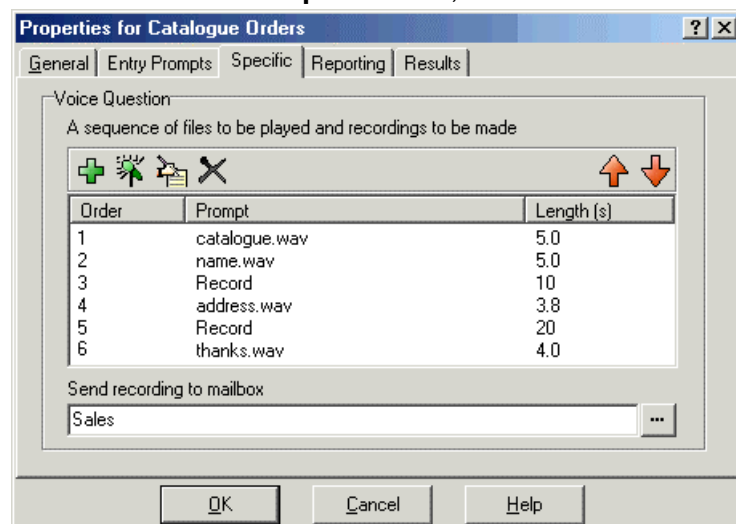
1. In the  **Recordings** module add 4 new touch tones (3, 4, 5 and 6) to the  **Menu** action.
2. Link these touch tones to new  **Edit Play List** actions that will allow you to record *catalogue.wav*, *name.wav*, *address.wav* and *thanks.wav*.
3. Add a  **Home** action and connect all the  **Edit Play List** actions to it. This will allow you to record a prompt and then return to the menu after to record another.
4. Using the shortcode ***80** record messages similar to the following examples.
 - **3: catalogue.wav** – “Please follow the instructions to record your name and address and our catalogue will be sent to you.”
 - **4: name.wav** – “Please say your full name and company and then press #.”
 - **5: address.wav** – “Please say your full address and then press #.”
 - **6: thanks.wav** – “Thank you, your catalogue will be sent to the address given.”

9b. Adding the Voice Question

In this part of the exercise we will add the  **Voice Question** action.



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**.
3. Change the **Token Name** to **Catalogue Orders**.
4. In the **Specific** tab click on  icon, add **catalogue.wav** and select **OK**.
5. Add **name.wav**.
6. Click on the  **Record Response** icon, enter **10** and select **OK**.



7. Repeat for **address.wav** and **thanks.wav** so that the sequence of files appears as above.
8. In **Send Recording to Mailbox** enter **Sales** and select **OK**.
9. Connect **6** and  **Catalogue Orders**.
10.  Save and make live.
11. Re-record **attendant.wav** to include the new touch tone in the options.
12. Make a test call to the auto-attendant module.
13. Dial **6** to access the **Voice Question** action. Record your name and address when prompted.

10. Collecting Group Messages

In the previous exercise we left a message for the Sales group and the message waiting lamp of digital phones in that group should have lit. We will now look at how users can collect group messages.

10a. Hunt Group Members

These methods apply to users who are also members of the hunt group. These are the user who, if they have digital telephones, will receive message waiting lamp notification.

They can then use one of the following methods to collect those group messages.

Using Phone Manager

1. Run **Phone Manager** and in the **Configure | PBX** make sure it is associated with 208.
2. Click on the **Messages** tab. You should see entries telling you the number of messages in Kate Smith's personal mailbox and in the Sales group mailbox. Double-click on the Sales entry to access the mailbox.

Using an Avaya 20 Series Display Phone (2030, 2050 or 20CC)

If extension 208 is one of these type of phones:

1. Press **VOICE**.
2. The display should show **Sales** and the number of new messages.
3. Press the display key next to **Sales** to access the mailbox.

Using an Avaya 4400, 4600 or 6400 Series Phone

If extension 208 is one of these type of phones and has a **Menu**  key.

1. Press **Menu**  twice.
2. Select and press **Msgs**.
3. Press **Voice**.
4. The display should show **Sales** and the number of new messages.
5. Press **Sales** to access the mailbox.

10b. Non-Hunt Group Members

Users who are not a member of the hunt group can still collect group messages. However they will have to enter the hunt group's Voicemail Code to access the mailbox.

First we will set a voicemail access code for the Sales hunt group, and enter a setting for extension 207 (who isn't a member of the Sales group) access the mailbox.

1. In Manager, receive the IP Office's configuration.
2. Click on the  **Hunt Group** icon to display the list of groups.
3. Double-click on **Sales** to display the group's settings.
4. Click on the **Voicemail** tab.
5. In the **Voicemail Code** field enter a code for the mailbox. Repeat the code in the **Confirm Password** field.
6. Click on **OK**.
7. Click on the  **User** icon to display the list of users.
8. Double-click on **Bob Rogers** (extension 207) to display his User settings.
9. Select the **Source Numbers** tab.
10. Right-click and select **Add**.
11. Enter **HSales** and then click on **OK**.
12. Click on **OK**.
13. Save the configuration to the IP Office and reboot.
14. Following the reboot, wait a few seconds for voicemail to restart.
15. From 208 dial 301 and leave a message for the Sales group.
16. Use the following methods to check and collect the group messages...

Whilst extension 207 doesn't have his message lamp lit when the Sales group have new messages, he can use the same method as group members for accessing the group mailbox. When he attempts access he will be asked to enter the groups voicemail code.

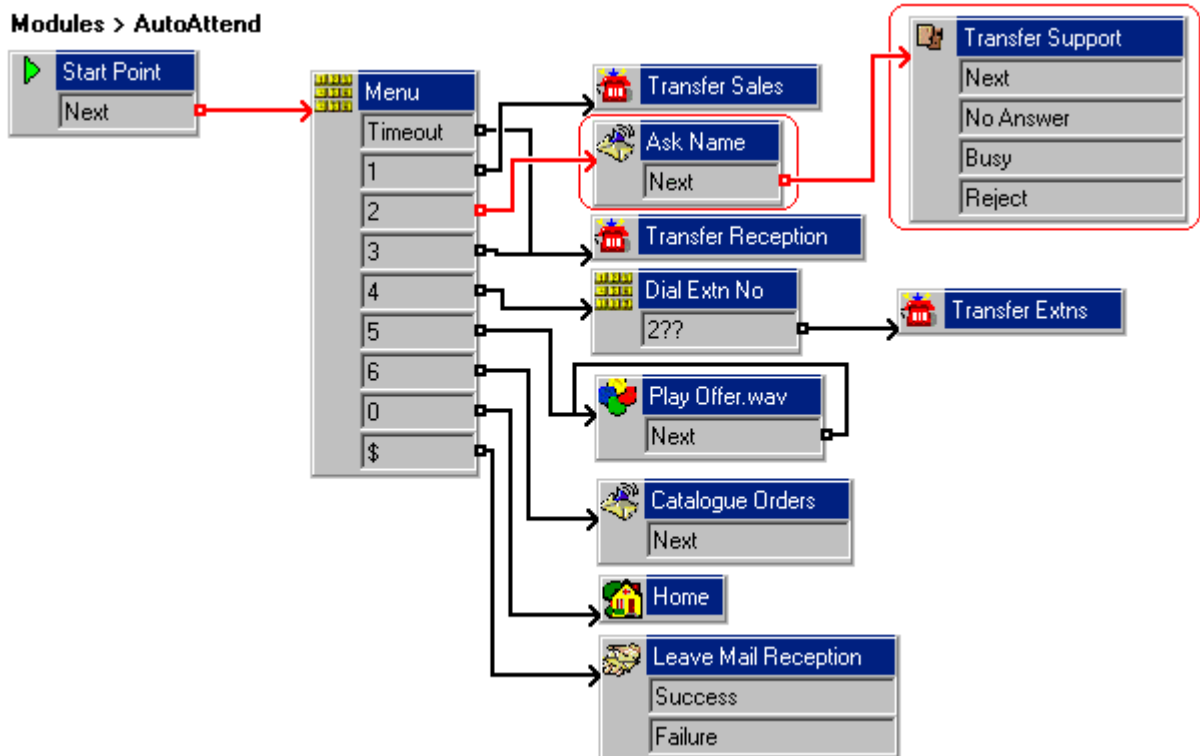
Voicemail Ringback

If you have voicemail ringback switched on, any time you replace your handset, voicemail will ring you to inform you about new messages in your mailbox. If you also have a Source Numbers entry for a hunt group, voicemail ringback is also applied when the group has new messages.

The default shortcodes are *48 for ringback on and *49 for ringback off.

11. Using the Whisper Action

In this exercise we will record a caller's name using a  **Voice Question** action. Then using a  **Whisper** action we 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.



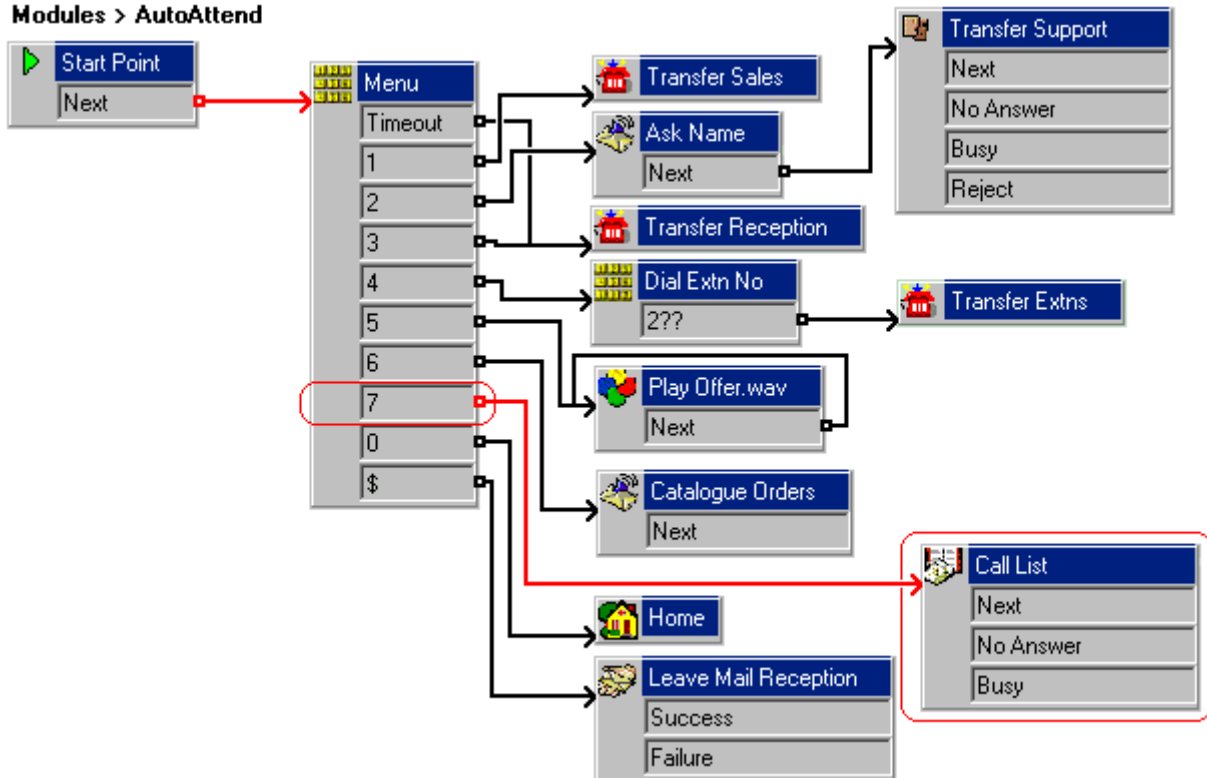
1. In the  **AutoAttend** module delete the  **Transfer Support** action.
2. Add a new  **Voice Question** action and open its properties.
3. Change the **Token Name** to **Ask Name**.
4. In the **Specific** tab use  to add **name.wav** and then  to add a record response time of **10** seconds. Click on **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. 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 we will 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.

12a. Adding the Call List Action

Modules > AutoAttend



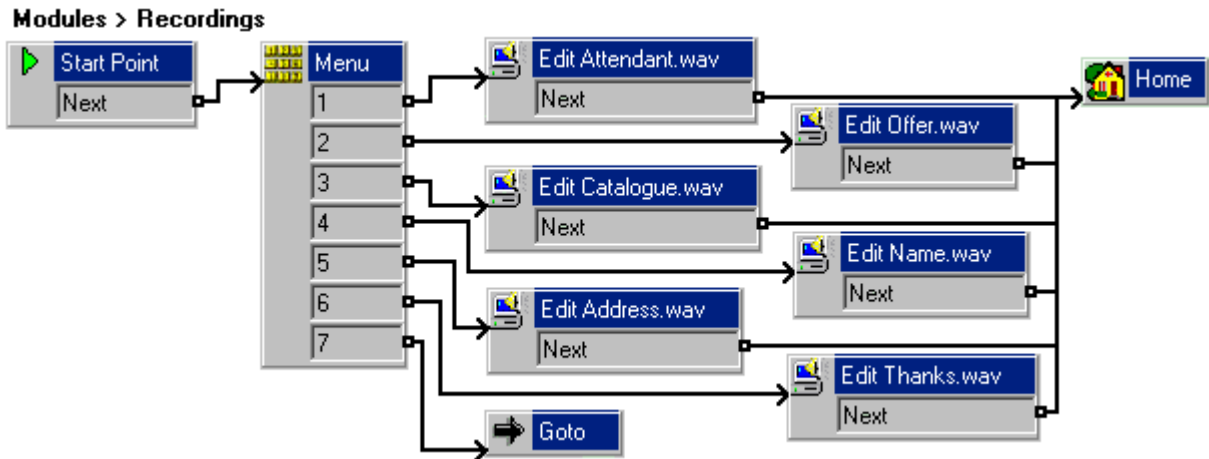
1. In the **AutoAttend** module add touch tone **7** to the **Menu** action.
2. From **Telephony Actions** add a **Call List Action** and open its properties.
 - In the **Specific** tab, in **Transfer to group** enter **Accounts**.
 - Tick the **Prompt User with a List of Group Members** option and select **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.

12b. Recording Names to be used with a Call List Action

In this part of the exercise we 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 rerecord their name.



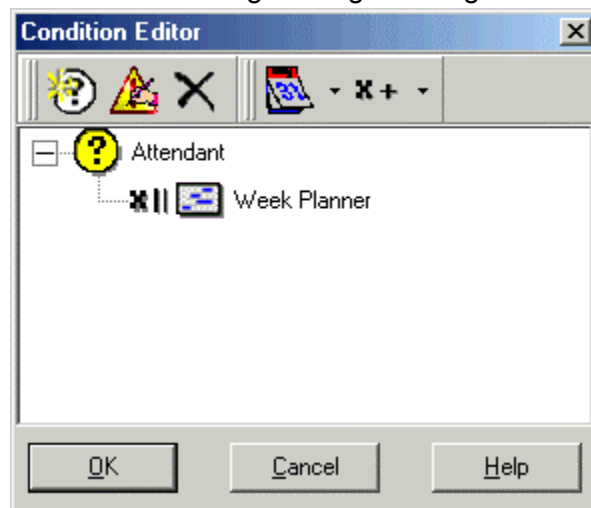
1. In the  **Recordings** module add 7 to the  **Menu** action.
2. From the  **Basic Actions** icon add a  **Goto** action and open its properties.
 - In the **Specific** tab and in **Please select a node to go to** enter **NameWavsTable**. Select **OK**.
3. Connect **7** to the  **Goto** action.
4.  Save and make live.
5. Using the shortcode ***80**, select **7**.
6. When prompted dial **207** and record a name to be associated with that extension, for example: *"Bob Rogers"*.
7. When prompted dial **208** and record a name to be associated with that extension, for example: *"Kate Smith"*.
8. Hang-up the call.
9. Make a test call to the auto-attendant module.
10. Dial **7** to access the  **Call List** action. You should be played the names recorded above together with the associated extension numbers.
11. Dial the extension that you want.

13. Using the Condition Editor

In this exercise we will configure conditions whereby the current auto-attendant is only used 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.

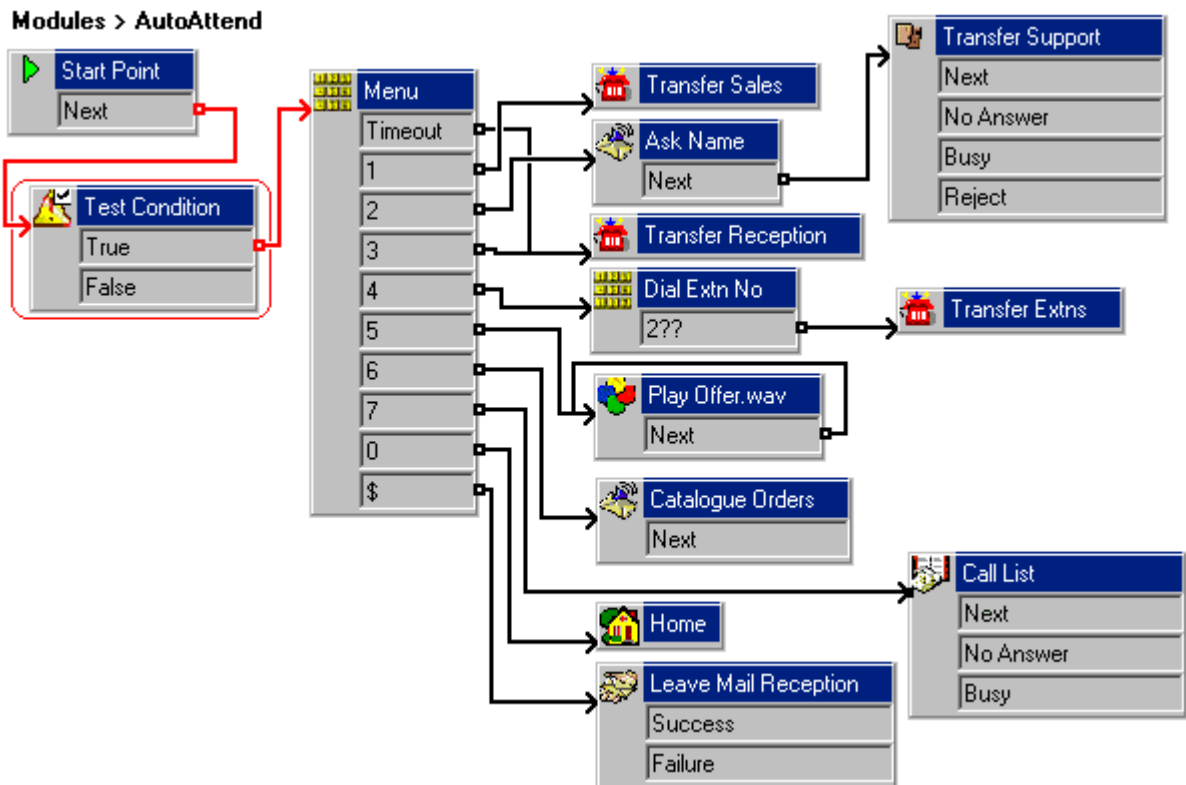
13a. Creating the Attendant Hours Condition

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



13b. Using the Condition

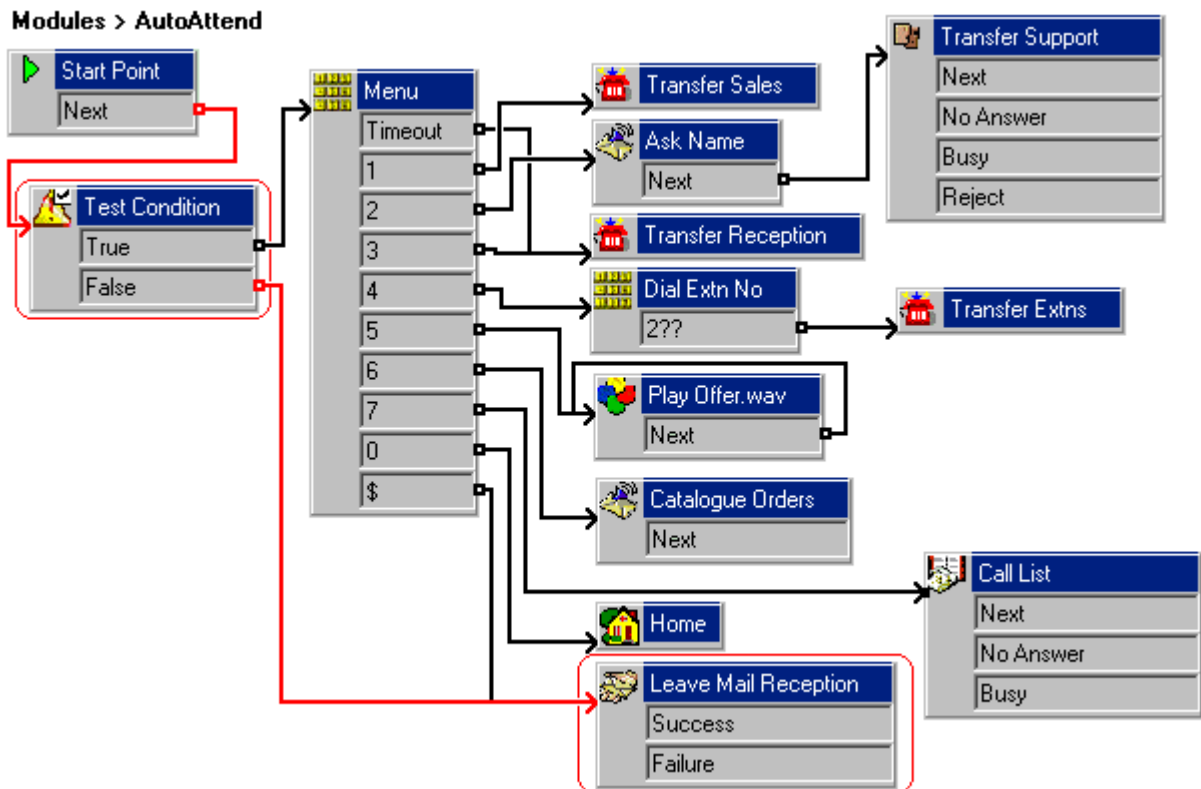
In this part of the exercise we will add the Test Condition action which will check the current state the condition we just created.



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 on 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.

13c. Adding the Out of Hours Service

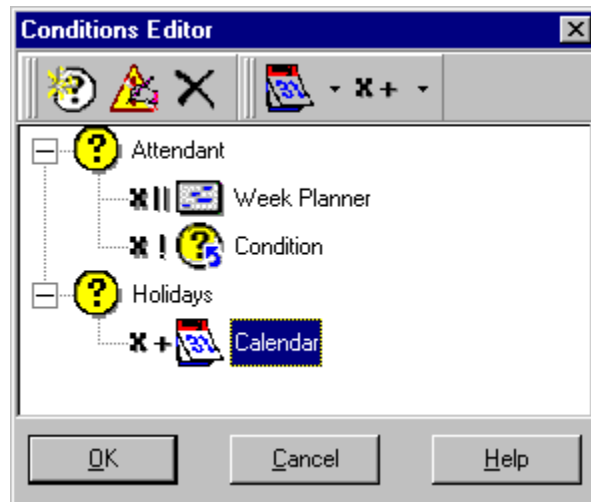
In this part of the exercise we will add actions to be used when a call is made outside of the hours defined by the condition just added.



1. Connect the **False** result under the **Test Condition** action to the **Leave Mail Reception** action.
2. Click on the **Condition Editor** icon. In the **Attendant** condition, double-click on **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.

13d. 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 on the  **Conditions Editor** icon.
2. Click on the  **New Condition** icon.
3. In the **Name** field enter **Holidays** and select **OK**.
4. Click on the list of possible conditions and add a  **Calendar** element to **Holidays**.
5. Double-click on **Calendar**. Double-click on the current date, it should now appear similar to  indicating it as a holiday.
6. Click on the list of possible conditions and add a  **Condition** element to **Attendant**.
7. Double-click on the  **Condition** element and select **Holidays**. Click on **OK**.
8. Click on the logic options and select a  'not' action. Click on 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 on **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 on the  **Conditions Editor** icon and in the Holidays Calendar element double-click on today's date so that it is no longer shown as . Click on **OK**.
14.  Save and make live.
15. Make a test call to the auto-attendant. You should hear the menu greeting.

14. Using User Defined Variables

In this exercise we will 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.

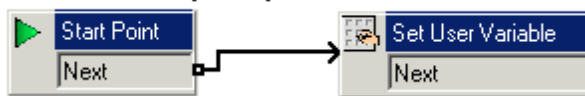
14a. Create a New Variable

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

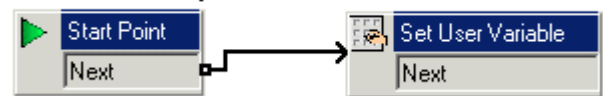
14b. Create Modules to Alter the Variables Value

In this part of the exercise we will create two modules. One for indicating when the reception is open, the other for when the reception is closed.

Modules > ReceptionOpen



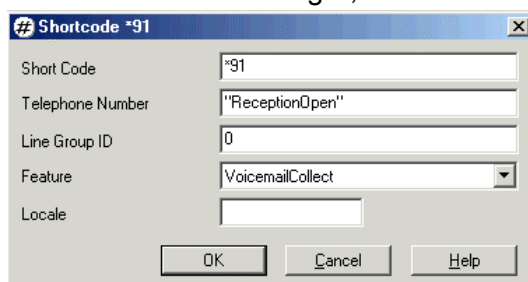
Modules > ReceptionClosed



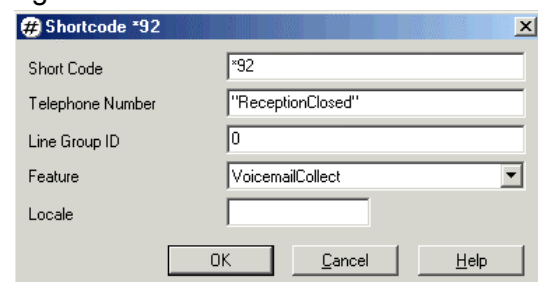
1. Add a new  **Module** called **ReceptionOpen**.
2. From  **Conditions Actions** add a  **Set User Variable** action and open its properties.
 - Add an entry prompt saying "Reception is open".
 - In the **Specific** tab, from the **Assign the following User Variable** list box select **Reception**.
 - 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.

14c. Add Shortcode to Change the Variable Value

1. In Manager, add the following shortcodes:



# Shortcode *91	
Short Code	*91
Telephone Number	"ReceptionOpen"
Line Group ID	0
Feature	VoicemailCollect
Locale	
OK Cancel Help	

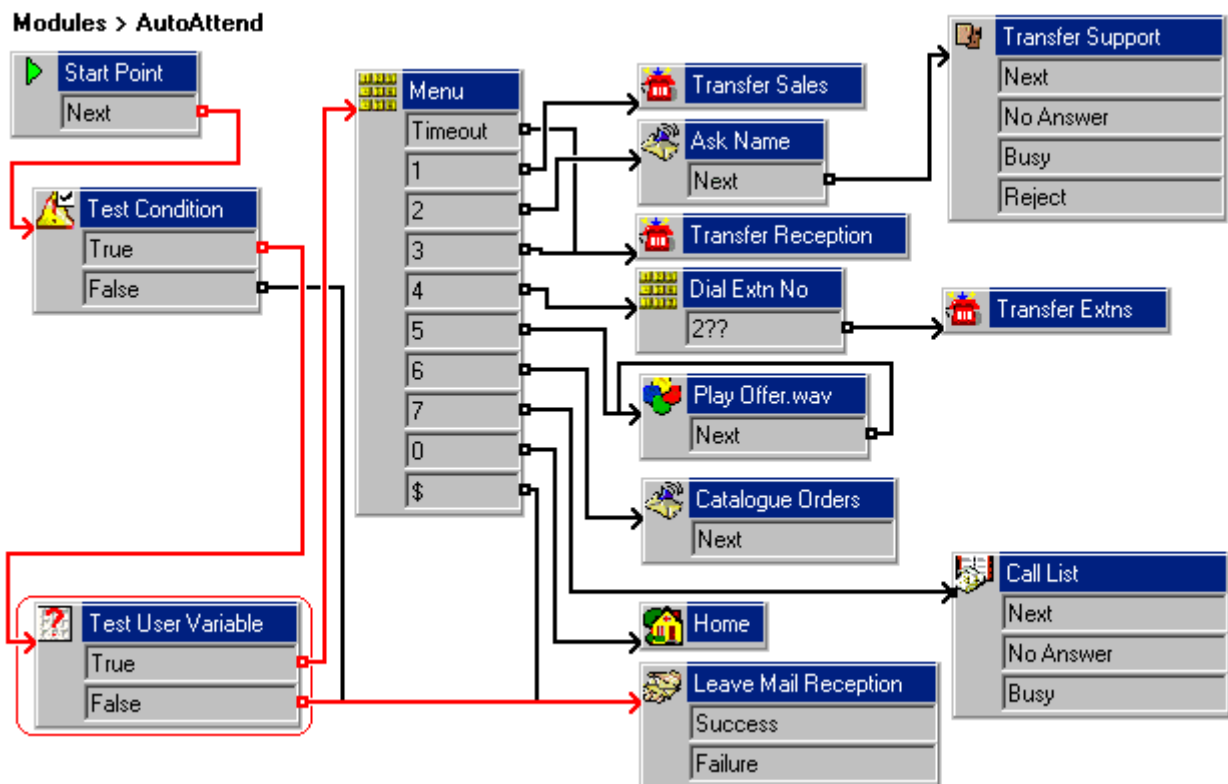


# Shortcode *92	
Short Code	*92
Telephone Number	"ReceptionClosed"
Line Group ID	0
Feature	VoicemailCollect
Locale	
OK Cancel Help	

2. Merge the new shortcodes with the IP Office.

14d. Using the Variable in the Callflow

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



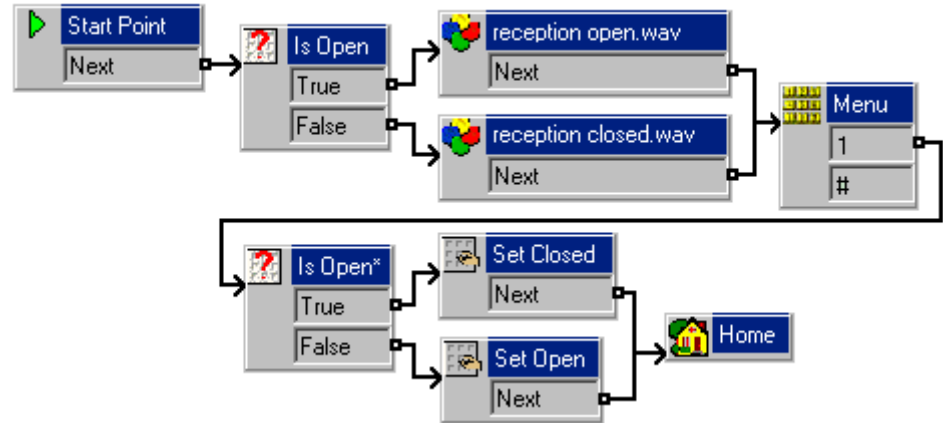
1. In the **AutoAttend** module delete the connection from the **Test Condition**'s **True** result to the **Menu** action.
2. From **Conditions Actions** add a **Test User Variable** Action and open its properties.
 - In the **Specific** tab, from the **This action will return TRUE if the following 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**.

14e. Combining the Controls

In the previous part of these exercise we created two modules, one to set the reception open, one to set the reception closed. To match those we created two shortcodes and so the list of modules and shortcodes continues to expand.

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

Modules > ReceptionState



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** action 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 eConsole application. If that were the case, rather than setting up a shortcode for this new module, one of the eConsole's 10 speed dial buttons could be set to the number **VM:ReceptionOpen**.

Thus by planning we have reduced two modules and two shortcode down to one module and no shortcodes.

15. Module Returns and Reusing Modules

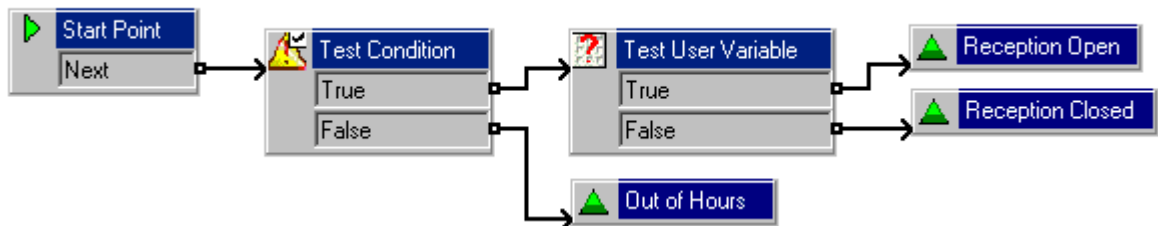
So far we been using modules as a simple way to program the Voicemail Pro. Also since they are portable (they can be exported and imported) they can be tested and shared (ideal for these training exercises).

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

15a. Creating the Module for Reuse

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

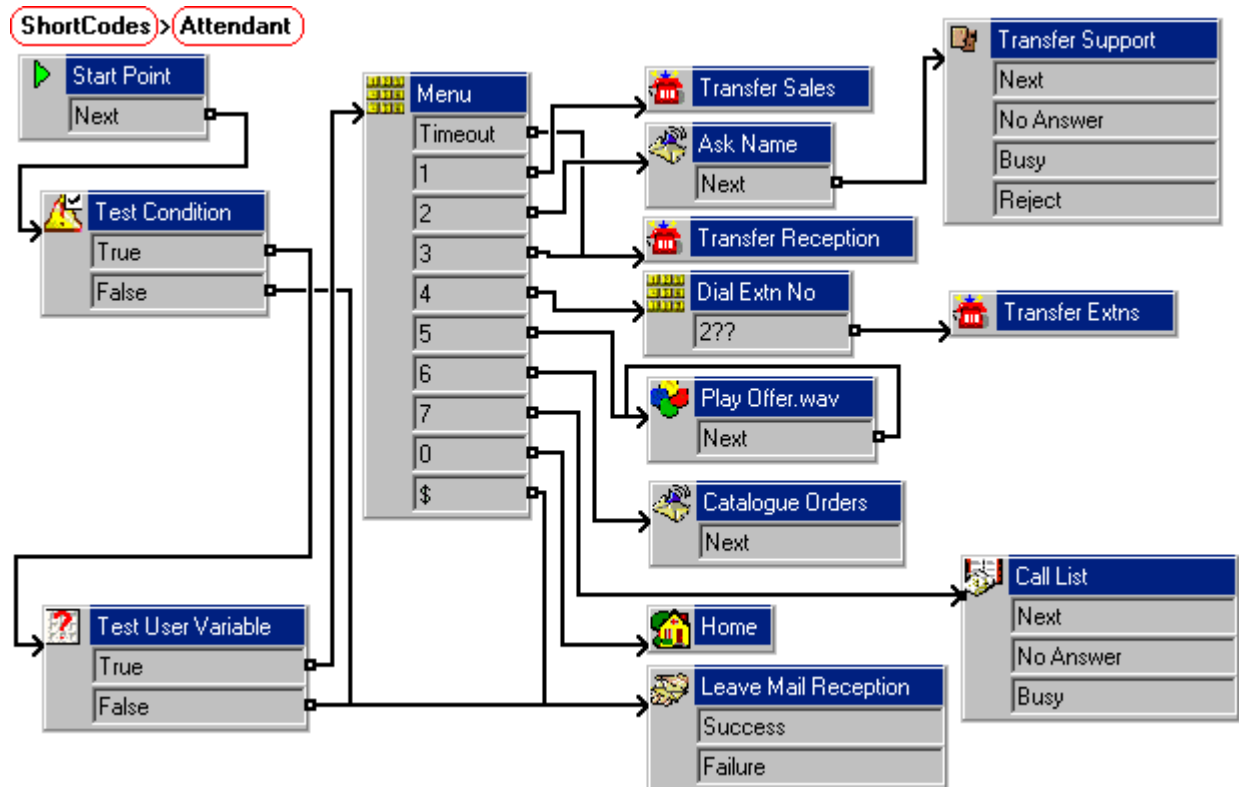
Modules > OpenHours



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 on the list box, select the **Attendant** condition and select **OK**.
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 on 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.

15b. Changing the Attendant to a Shortcode Start Point

Currently our auto-attendant is a module, and one module cannot be reused within another module. So in this part of the exercise we will change our auto-attendant to be a short code start point and show how this can be done without having to rebuild all the actions from scratch.



1. Under **Specific Start Point** right-click on **Short Codes** and select **Add**.
2. Enter the name **Attendant** and click on **OK**.
3. In **Modules** select **AutoAttend**.
4. Holding down the shift key, click on all the actions to select them and on all the connections.
5. Click on the copy icon in the toolbar.
6. Select the new **Attendant** start point in **Short Codes**.
7. Click on the callflow area and then on the paste icon in the toolbar.
8. Use the connection icon to rebuild any connections that were missed.
9. In **Modules** right-click on **AutoAttend** and select **Delete**.
10. Save and make live.

15c. Altering the Call Routing

In this part of the exercise we will alter the call routing in Manager to use the new auto-attendant.

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

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

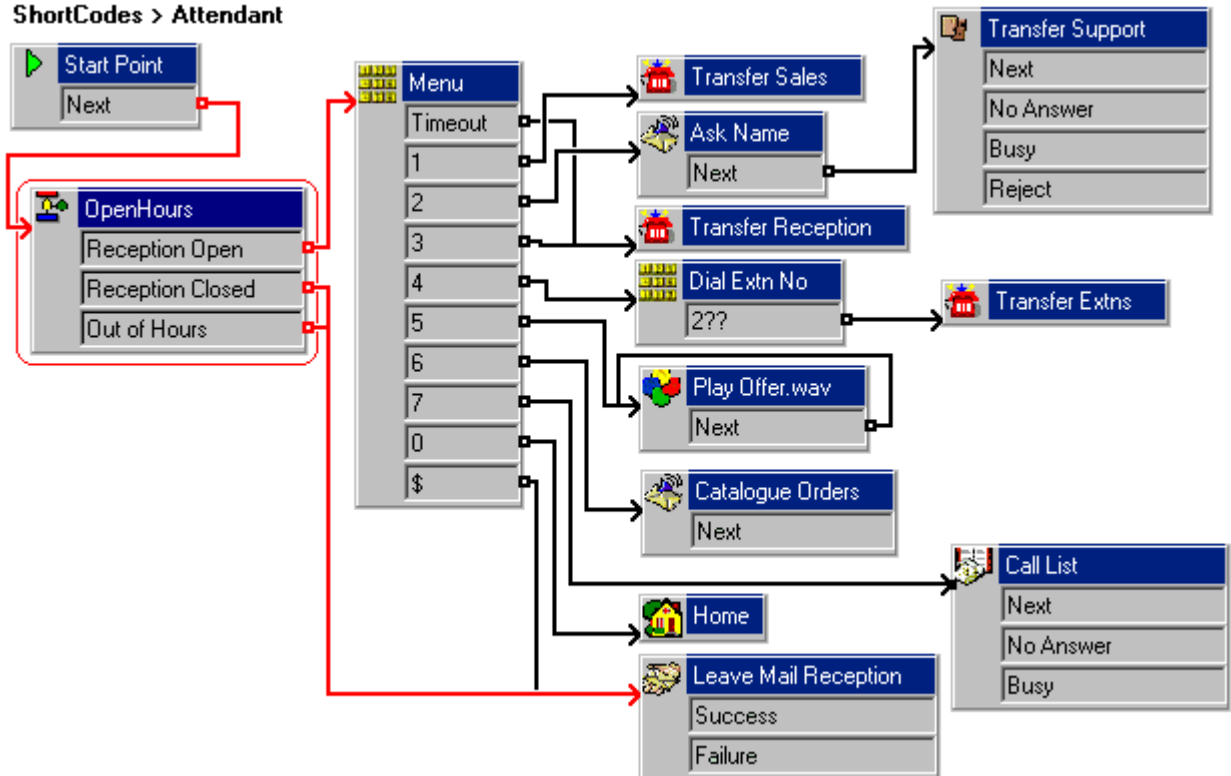
4. In the Incoming Call Route current set to **VM:AutoAttend**, change it now to Attendant. We cannot use **VM:Short Codes.Attendant** in an Incoming Call Route as it exceeds the allowed 15 characters. [We could insert *90 as the destination but this method gives some indication of the function without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

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

15d. Adding the Module

In this part of the exercise we will now add the  **OpenHours** module to the auto-attendant callflow.

ShortCodes > Attendant



1. Under  Short Codes open the  Attendant callflow.
2. Delete the  Test Condition and  Test User Variable actions.
3. From the list of  **Modules** click and drag  **OpenHours** into the callflow.
4. Note how the  **Module Return** actions added to  **OpenHours** appear a results.
5. Connect the  **Start Point** to  **OpenHours**.
6. Connect the **Reception Open** result to the  **Menu** action.
7. Connect the **Reception Closed** and **Out of Hours** results to  **Leave Mail Reception**.
8.  Save and make live.
9. Make a test call to the auto-attendant. You should hear the auto-attendant greeting.

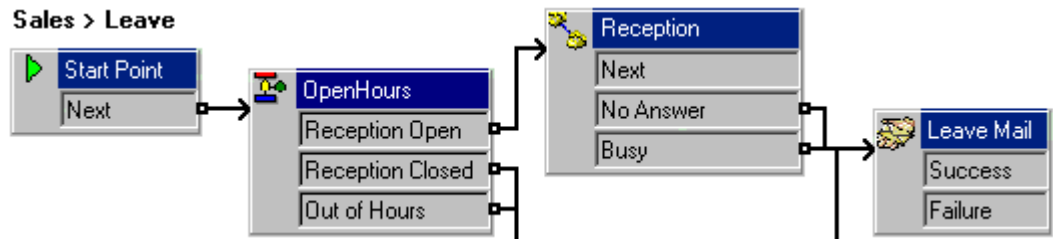
16. Creating a Hunt Group Attendant

Currently callers leaving a message for the Sales hunt group hear the normal leave a message prompts. In this exercise we will customize the callflow presented to these callers

Again we will 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.

16a. Creating the Sales Group Attendant

In this part of the exercise we will create the callflow for callers leaving a message for the Sales group.



1. Under **Specific Start Points**, right-click on **Groups** and select **Add**.
2. Use the drop-down list to select **Sales**.
3. Tick **Leave** and then select **OK**.
4. Click on the **Leave** start point now under **Sales**.
5. From the list of **Modules** click and drag **OpenHours** into the callflow.
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 on **OK**.
7. From **Mailbox Actions** add a **Leave Mail** action and open its properties.
8. Set the **Mailbox** to **Sales**.
9. Save and make live.

16b. Testing the Callflow

In this part of the exercise in order to test the Sales group's mailbox callflow we will switch off the groups queuing.

1. In Manager receive the IP Office's configuration.
2. Click on  Hunt Group to display the list of groups.
3. Double-click on Sales to see its details.
4. Select the **Queueing** tab.
5. Untick the **Queueing On** box and then click **OK**.
6. Note how the group's 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 Sales 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 Manager again switch Queueing for the Sales group back on.

17. Using a Queue Position Action

Currently callers queued for the Sales Group hear the default queued message. In this exercise we replace that message with the callers position in the Sales group's queue.

17a. Adding a Queued Message

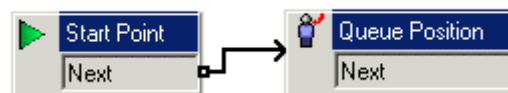
In this part of the exercise we will add the wav file that will be used to replace the default "You are in a queue" greeting.

1. In the  **Recordings** module add a new touch tone and  **Edit Play List Action** that will allow you to record ***sales queue.wav***.
2.  Save and make live.
3. Using the shortcode ***80** record a message similar to the following:
 - "All our Sales team are currently busy. Please hold, you are currently in position..."

17b. Creating the Queued Callflow

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

Sales > Queued



1. Under  **Specific Start Points** for  Groups, right-click on  **Sales** and select **Edit**.
2. Tick **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.  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 we be repeated every 30 seconds.

18. Adding a Queue ETA Action

In this part of the exercise we will use a  **Queue ETA** action to 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.

18a. Adding an ETA Message

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

1. In the  **Recordings** module add a new touch tone and  **Edit Play List** action that will allow you to record ***answered in.wav***.
2.  Save and make live.
3. Using the shortcode ***80** record a message similar to the following:
"...and will be answered in the following number of minutes."

18b. Adding the Queue ETA Action

Sales > Queued



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 to **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.

19. Still Queued

After hearing the queued callflow, callers who still wait eventually hear the still queued message. In this exercise we 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.

19a. Recording a Sales Still Queued Message

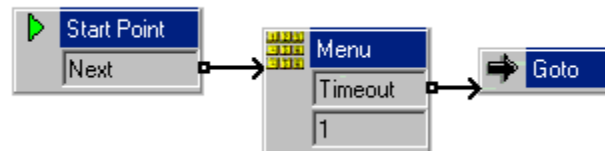
In this part of the exercise we will add the wav file that will be used to replace the default "You are still in a Queue" greeting.

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."

19b. Adding the Still Queued Actions

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

Sales > Still Queued



1. Under **Groups**, right-click on **Sales** and select **Edit**.
2. Add **Still Queued** to the ticked options and click on **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 on **...**
 - 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. 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 don't press **1**. You should be transferred to the actions in the Sales Leave callflow.

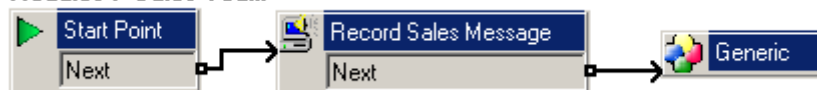
20. Forwarding Messages to Multiple Users

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

20a. Creating the Module to Record and Forward the Message

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

Modules > Sales Team



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.  Save and make live.

20b. Add a Shortcode

In this part of the exercise we will create a shortcode that will access the Sales Team module.

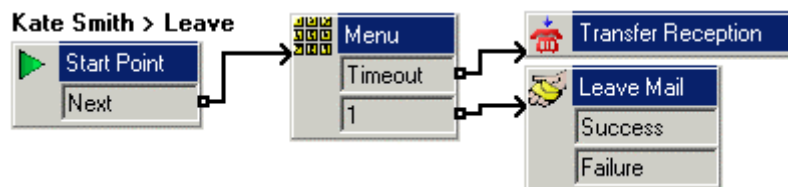
1. In Manager add the following shortcode:

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.

21. Creating an Personal Attendant for a User

In this exercise we will add a User Start Point for callers leaving voicemail for Kate Smith (extension 208). To this callflow we will add a menu of options for callers.

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



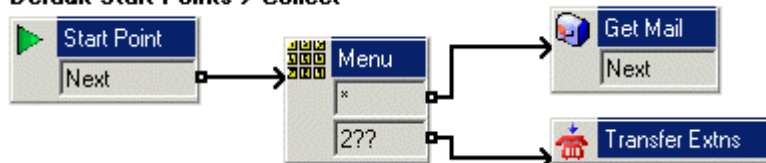
1. Under **Specific Start Points**, right-click on **Users** and select **Add**.
2. Enter **Kate Smith** in the **Name** field.
3. Select the **Leave** entry point and click on **OK**.
4. Click on **Leave** now shown under **Kate Smith**.
5. Create a call flow that will allow a caller to choose whether 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. 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 Smiths voicemail but with the new actions that you have just added.

22. Using a Default Start Point

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

Note that a specific start point for a specific user or group takes preference over a default start point.

Default Start Points > Collect



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

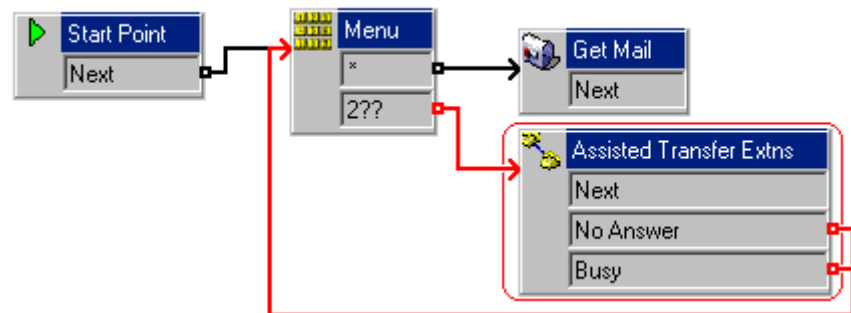
23. Using an Assisted Transfer Action

In this exercise we will replace the  **Transfer** action with an  **Assisted Transfer** action.

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

23a. Adding the Assisted Transfer Action

Default Start Points > Collect

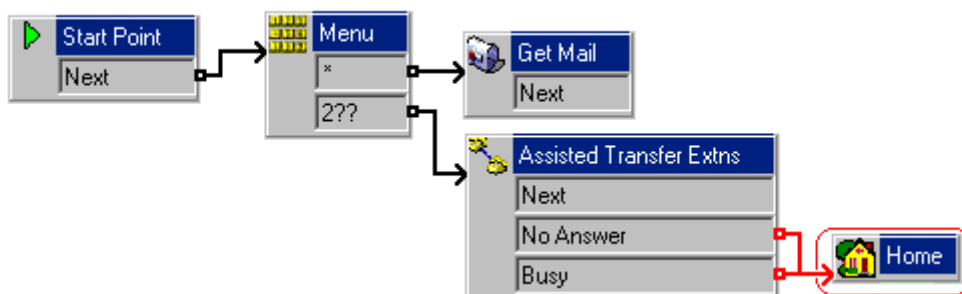


1. Within **Default Start Points>Collect** delete the  **Transfer Extns** action.
2. From  **Telephony Actions** add an  **Assisted Transfer** action and open its properties.
3. Change the **Token Name** to **Assisted Transfer Extns**.
 - In the **Specific** tab, in **Mailbox** enter **\$KEY**.
 - Change the **No Answer Timeout** to 10 seconds, and select **OK**.
4. Connect **???** 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.  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.

23b. Adding a Number Unavailable Prompt

In this part of the exercise we will use  **Home**^{*1} action to both simplify the connections in our callflow and to play a wav file to users when an extension they want is busy or not answered.

Default Start Points > Collect



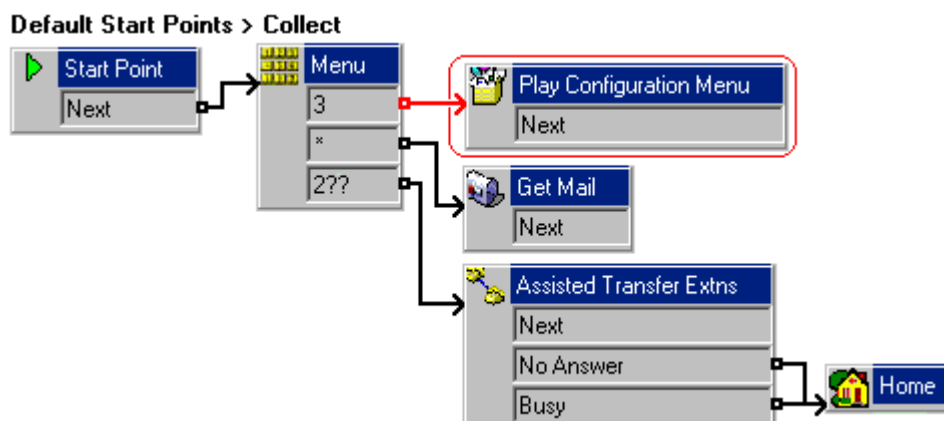
1. In the  **Recordings** module add a new touch tone and  **Edit Play List** action that will allow you to record **unavailable.wav** with a message similar to the following:
 - “Sorry, that extension is currently unavailable. Please make another choice.”
2. In  **Default Start Points**  **Collect** 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 on **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.

Note:

*1 - Currently (Voicemail Pro 1.2.12) the **Home** action does not play **Entry Prompts**. This feature has been requested and will be added in a future release of Voicemail Pro. If your Voicemail Pro does not support the feature, replace the **Home** action with a **Generic** action. Add the **Entry Prompt** and a **Next** result. Connect the result back to the **Menu** action.

24. Using a Play Configuration Menu Action

In this exercise we will add an action to allow users to configure their user options via voicemail. This is beneficial when user's are working remotely.



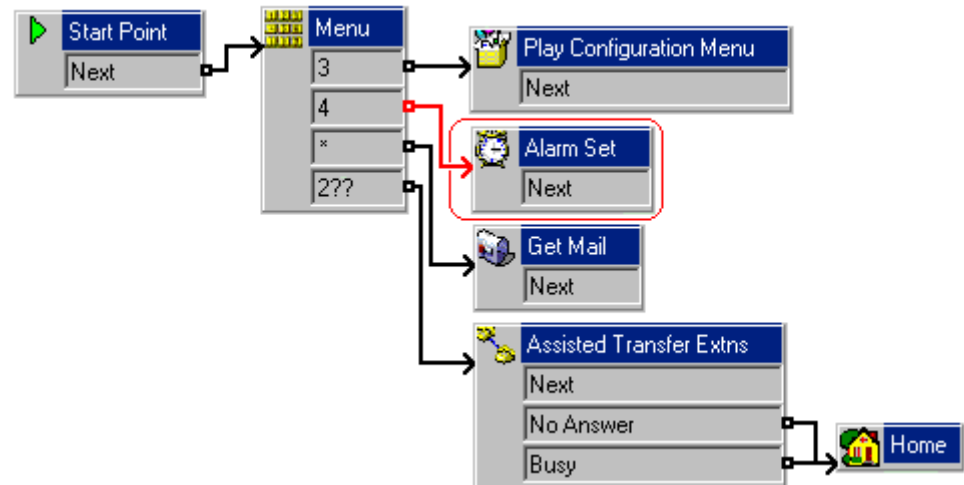
1. Within **Default Start Points>Collect** add touch tone **3** to the **Menu** action.
2. From **Configuration Actions** add a **Play Configuration Menu** action and open its properties.
 - In the **Specific** tab ensure that **Caller's Mailbox** is selected.
3. Connect the **3** to the **Play Configuration Menu** action.
4. 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 then 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.

25. Using the Alarm Set Action

In this exercise we will 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.

Default Start Points > Collect



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.  Save and make live.
5. From an 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.

26. Using a Callback Start Point

In this exercise we will 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 users internal extension number.

NB. To do this Bob Roger's must have a voicemail code configured.

26a. Setting Up the Callback Callflow

Bob Rogers > Callback



1. Under **Specific Start Points**, right-click on **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. Save and make live.

26b. Setting the Callback Number

In this part of the exercise we will enter the number to be rung. This is done through the IP Office Manager configuration.

1. In Manager, open Bob Rogers' **User** configuration form.
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.

27. Using the Clock Action

In this exercise we will add a new module that will give users the time from the Voicemail Server PC.

Modules > Clock



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.  Save and make live.
5. In Manager, add the following system shortcode:

The screenshot shows a window titled '# Shortcode 123'. It contains the following fields and controls:

Short Code	123
Telephone Number	"Clock"
Line Group ID	0
Feature	VoicemailCollect
Locale	

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

28. 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.

28a. Creating the Module

In this example we will create a shortcode 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 callflow start point at another extension (we could have used a Menu action to let the receptionist indicate the extension).

Modules > PostClock



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** click on .
 - Select **Start point or module** and select the **Clock** module created previously. Click on **OK**.
 - In **to extension** enter **207** and select **OK**.
3. Connect the  **Start Point** to the  **Post Dial** action.
4.  Save and make live.
5. In Manager, create a shortcode to access the **PostClock** module.

6. Save and merge the configuration to the IP Office.
7. On any extension other than 207 dial the shortcode created above. You will be informed that the action has been forwarded.
8. Answer extension 207 and you should be played the time.

28b. 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 **Post the following action** field enter:

- **(-)c:\file\mymusic.wav** to play the wav file once or,
- **(L)c:\file\mymusic.wav** to play the wav file in continuous loop.

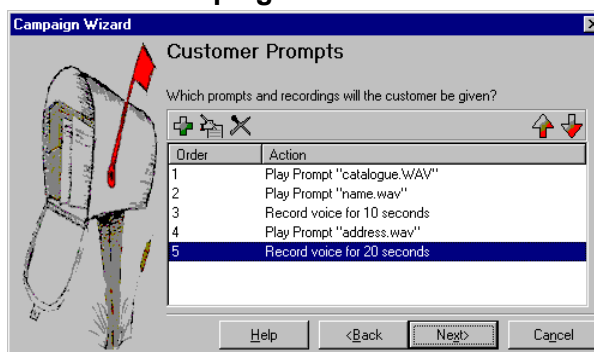
29. Using Campaigns

In this exercise we will 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.

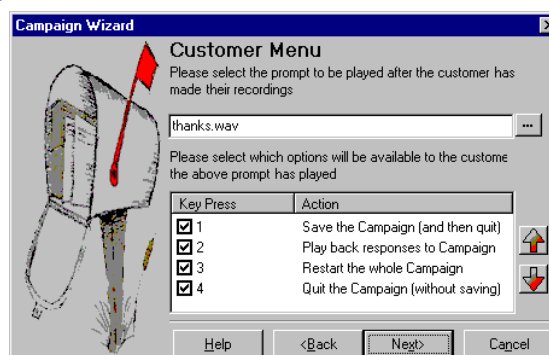
This exercise recreates the catalogue request process previously done using a Voice Question action. It reuses the wav's created for that exercise.

29a. Creating the Campaign

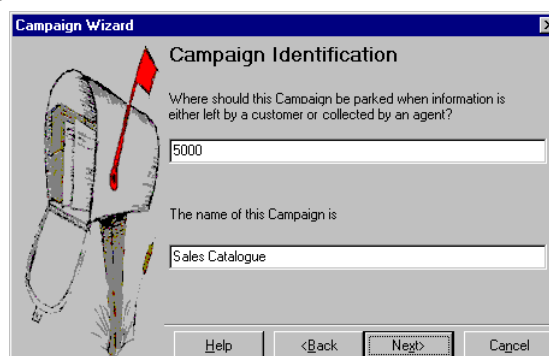
1. Click on the  **Campaign Editor** icon to open the **Campaign Wizard**.
2. Select **Create a new Campaign** and then **Next**.



3. In the **Customer Prompts** screen, click on **+**. In **Play a prompt to the customer** enter **catalogue.wav** and select **OK**.
4. Click on **+** again and in **Play a prompt to the customer** enter **name.wav** and select **OK**.
5. Click on **+** 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.
9. Select **Next**.



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**.

29b. Getting Callers to the Campaign (Part 1)

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

Modules > Catalogues



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.  Save and make live.
5. In Manager add a new shortcode as follows:

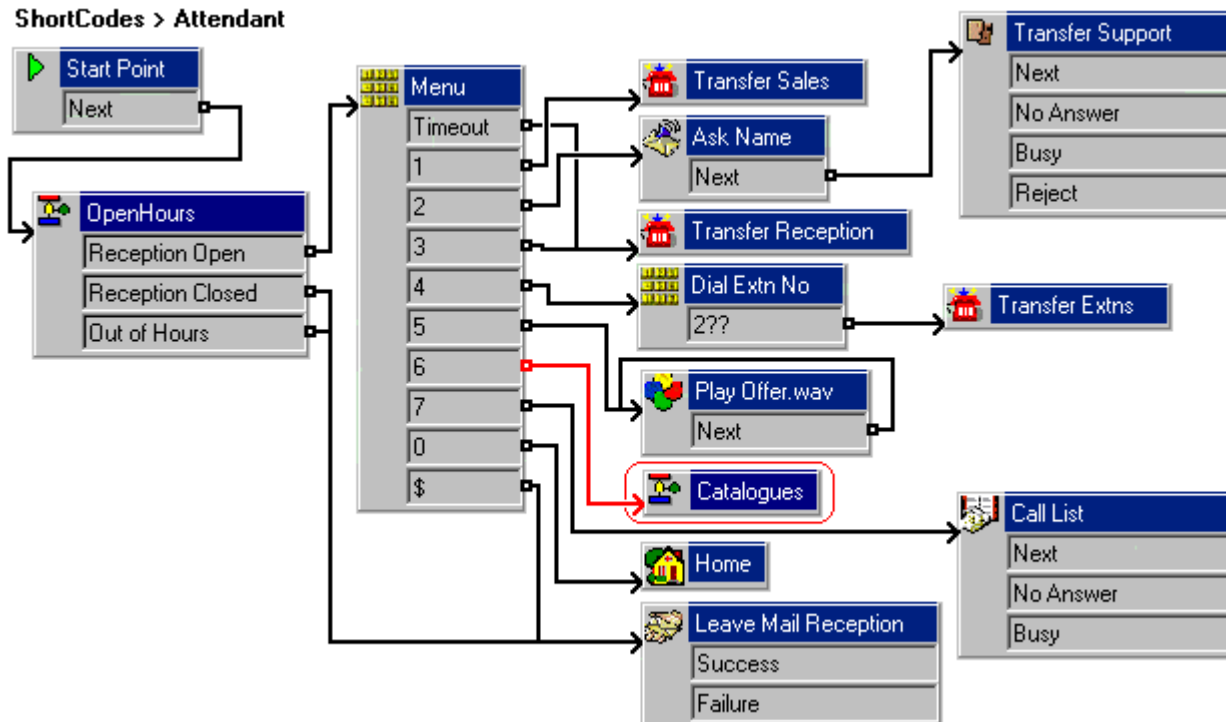
# Shortcode *94	
Short Code	*94
Telephone Number	"Catalogues"
Line Group ID	0
Feature	VoicemailCollect
Locale	
OK Cancel Help	

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.

29c. 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.

ShortCodes > Attendant



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 Manager with **VM:Catalogues** or ***94** as its **Destination**.

29d. Getting Callers to the Campaign (Part 3)

The following shortcode can also be used for direct access:

30. 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.

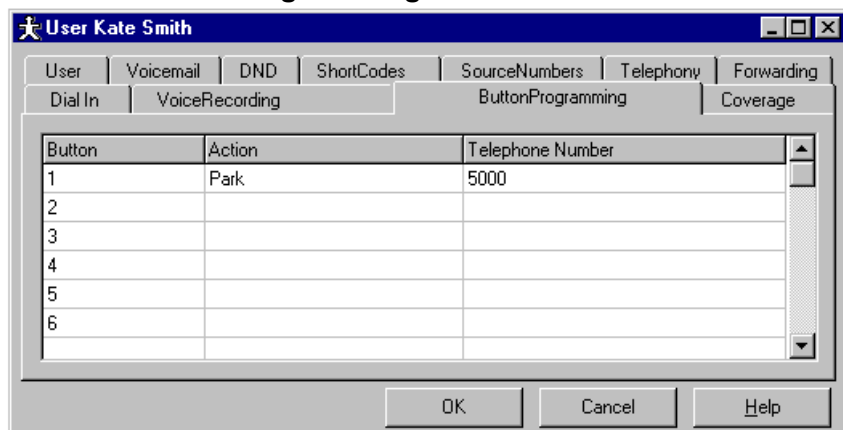
Note: Once you are in the campaign messages the control differ from normal mailbox messages. You can step forward and backward between the individual response in the message.

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.

30b. 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.

1. In Manager, receive the IP Office's configuration.
2. Open the  **User** form for **Kate Smith**.
3. Select the **Button Programming** tab.



Button	Action	Telephone Number
1	Park	5000
2		
3		
4		
5		
6		

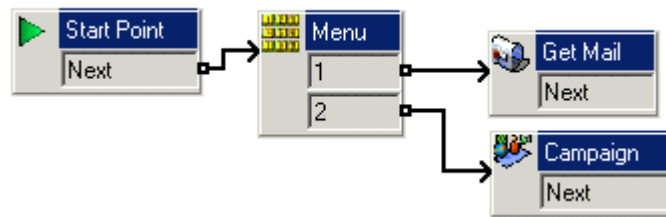
4. Select a free DSS button, click on the **Action** cell and select **Park**.
5. In the **Telephone Number** cell enter the campaign's park slot number, in this example **5000** for our Catalogue Requests campaign.
6. Save the configuration back to the IP Office and reboot.
7. Wait until voicemail services 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 doesn't provide any visual feedback when messages are present.

30a. Using the Campaign Action to Collect Messages

In this part of the exercise we will alter the callflow for collecting Sales group messages so that users can choose to check the campaign messages.

Sales > Collect



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 on **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 on **OK**.
6. Add a **Get Mail** action and open its properties.
 - In the **Specific** tab set the **Mailbox** to **Sales**. Click on **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 on **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.

30c. Using the Web Access

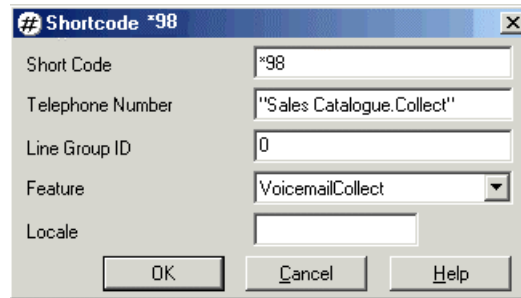
If during installation of Voicemail Pro, the details and root folder location of a voicemail server were entered, then the campaign messages can be processed via web access.

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.

30d. Using a Shortcode

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

1. In Manager, create a system shortcode similar to that below.



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.

Further Reading

The IP Office Job Aids include some which cover topics related or relevant to Voicemail Pro.

These are:

- **001: Centralized Voicemail Pro**
Looks using a single Voicemail Pro server PC to provide voicemail services to multiple IP Offices connected in a Small Community Network.
- **008: Conferencing**
Looks at conferencing options supported by IP Office. Includes an example of using Voicemail Pro call flows to access Conference Rendezvous shortcodes.
- **015: Paging Equipment**
Looks at connecting third-party paging equipment to the IP Office. Includes examples on using the Voicemail Pro to play pre-record announcements.
- **034: Voicemail Language Switching**
Looks at how voicemail determines which language prompts to play to an external caller and to internal users. Shows how the **Select System Prompt Language** action and **\$LOC** variable can be used to change the language within a callflow.
- **044: Using Voicemail Pro Dial by Name**
As the title suggests this document looks at using the Dial by Name action.
- **045: Transferring Callers to Voicemail**
Details the different options that can be used in shortcodes to directly access a particular mailbox or voicemail start point. This include use of **VM:** in programs such as eConsole, eBLF and Phone Manager.

Feedback

We welcome feedback on how these exercises can be improved and expanded. Contact "wgctechpubs@avaya.com".

We are also aware that a number of Voicemail Pro actions and variables were not looked at in these exercises. If you have any ideas on how we could incorporate the following into the exercises we would happily receive your suggestions:

- **Check Digits**
- **Open Door**
- **CLI Routing**
- **Dial by Name**
- **Select System Prompt Language**
- **eMail Action**
- The **\$NAM**, **\$CLI**, **\$RES**, **\$VAR** and **\$SAV** variables.

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