



IP Office

Voicemail Pro

Contents

Voicemail Pro	4	Menu Action	29
Overview.....	4	Goto Action	30
Voicemail Lite Features	4	Disconnect Action	30
Voicemail Pro Components	5	Home Action.....	30
Installing Voicemail Pro	6	Module Return Action.....	30
Pre-Installation Requirements	6	Mailbox Actions	31
Installation Requirements	8	Get Mail Action.....	31
Installation	8	Leave Mail Action.....	31
IP Office Configuration	9	Listen Action.....	31
Using Voicemail Pro	10	Voice Question Action.....	32
The Voicemail Pro Screen.....	10	Campaign Action	32
Starting Voicemail Pro	10	Configuration Actions	33
Toolbar Icons.....	11	Edit Play List Action	33
Start Points	12	Record Name Action	33
Changing User/Group Names	13	Play Configuration Menu Action.....	34
Adding a Start Point	13	Telephony Actions	35
Editing a Start Point.....	13	CLI Routing Action	35
Deleting a Start Point	13	Transfer Action.....	35
Default Start Points.....	14	Whisper Action	36
Actions.....	15	Call List Action	37
Adding an Action	15	Assisted Transfer Action	37
Editing an Action	15	Miscellaneous Actions	38
Deleting an Action	15	eMail Action.....	38
Connections.....	16	Open Door Action.....	38
Adding a Connection	16	Alarm Set Action	38
Deleting a Connection	16	Clock Action	39
Saving and Making Live	17	Post Dial Action.....	39
Importing and Exporting	17	Condition Actions.....	40
Including Other Files.....	18	Test Condition Action	40
Viewing As Text.....	18	Set User Variable Action	40
System Preferences	19	Test User Variable Action	40
Voicemail System Preferences	19	Queue Actions	41
Campaign System Preferences.....	19	Queue ETA Action	41
MAPI System Preferences	19	Queue Position Action.....	41
Using Queued and Still Queued Start Points.....	20	Modules	42
Using a Callback Start Point.....	21	Introduction to Modules	42
User Defined Variables.....	21	Creating a Module	42
System Variables.....	22	Adding a Module to a Start Point.....	42
Wave Editor	23	Importing and Exporting Modules.....	43
Recording Calls	24	Running a Module Directly from a Short Code	43
Actions	25	Running a Module Directly from an External Call	43
Overview of Actions.....	25	Conditions Editor	44
Available Actions	26	Conditions.....	44
Standard Action Tabs	27	Using the Conditions Editor	45
General Tab	27	Starting the Conditions Editor	45
Entry Prompts Tab	27	Adding a Condition	45
Specific Tab	27	Adding Elements to a Conditions	45
Reporting Tab.....	28	Editing Elements and Conditions	46
Results Tab	28	Changing a Condition's Logical Setting.....	46
Start Point Action.....	28	Deleting Elements and Conditions	46
Module Action.....	28	Available Condition Elements.....	47
Basic Actions	29	Calendar.....	47
Generic Action.....	29	Week Planner.....	47

Condition	47
Compare.....	47
Campaigns	48
Introduction to Campaigns.....	48
Campaign Web Access	48
Adding, Modifying & Deleting Campaigns	49
Customer Prompts	49
Customer Menu.....	50
Campaign Identification.....	50
Accessing a Campaign.....	51
Campaign Preferences.....	51
Voice Recording	52
Overview of Voice Recording	52
Mailbox User Controls.....	53
Telephony Operation Mode	53
IP Office Mode.....	54
Intuity Commands.....	55
File Management	56
Files and Folders.....	56
Backing-Up and Restoring Files	56
Glossary of Terms	57
Index	58

Voicemail Pro

Overview

Voicemail Pro is a licenced version of voicemail for IP Office. It builds on Voicemail Lite in a number of ways:

- Support for more than 2 simultaneous voicemail users.
- By default each user and hunt group still receives the standard voicemail feature. However voicemail behaviour can be individually customised.
- Customisation can also be applied to the defaults for all users and hunt groups and to access via custom short codes.
- The maximum recordable length of messages can be changed from the fixed 60 second limit of Voicemail Lite.
- Automatic call recording (Voice Recording) for selected Users, Hunt Groups and CLI's allows the automatic recording of calls. This is setup through the Manager application.
- Campaigns allow a sequence of messages to be played to a caller and the caller's response to those question (spoken and/or telephone key presses) are recorded. The sets of response can then be accessed and action by call agents.
- Integrated Messaging System (IMS) adds sophisticated voicemail to email integration.

Voicemail Lite Features

The Voicemail Pro Server supports all the functionality found in the Voicemail Lite Server, also known as Standard Voicemail. Therefore much of the Voicemail Lite Manual is still applicable to using the Voicemail Pro.

Voicemail Pro Components

Voicemail Pro consist of a number of software components.

The following components are provides on the Voicemail Pro CD:

- **Voicemail Pro Server**
Runs on the Server PC and provide voicemail facilities to the PBX.
 - **Voicemail Pro Service**
On Windows NT4 and 2000 the Voicemail Pro Server can be installed as a Service. This provides greater reliability and resilience.
- **Voicemail Pro**
This is the interface used to configure the Voicemail Pro server. It can be installed on a different PC from the Voicemail pro server PC if required but typically runs on the same PC.
- **IMS Server & Administration Tool**
IMS (Integrated Messaging System) provides voicemail and email integration between the Voicemail Pro Server and Microsoft Exchange. The features it offers are more sophisticated than the basic voicemail email facilities of Voicemail Lite (which are still supported by Voicemail Pro).
 - **IMS Client Package**
If IMS is installed, each user required an IMS client installed on their PC.
- **Campaign Web Component**
If the Voicemail Pro Server PC is also running a web server, web pages can be used to access campaign messages.

The following additional components may be required for certain functions:

- **Web Server (*Xitami, Microsoft IIS or PWS*)**
A web server running on the Voicemail Pro Server PC allows agents to access campaign messages through their web browser. Note that this requires their PC to have multimedia sound facilities. See "Pre-Installation Requirements" on page 6.
- **MAPI Client (*Outlook 97/98/2000, Outlook Express*)**
If the PC onto which the Voicemail Pro Server is installed has a working MAPI compliant email program, then mailbox users can make use of basic voicemail email features. See "Pre-Installation Requirements" on page 6.
- **Exchange Server**
IMS which provides sophisticated voicemail email features require access to a Microsoft Exchange Server.

Installing Voicemail Pro

Pre-Installation Requirements

Check the following requirements before attempting to install Voicemail Pro.

PC

- Windows 9x or higher PC. For maximum reliability Voicemail Pro should be installed as a service on an NT4 or Windows 2000 PC.
 - **Voicemail Only:** Pentium 200 with 128MB RAM.
 - **Voicemail with IMS and/or Campaigns:** Windows NT/2000 Pentium 300 with 256MB RAM.
- The PC must have multimedia sound capabilities for the playing and recording of prompts.
- The server PC must be dedicated to this task and located in a secure area.

Network

The PC should be configured and tested for TCP/IP networking.

- It is preferable that it is on the same network segment as the PBX.
- The PC should have a fixed IP address. Whilst PC's in a DHCP network usually retain the same IP address between reboots this is **not** guaranteed.
 - If the IP Office is acting as a DHCP server, then in default it uses addresses 192.168.42.1 to 192.168.42.200 for DHCP clients. This leaves addresses up to 192.168.42.254 free for devices that require fixed IP addresses.

Disk Space

Full installation requires 310MB of disk space, however you should note that recorded messages consume about 1MB of disk space per minute.

- For a small office, you can expect to require at least 200 minutes of message recording space, ie. 200 MB.
- For a busy environment you can expect to require at least 1,000 minutes of message recording space, ie. 1Gbyte.

Web Server Operation

If web browser access to campaigns is required, one of the following web servers must be installed on the PC **before** Voicemail Pro. Note that both the Microsoft web server products run as services and require Voicemail Pro to also run as a service (ie. an NT or Windows 2000 installation of Voicemail Pro).

- Xitami Web Server
- Microsoft IIS Web Server
- Microsoft Personal Web Server.

Email Connection

If the Voicemail Server PC has a MAPI compliant email client program, that program can be used for voicemail to email functions. Email connectivity should first be tested by sending an email direct from the email client program. This is basic voicemail to email operation and not IMS.

- Outlook 97/98 supports MAPI.
- Outlook Express can be configured to enable MAPI.
- Note: The sending of voicemail .wav files across the network creates a high loading on the network and network servers.

Number of Simultaneous Users

All connections to the voicemail server from the PBX are via the LAN. The maximum number of simultaneous voicemail connections depends on the PBX.

- **IP 401:** Maximum of 2 data channels for Voicemail Pro.
- **IP 403:** Maximum of 10 data channels for Voicemail Pro.
- **IP 406:** Maximum of 20 data channels for Voicemail Pro.
- **IP 412:** Maximum of 30 data channels for Voicemail Pro.
 - Note: The actual number of data channels available for Voicemail Pro is also control by the licences entered through the Manager application.
 - Note: The PBX may support a higher number of data channels. The figure above are the maximum that can be assigned to voicemail operation.
 - Note: Data channels can be used for other purposes which may reduce the number available for voicemail at any time.

Installation Requirements

The following items are required to install Voicemail Pro.

- PC with Manager and necessary passwords, LAN details, etc. to program the telephone system.
- Licence for Voicemail Pro and licences for number of ports required.
- Licence for IMS if being installed.
- Voicemail Pro CD.

Installation

The following process is for a typical Voicemail installation Pro.

- **Note: IMS Installation**
Though this process can install the IMS server software, full details of IMS installation is covered in the IMS Installation & Administration Manual.
1. Ensure that no previous version of Voicemail server is already installed on the PC.
 - After uninstalling any existing voicemail server, always reboot the PC. Uninstalling does not remove any existing messages and greetings.
 2. Run Manager and enter the licences for Voicemail Pro and any additional voicemail ports. If IMS is also being installed enter the licence for IMS also. Upload the new configuration to the telephone system.
 3. Reload the IP Office configuration into Manager and check that the status of the licences have changed to **valid**.
 4. Ensure that the date and time on the server PC are correct. Once installed, the Voicemail Server acts as the time source for the PBX.
 5. Insert the Voicemail Pro CD. The installation wizard will auto-start. Follow the options presented.
 - Do not install any IMS components at this stage. IMS should only be installed once Voicemail Pro has been installed and tested. Refer to the IMS Installation & Administration Manual.
 6. If installing on a Windows NT or Windows 2000 PC, installation of the Voicemail Pro Service is highly recommended. If this was not done, then add a shortcut to the **vmprov5.exe** file to the PC StartUp folder.
 7. If upgrading from an existing Voicemail Lite, the Voicemail Lite message, name and greeting folders can be manually copied to the Voicemail Pro folders.
 8. Restart the PC. You can now proceed with configuring the telephone system to use the Voicemail Pro server, see "IP Office Configuration" on page 9.
 9. Further configuration and operation of individual user and hunt group voicemail settings is the same as for Voicemail Lite. Refer to the Voicemail Lite Manual.

IP Office Configuration

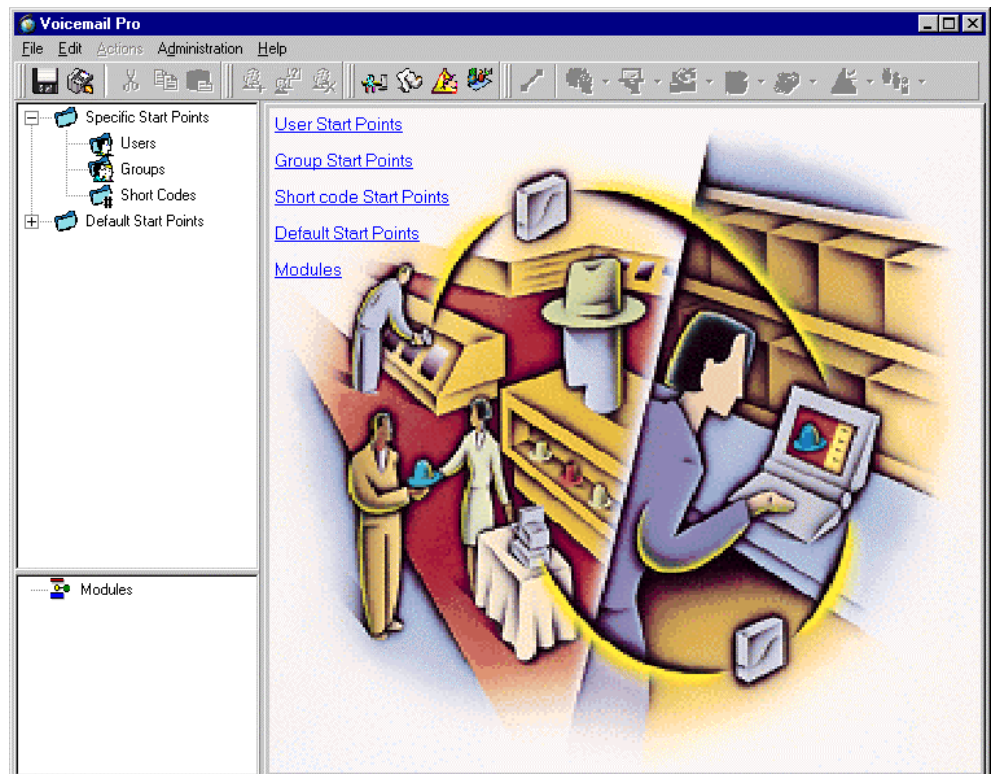
The IP Office must be configured to recognise which PC is acting as its Voicemail Server. The IP Office is configured via the Manager application and these settings can be found in the **Voicemail** tab of the **System** configuration form.

1. Start the Manager program and load the system's current configuration.
2. Select **System** and then the **Voicemail** tab. Check the following settings:
 - **Voicemail Type:**
Select **PC** for Voicemail Lite operation.
 - **Voicemail Destination:**
Not used for Voicemail Lite.
 - **Voicemail IP Address :**
Enter the IP address of the PC on which the Voicemail Server is running. This may be set to 255.255.255.255 (a broadcast address) if there is only one Voicemail Server on the network.
 - **Voicemail Password/Confirm Password :**
If a password is entered here, it must be match the password entered in Voicemail Pro through the System Preferences menu, see "System Preferences" on page 19.
3. In the **Telephony** tab, check that the **Default No Answer Time** is greater than 7 seconds.
4. Save the new configuration and then upload it to the IP Office.

Using Voicemail Pro

The Voicemail Pro Screen

Voicemail Pro is a windows interface used to program the Voicemail Pro Server.



- The toolbar across the top of the screen provides access to a range of icons. See "Toolbar Icons" on page 11.
- The top left-hand panel contains an expandable/contractible list of customisable voicemail start points. See "Start Points" on page 12.
- The bottom left-hand panel contains a library of voicemail modules. See "Modules" on page 42.
- The right-hand panel contains information relevant to whatever is currently selected in the either of the left-hand panels.

Starting Voicemail Pro

From the **Start** menu, select **Programs**. Select **IP Office** and the **Voicemail Pro**.




















When Voicemail Pro is started it loads the file **Vmdata.mdb**. This is a database file containing Voicemail Pro settings.

Once this file has been edited, to be used by a Voicemail Server it must be saved as a .vmp type file. See "Saving and Making Live" on page 17.

Voicemail Pro also has controls that allow you to export or import all or part of the database. See "Importing and Exporting" on page 17.

Toolbar Icons


The Voicemail Pro screen provides the following icons. Note that these may be greyed out according to which area of the Voicemail pro screen is currently active.













- **Save as:** See "Saving and Making Live" on page 17.
-  **Save & Make Live:** See "Saving and Making Live" on page 17.
-  **Cut:** Removes currently highlighted text and copies it to the Windows clipboard.
-  **Copy:** Copies currently highlighted text to the Windows clipboard.
-  **Paste:** Pastes the contents of the Windows clipboard to the current cursor position if appropriate.
-  **Add Start Point:** See "Adding a Start Point" on page 13.
-  **Edit Start Point:** See "Editing a Start Point" on page 13.
-  **Delete Start Point:** See "Deleting a Start Point" on page 13.
-  **Preferences:** See "System Preferences" on page 19.
-  **User Defined Variables:** See "User Defined Variables" on page 21.
-  **Conditions Editor:** See "Conditions Editor" on page 44.
-  **Campaigns:** See "Campaigns" on page 48.
-  **Connection:** See "Connections" on page 16.
-  **Basic Actions:** See "Basic Actions" on page 29.
-  **Mailbox Actions:** See "Mailbox Actions" on page 31.
-  **Configuration Actions:** See "Configuration Actions" on page 33.
-  **Telephony Actions:** See "Telephony Actions" on page 35.
-  **Miscellaneous Actions:** See "Miscellaneous Actions" on page 38.
-  **Condition Actions:** See "Condition Actions" on page 40.
-  **Queue Actions:** See "Queue Actions" on page 41.


Start Points


Voicemail Pro consists of a number of start points. When the Voicemail Server receives a call, it looks for a matching start point and if it finds one it then provides a series of actions linked to that start point. If no match is found then it provides standard voicemail functions to the call.

The left-hand panel contains an expandable and collapsible list of start points. These can be start points for individual users, hunt groups, shorts code and defaults start points.

 **Specific Start Points:** This folder contains the start points for users, groups and short codes.

-  **Users:** This folder contains start points setup for individual users.
 -  This is the start points for an individual user. It can be expanded to show the different start points set up for the user.
 -  **Collect:** Used when the user rings voicemail.
 -  **Leave:** Used for calls to the user that are redirected to voicemail
 -  **Callback:** Used when voicemail rings a user to inform them of messages in the user's mailbox, see "Using a Callback " on page 21.
-  **Groups:** This folder contains start points setup for hunt groups.
 -  This is the start point for a particular group. It can be expanded to show the different start points setup for the group.
 -  **Collect:** Used when someone accesses the group's mailbox.
 -  **Leave:** Used for calls to the hunt group that are redirected to voicemail.
 -  **Queued & Still Queued:** See "Using Queued and Still Queued Start Points" on page 20.
-  **Short Codes:** This folder contains any start points setup for particular short codes.
 -  An individual short code on the IP Office. Note that this requires a special Short Code to be setup, see "Adding a Start Point" on page 13.

 **Default Start Points:** Rather than set up individual start points for every user and group, you can also program actions against the default start points. These will then be used for all calls received by the Voicemail Server that don't match a specific start point. See "Default Start Points" on page 14.


 **Modules:** Modules are reusable sets of actions. They allow you to create a sequence of actions that you can then use within any other start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow. See "Modules" on page 42.

Changing User/Group Names

Note that the voicemail server creates mailboxes based on the user and group names entered in Manager. Whenever either the voicemail server or the Control Unit restart, new mailboxes are created for any new names found.

This means that for any user or group, if their name is changed, they will no longer be associated with their former mailbox and any associated start points.

Adding a Start Point


1. Either click on **Users**, **Groups** or **Short Codes** and then , or right-click the mouse on **Users**, **Groups** or **Short Codes** and select **Add**.
2. Select the name that matches the user name of the user or group on the telephone system or enter the short code (see additional short code note below).
3. For users and groups you can also select the types of start points that you want to added. Tick the boxes for the user or group start points required.

- **Short Code Start Points**


Short code start points require the Telephone Number entry of the matching short code in the Manager application to be set up in a particular way. For example, if a Start Point for short code *88 is setup, the settings for short code *88 in the Manager application must be as follows:

- **Short Code:** *88
- **Telephone Number:** "#ShortCodes.*88"
- **Feature:** VoicemailCollect

Editing a Start Point





1. In the left-hand panel, either click on the start point to edit and then on  or right-click on the start point and then select **Edit**.
2. You can now edit the name and for users and groups you can change the entry points. Note that deselecting an existing entry point will delete all existing actions associated with it.

Deleting a Start Point

1. In the left-hand panel, either click on the start point to delete and then on  or right-click on the start point and then select **Delete**.

Default Start Points

The default start points can be used to create a sequence of actions that will be applied to all suitable calls unless a specific start point exists

-  **Collect:**
Used when a caller attempts to access a mailbox.
-  **Leave:**
Used when a caller is redirected to voicemail.
-  **Callback:**
Used when the voicemail calls a user to inform them about messages in a mailbox. See "Using a Callback " on page 21.
-  **Queued & Still Queued:**
Used for callers queuing for a hunt group. See "Using Queued and Still Queued Start Points" on page 20.

When a default start point is used, the following actions will automatically recognise who the presumed user is and access the matching mailbox for that user (unless the action specifies another mailbox):

- **Get Mail Action**
- **Leave Mail Action**
- **Play Configuration Menu**
- **Listen Action**
- **Record Name Action**
- **Edit Play List Action**

The following actions will automatically recognise who the presumed user is and then use that user's Voicemail Reception settings (unless the action specifies another mailbox):

- **Transfer Action**
- **Assisted Transfer Action**
- **Whisper Action**

Actions

Once a start point has been created, you can add actions to it and create connections between the actions. The sequence of actions associated with a start point is shown in the right-hand panel when you click on the start point.

- **Results & Connections:**

Each action can have a number of results (true, false, no answer, busy). The types of results depend of the type of action, most actions having just a 'Next' result. Each result can be used as a connection point to another action, see Connections.

- **Modules:**

A set of actions and connections can be combined and reused as a module, see "Modules" on page 42.

- **Available Actions:**

For a list of actions and their function see "Actions" on page 25.

Adding an Action

1. If necessary select the start point you to which you want to add an action and then click on the right-hand panel.
2. Either:
 - From the menu bar select **Action**, then the action type required and then the action required.
 - From the toolbar, click on the icon for the action type required and then on the action required.
3. The cursor changes to show that you have selected an action to add.
4. Click on the point in the right-hand panel where you want the action added.
5. You can now edit the action and add connections to the action.

Editing an Action

1. Either double-click on the action in the right-hand panel or right-click on the it and select **Properties**.
2. The action's properties appear as a number of tabs. See "Standard Action Tabs" on page 27.

Deleting an Action

1. Click on the action to delete.
2. Either select **Edit** and then **Delete** or right-click and then select **Delete**.

Connections


To use the actions added to a start point they must be connected. The sequence of the connections determines how the call is then routed through voicemail.

Each action can have a number of results (**True**, **False**, **No Answer**, **Busy**). The types of results depend of the type of action:

- Most actions just have a **Next** result, ie. a single connection to the next action.
- Other actions may have two results, eg. **True** or **False**, depending on some check performed by the action. Each of these results represent a connection point for different following actions.
- Some actions may have multiple results. For example the **Assisted Transfer** action has results for **Next**, **No Answer**, **Busy** and **No Answer Timeout**. Each of these results represent a connection point for different following actions.

- Results for which a connection to a following action has not been set either disconnect the call or, if it came from a hunt group queue, transfer it back to the queue.
- Within modules, all connection should end in another action or in a Module Return action.

Adding a Connection

1. Click on the  icon. Click and drag the cursor from the action you want at the start of the connection to the action you want at the end of the connection.
2. If the start action have several results, ensure that you drag the cursor from the result required.



Deleting a Connection

Note: Deleting an action will also delete any connections attached to that action.

1. Click on the connection to delete. It should display as red.
2. Either select **Edit** and then **Delete** or right-click and then select **Delete**.

Saving and Making Live

The settings edited by Voicemail Pro are stored in a database file (**Vmdata.mdb**). In order to be used by the Voicemail Server they must be saved as a **Root.vmp** in the voicemail server folder.

-  **Save as:**
Saves the database as a **.vmp** file with the name you specify. That file can then be copied to other systems.
-  **Save & Make Live:**
Saves the settings as **Root.vmp** in the voicemail server folder. The folder location is set through Preferences, see "Voicemail System Preferences" on page 19.

Importing and Exporting

The **File | Import or Export** command allows you to import or export a whole set of Voicemail Pro settings or just individual modules.

This process involves two types of file. A database file (**.mdb**) contains a full set of Voicemail Pro settings. A module file (**.mod**) contains one or several modules.

When exporting modules to a module file, you will be prompted to select which module to export. Similarly when importing modules from a module file you will again be prompt for which modules to import. Note that if a module of the same name already exist that module will be overwritten.

When importing a database file, the whole of the existing database is overwritten. However a backup copy of the original database is saved the folder **DB Backup** first.

- **Note:** Importing and exporting does not include prompts. If required by the file exported or imported then these must be moved as separate items.

Including Other Files


In some special circumstances it may be necessary to include the settings of an existing .vmp file into the Voicemail Pro settings. This is done using the **File | Include** option. After changing the included file settings ensure that you select **Update**.

- **Note:** If included files are used, the Voicemail Pro database contains only a pointer to the name and location of the files and not the actual files. Therefore the included file should not be moved or renamed. We strongly recommend that any file to be included is placed in the same folder as **Root.vmp** before being included.

Viewing As Text

The **File | View as Text** option displays the Voicemail Pro Modules and Start Points as a text file. This may be necessary for support calls and diagnostics.

System Preferences

Pressing **F9** or clicking on the  icon displays the **System Preferences** menu.

Voicemail System Preferences

- **Voicemail Password:**
This must match the Voicemail Password configured on the PBX.
- **Voicemail Server Directory:**
Indicates the location of the voicemail server program. This is the directory to which the file *Root.vmp* is saved when the **Save & Make Live** command is used.
- **Voicemail Server Speech Directory:**
Indicates the location of the directory containing the libraries of speech prompt.
- **Max. Message Time:**
Sets the maximum length in seconds of any message.
- **Default Telephony Interface:**
Controls how the mailbox access appears to users. Can be switched between IP Office and Intuity. Note that Intuity operation is not available in all languages. See "Telephony Operation Mode" on page 53.
- **Play Advice on Call Recording:**
Used with recording live calls. When enabled, this feature plays a message to callers advising them that their call is being recorded. See "Voice Recording" on page 52.

Campaign System Preferences

This tab is used to indicate where campaign information and messages should be stored.

- **Remote Campaign Directory:**
Use this field to browse for the directory in which campaign files should be stored.

MAPI System Preferences

If the voicemail server is running on a PC that has a MAPI client program installed, then the voicemail server is able to use that client to provide email services. If the network manager requires a particular MAPI profile to be used then that is set through this tab.

- **MAPI Profile:**
Allows the voicemail server to sign on to MAPI using a particular profile name if necessary.
- **MAPI Password:**
This is the password for the specified profile.

Using Queued and Still Queued Start Points

The voicemail server can support the use of group queuing through the **Queued** and **Still Queued** start points for calls to a group.

To do this the group must first have queuing enabled. Within the Manager application queuing is set through the Hunt Group's **Queuing** tab.

- **Queuing On:**
Switches use of queuing on.
- **Queuing Limit:**
Sets the number of calls that can be in the queue at any time. Additional calls will go direct to the hunt groups mailbox (or its Leave start point if that has been configured).
- **Queue Ring Time:**
Defines the time in seconds before the caller is placed in the queue. The default is 10 seconds.

When a call arrives for a group that has queuing in operation the following events take place:


- The caller hears ringing for the Queue Ring Time period, they are then passed to the groups **Queued** start point on the voicemail server and follow any actions set there.
- If the caller remains in the queue after this, they hear hold music (if installed on the PBX, otherwise they hear ringing) for the next 20 seconds.
- The caller is then passed to the groups **Still Queued** start point on the voicemail server.
- If the caller remains in the queue after this, they hear hold music or ringing again for 20 seconds and the are passed to the **Queued** start point again. The system continues to alternate between the **Queued** and **Still Queued** start points.

Using a Callback Start Point

Users can have notification of new messages in their mailbox sent to a number a number of their choice (this is a different function from Voicemail Ringback which will ring their own extension when next used). The number is set by entering it, preceded by a **P**, in the user's **Source Numbers** tab in the Manager application.

For this setting to be used, either the Default Callback start point or the User Callback start point must be setup with the actions required.

User Defined Variables

Pressing **F8** or clicking on the  icon display the **User Defined Variables** menu.

You can create user variables, the value of which can be set through the **Set User Variable** action. See "Set User Variable Action" on page 40.

The sequence of actions presented to a call can also be branched according to the value of the variable using a **Test User Variable action**. See "Test User Variable Action" on page 40.

Example:

- Using the **User Defined Variables** menu, create a variable called **reception**.
- Create a short code start point that connects to a **Set User Variable** action that sets the variable **reception** to **open**. Create another short code start point to set **reception** to **closed**. Create the matching short codes on the telephone system.
- For calls using another start point, you can now use the **Test User Variable** action to test whether the value of **reception** is **open**. The action has **true** and **false** results which you can link to the appropriate following actions, eg. transferring calls to the reception desk or to a mailbox.

System Variables


A number of system variables exist which can be used to perform tasks. For example, \$NAM can be used to speak the users name within an actions entry prompt. The system variables can also be checked by Compare element in a conditions and thus branch the call flow according variables value, see "Modules" on page 42.

- **\$NAM**
Holds that name of the user (blank for short codes).
- **\$CLI**
Holds the CLI of the caller.
- **\$RES**
Holds the results of an action. For example a Generic action could be used to specify a result of "Fred". The \$RES variable received by the following action would then hold the value "Fred".
- **\$VAR**
A general variable which can hold amongst other things DTMF key sequences.
- **\$KEY**
Holds the last DTMF key series entered.
- **\$SAV**
Holds the last saved result. This can be entered using the following entry in a Generic action, **Save:<value>**, for example **Save:\$KEY** or **Save:1234**.

Wave Editor

The Wave Editor is used Voicemail Pro to select, record and play prompts. It can be used to select existing prompts or to record new prompts.

- **To select a prompt:**

Enter the name of the prompt or use the  button to browse to the required file. Useful files are:

- **en\MC_00** - Plays a bleep.
- **en\MC_01** - Plays 1 second of silence.
- Entering **1234.wav** will play "one two three four" (unless a file called 1234.wav has been recorded).

- **To record a new prompt:**

Enter the name required for the prompt file. Then use the recording controls to record/re-record the prompt.

- **Using system variables:**

Some system variable can be played as prompts. For example,

- **\$NAM** - Plays the user name.
- **\$CLI** - Speaks the caller's CLI.
- **\$RES** - Plays the current result if it is a .wav file.
- **\$VAR** - Plays the variable as a list of digits.

Recording Calls

Voicemail Pro allows the short code feature "CallRecord" to be used to record calls. This makes use of the system's conferencing abilities.

- **Note:** If the **Play Advice on Call Recording** option has been enabled, the caller will hear a prompt informing them that the call is being recorded. See "Voicemail System Preferences" on page 19.

Call recording can be triggered by a short code. This short code does not need a matching short code start point within the Voicemail Pro configuration.

To record your own calls

The following is an example short code. It can be created as a user short code or as a system short code. In either case it will record into the mailbox of the user of the short code. To use the short code, place the call on hold, dial 895, the call is automatically reconnected and recording begins.

- **Short Code:** *95
- **Telephone Number:** Blank
- **Line Group ID:** 0
- **Feature:** CallRecord

To record other calls

The following is an example short code for recording a call involving a specified extension. You do not have to be in conference with or part of the call in order to use this short code.

- **Short Code:** *96*N#
- **Telephone Number:** N
- **Line Group ID:** 0
- **Feature:** CallRecord

Actions

Overview of Actions

Once a Start point has been added, it can be linked to an action. Each action can have one or several results, depending on the type of action, and each result can be linked to a subsequent action. In this way you can build up a call flow.
































Double-clicking on an action displays its properties. These appear as a series of tabbed menus. Many actions share the same standard tabs (see "Standard Action Tabs" on page 27) but each usually also has a Specific tab that contains options unique to that Action's function.

- **Using Modules**

Modules are reusable sets of actions. They allow you to create a sequence of actions that you can then use within any other start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow. See "Modules" on page 42.

Available Actions

The available actions are:

-  **Start Point Action** - The first action in any sequence.
-  **Generic Action** - Direct entry of text commands.
-  **Menu Action** - Branch according to touch tone selection.
-  **Goto Action** - Go to another start point.
-  **Disconnect Action** - Disconnect the call.
-  **Home Action** - Return to the start point.
-  **Module Return Action** - Return to the start of a module.
-  **Get Mail Action** - Collect messages in a mailbox.
-  **Leave Mail Action** - Leave message in a mailbox.
-  **Listen Action** - Record to a mailbox.
-  **Voice Question Action** - Record response to a prompt.
-  **Campaign Action** - Access a campaign.
-  **Edit Play List Action** - Re-record a prompt.
-  **Record Name Action** - Re-record a mailbox name.
-  **Play Configuration Menu Action** - Alter user or group settings.
-  **CLI Routing Action** - Route on a CLI match.
-  **Transfer Action** - A blind transfer.
-  **Whisper Action** - Screened transfer.
-  **Call List Action** - Transfer to a user selected choice.
-  **Assisted Transfer Action** - A non-blind transfer.
-  **eMail Action** - Email a recording.
-  **Open Door Action** - Open and/or close a door relay.
-  **Alarm Set Action** - Set an alarm call time.
-  **Clock Action** - Play the time to the caller.
-  **Post Dial Action** - Play a recording to an extension.
-  **Test Condition Action** - Test whether a condition is true or false.
-  **Set User Variable Action** - Set a variable to a particular value.
-  **Test User Variable Action** - Test the value of a variable.
-  **Queue ETA Action** - Play the callers expect time to answer.
-  **Queue Position Action** - Play the callers position in a queue.
-  **Module Action** - An inserted module of actions.

Standard Action Tabs

Each action including the start points has a number of tabs. These are displayed when either double-click on the action in the right-hand panel or right-click on it and select **Properties**.

Each action's properties consist of a number of tabs. These tabs contain information about the action. The number and type of tabs varies between actions, this section details those tabs that are common to all actions. For details of any tab specific to an action refer to the particular action, see "Available Actions" on page 26.




General Tab

The **General** tab provides the following options:

- **Token Name:**
The name to display within the sequence of actions.
- **Description:**
Use this field to enter a brief description or notes about why the action is being used or other information that may be needed.
- **Pin:**
Each action can be protected by a PIN number which is entered here. The PIN number can also include the voicemail code of the presumed user. This is done by entering a \$ symbol, eg. entering \$ would force the caller to enter their voicemail code, entering 104\$ would force the caller 104 followed by their voicemail code.

Entry Prompts Tab

The **Entry Prompts** tab allows you to create a message that will be played to the caller when they reach this action. The message can consist of several prompts.

- **+ Add Prompt:**
Add a prompt to the play list. The record dialogue that then appears allows you to either select an existing recorded prompt or specify the file name for and then make a new prompt. See "Wave Editor" on page 23.
-  **Edit Prompt:**
Edit the details the currently highlighted prompt.
-  **Delete Prompt:**
Delete the currently highlighted prompt from the play list (the actual prompt file is not deleted).
-  **Move Prompt:**
Move the position of the currently highlighted prompt in the play list.
- **Allow prompts to be interrupted by Tones:**
Allow the caller to press tone keys to make selections during the playing of the actions entry prompts.

Specific Tab

The contents of this tab vary according to the type of action.

Reporting Tab

The **Reporting** tab provides information that is then used to classify the call details within the reports produced by the CCC products (a separate product from Voicemail Pro).

- **Flag the current call has been answered by Voice Mail:**
The system user may not want the CCC to report a call as answered until it has reached a certain action within the sequence of actions. For example, to not regard a call as answered until the caller has left a message, made a selection from a menu or has been transferred to a user or group.
- **Request to call back the current caller:**
If this option is selected, the CCC will keep a record of the caller's CLI if provided. This is then used within the CCC product to arrange a callback call by an agent.
- **Send reporting information:**
If selected, this option allows various bits of information to be associated with the call. The information is set in the Group name, Topic and Annotation fields. The CCC product uses that information within its call reports.

Results Tab


This tab shows the results available from an action. For the majority of actions the results are fixed and appear greyed out, ie. they cannot be changed.

For some actions the results are variable.

Start Point Action

- ▶ This action represents the start point for a sequence of action.
For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

Module Action

-  This action represents an inserted module of actions. It may have results depending on whether the **Module Return** action has been used within the module. See "Modules" on page 42.

Basic Actions



These actions are chiefly used to control the routing of a call between actions.

Generic Action



This action can be used to simply play a prompt to the caller through its **Entry Prompts** tab.

For details of the default tabs see "Standard Action Tabs" on page 27.

This action may be used to enter custom commands for the voicemail server. This should only be done under direct guidance from Avaya.

Menu Action




This action allows to you specify telephone touch tones for which you want to create connections to following actions.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.


- **Touch Tones:** Use the tick boxes to indicate the touch tones for which you will be setting up following actions.
- **+ Add a Sequence of Tones:** You can add a sequence of tones to the menu. If you do add a sequence ensure that you also select its tick box before clicking on **OK**. Note that key sequences must be unique, if 5 is selected no other sequence begin with 5 can be used.
 - **? - Any Digit:**
The ? character can be used to represent any digit. For example 123??? Can be used for any six digit string starting 123.
 - **\$ - Any Sequence of Digits:**
The \$ character can be used to match any sequence of digits. Key press entry is ended either by the caller pressing # or the timeout set below occurring. The
- **Wait for a key press for up to:** This option can be used perform a timeout action if no suitable key match is entered.

Goto Action

 Takes the caller to another start point. Note: Though you can connect this action to a following action, the connection will not be used.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**

- **Please Select a node to go to:** Click on  to browse for the start point. You can also browse the available call variables. You can also type the name of the start point directly.

Disconnect Action

 This action disconnects the caller.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

Home Action


 Returns the caller to the start point.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **General Tab:** The PIN option is not used for this action. See "General Tab" on page 27.

7

Module Return Action

 This action is used within modules only. It creates a connection point from the module to subsequent actions within any action plans that use the module. A module can use several Module Return actions if necessary.

This action has no properties.

Mailbox Actions



These actions relate to the leaving and collecting of messages from a mailbox.

Get Mail Action



Access the messages in the caller's mailbox or the specified mailbox. The caller then has access to the standard mailbox features setup for that mailbox.

The caller can press **0** to exit the mailbox and continue to any following action.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Caller's mailbox:** The mailbox matching the start point of the call.
 - **Mailbox:** Select or enter the name of the target mailbox.

Leave Mail Action



Allow the caller to leave a message in the start points mailbox or in a specified mailbox.

The caller can press **0** to exit the mailbox and continue to any following action.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Caller's Mailbox:** The mailbox matching the start point of the call.
 - **Mailbox:** Select or enter the name of the target mailbox.

Listen Action



Allow the caller to leave a message in the start points mailbox or in a specified mailbox. However unlike a **Leave Mail** action the mailbox's greeting is not played and the caller cannot press **0** to exit the mailbox.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Caller's Mailbox:** The mailbox matching the start point of the call.
 - **Mailbox:** Select or enter the name of the target mailbox.

Voice Question Action








This action allows you to create a play list where the caller hears a sequence of prompts and their responses are recorded.

If the play list is completed, a single file containing the recorded responses is created. That file can then be placed into a specified mailbox or passed to an eMail action.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**

-  **Add a Prompt:** Add a prompt to the play list. The record dialogue that then appears allows you to either select an existing recorded prompt or specify the file name for and then make a new prompt.
-  **Record a Response:** Specify the length of the recorded response.
-  **Edit:** Edit the settings of the currently highlighted item.
-  **Delete:** Deletes the currently highlighted item from the play list. This does not delete the actual prompt file.
-  **Shuffle:** Move the currently highlighted item within the play list.
- **Send recording to mailbox:** Specifies a mailbox into which the recorded file of responses is placed. If no mailbox is specified the file can be passed to an "eMail Action" on page 38.

Campaign Action



This action can be used to either route a caller into a campaign or to allow an agent to access any messages left for a campaign. See "Campaigns" on page 48.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**

- **Please select a campaign:** Displays a list of the available campaigns from which a selection can be made.
- **Leave campaign information:** Select if the action should start the campaign to collect the caller's responses.
- **Pick up campaign information:** Select if the action should start playing back the response left by caller's to the campaign.

Configuration Actions



These actions allow the caller to alter the settings of a user or hunt group mailbox.

Edit Play List Action



This action allows the caller to re-record a specified prompt file held on the voicemail server PC. This allows users to re-record prompts other than those for their own mailbox.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **File path:** Specific which prompt file the action accesses for re-recording.

Record Name Action



This action allows the caller to re-record the mailbox name of their mailbox or a specified mailbox.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Caller's mailbox:** The mailbox matching the start point of the call.
 - **Mailbox:** Select or enter the name of the target mailbox.

Play Configuration Menu Action



This action allows various user or hunt group settings to be altered. Because of the nature of this action it should always be protected by a PIN code in its General tab.

The options given when this action is accessed by a caller are:

- **For a user:**
 - 1 - Edit forwarding number.
 - 2 - Edit follow me number.
 - 3 - Set call forwarding.
 - 4 - Set voicemail.
 - 5 - Set do not disturb.
 - 6 - Edit voicemail code.
 - 7 - Edit voicemail reception.
 - 8 - Set voicemail email mode.
 - 9 - Edit voicemail callback number.

- **For a hunt group:**
 - 1 - Set voicemail.
 - 2 - Edit voicemail code.
 - 3 - Set voicemail email mode.
 - 4 - Set service mode.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Caller's mailbox:** The mailbox matching the start point of the call.
 - **Mailbox:** Select or enter the name of the target mailbox.

Any changes made using this type of action are written to a file called "AuditTrail.txt" on the Voicemail Server PC. The file includes the time, date, details of the change and the CLI of the caller making the change.

Telephony Actions



These actions relate to telephony functions such as call transfers.

CLI Routing Action



This action has two results for which connections to following actions can be made. The results are True and False, based on whether the caller's CLI matches that specified by the action.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Does the current CLI match the following number:** Enter the required CLI number against which the caller's CLI is checked.
-

Transfer Action




This action transfers the caller to the extension that matches the mailbox selected. This is a blind transfer, ie. of the call returns to the voicemail server again (for example if unanswered) it will be treated as a new call.

More advanced transfer are done using either a **Call List Action** or **Assisted Transfer Action**.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Mailbox:** Enter or select the target mailbox whose extension you want rung.

Whisper Action

 This action is play a recording to an extension. That extension can then either accept or reject the call. Normally the recording played is the result of a preceding **Voice Question** action though a **Listen** action can also be used.

The Whisper action can be connected to a number of following actions according to whether the call is answered, rejected, gets busy or gets no answer.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**

- **Play recording to:** The extension that is rung with the caller's recording.
- **Source of transfer:** Select the number to display on the target phone.
- **Description:** Enter a call description to display on the target phone.
- **No answer timeout:** Sets how long the voice mail server should wait for an answer before following its **No Answer Timeout** connection. The whisper action will not go to the target extension voicemail.
- **Prompts played before the recording/Prompts played after the recording:** These prompts are played to the target extension when they answer the call. The prompts played after the caller's recording should include the instruction "Press 1 to accept or hang up to reject".

Call List Action



This action allows the caller to indicate to whom they want to be transferred. If selected the caller can be restricted to selecting an extension within a particular group. The transfer in this case is not blind, if unanswered the action can link to actions for no answer, busy and no answer timeout.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Transfer to group:** If you want to restrict the caller to a particular group you can enter the group here.
 - **Prompt user with a list of group members:** Select if you want the voicemail server to list the group members for the caller.
 - **Source of transfer:** Select the number to display on the target phone.
 - **Description:** Enter a call description to display on the target phone.
 - **No answer timeout:** Sets how long the voice mail server should wait for an answer before following its **No Answer Timeout** connection.

Assisted Transfer Action



This action transfers the caller to a specific mailbox's extension. The transfer is not blind, if the calls is unanswered, receives busy or no answer then it returns to follow the appropriate connection.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Mailbox:** Enter or select the target mailbox whose extension you want rung.
 - **Source of transfer:** Select the number to display on the target phone.
 - **Description:** Enter a call description to display on the target phone.
 - **No answer timeout:** Sets how long the voice mail server should wait for an answer before following its **No Answer Timeout** connection.

Miscellaneous Actions



These actions do not fit into a single category.

eMail Action



This action is used to send a recording to a specific email address. For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Send email to:** The email address of the recipient.
 - **Subject:** The subject line for the email.
 - **Content:** Text to be placed in the email.
 - **Attach file to email:** The recorded file to be attached to the email. If just \$ is entered then the action will use the recording collected by a preceding **Leave Mail** action (see page 31) or **Voice Question** action (see page 32).
-

Open Door Action



This action activates either of the door entry relays provided on the PBX. You can option to have the action open the relay, close the relay or open and then close the relay after five seconds.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:** Contains the door relay options.
-

Alarm Set Action



This action prompts the caller to specify the time at which they want an alarm call and to record a message for the alarm call. The voicemail server will then call the user at that time. A user can setup multiple alarms to occur a different times. Once an alarm has occurred it is deleted.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

Clock Action



This action plays the current time on the Voicemail Server PC. A short code can then be used to have this action replace users making external calls to a 'speaking clock' service.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

Post Dial Action



This action can be used to play a recording to an extension. If the PBX has an office loud-speaker extension then this action can play messages to that extension.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**

- **Post the following action:** To play a recording, enter "(-)mywavshello" (substitute the appropriate file path and file name for the .wav file you want played). To play the file in a continuous loop enter "(L)mywavshello".
- **To extension:** Enter or select the extension to which the call should be made. The voicemail server will attempt to make the call every 5 minutes for the next hour until successful.

Condition Actions



These actions are used to create branches in the call routing according to whether a value is true or false.

Test Condition Action



This action has following connections for true and false, according to the current state of the condition it checks. Conditions are set through **the Conditions Editor**, see page 42.

- **Specific Tab:**
 - **Return the results if the following condition:** Allows a selection to be made from the conditions currently setup.

Set User Variable Action



This action sets a variable to a particular value. Other calls flows may then use the **Test User Variable** action to check whether the variable has a particular value. Note: The variable must first be created using the User Defined Variable menu, see "User Defined Variables" on page 21.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Specific Tab:**
 - **Assign the following user variable:** The name for the user variable.
 - **With the following value:** The value of the variable.

Test User Variable Action



This action has true and false connections that are followed according to whether a user variable matches a particular value. The **Set User Variable** action can be used in other calls to set the value of the variable.

- **Specific Tab:**
 - **This action will return "TRUE" if the following variable:** The name of the user variable to be checked.
 - **Matches the value below:** The value of the variable that will return a true result.

Queue Actions



These actions are associated with hunt group queues and so are not available to user and short code start points.

Queue ETA Action



This action plays the caller their expected time to answer (ETA) . The ETA is based on the average of the last 20 calls in the previous hour. No ETA is calculated if less than 5 calls have been answered in the previous hour.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Entry Prompts Tab:** This tab should include any prompts to play to the caller before they hear their ETA. See "Entry Prompts Tab" on page 27.
- **Specific Tab:** This tab may include any further prompts to be played to the caller after they hear their ETA.

Queue Position Action



This action plays the caller their position within the queue of calls for the group.

For details of the default tabs see "Standard Action Tabs" on page 27, this section details only tabs and setting specific to this type of action.

- **Entry Prompts Tab:** This tab should include any prompts to play to the caller before they hear their position. See "Entry Prompts Tab" on page 27.
- **Specific Tab:** This tab may include any further prompts to be played to the caller after they hear their position.


Modules

Introduction to Modules

Modules are reusable sets of actions. They allow you to create a sequence of actions that you can then use within any start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow.

- In order to create connections from a module to other actions within the start point using the module, you must use **Module Return** actions within the module, see page 30.

Creating a Module

1. Click on **Modules** and then , or right-click on **Modules** and select **Add**.
2. Enter a name.
3. You can now add actions and connections to the module's in the same way as for any start point.
4. In order to create connections from a module to other actions you must use the **Module Return** action within the module, see page 30.

Adding a Module to a Start Point

1. Select the start point you to which you want to add the module action and then click on the right-hand panel.
2. Click and drag the module required from the left-hand panel to the right-hand panel.

Importing and Exporting Modules

Modules can be imported and exported. See "Importing and Exporting" on page 17.

Running a Module Directly from a Short Code

You can use Modules directly in conjunction with short codes. The short code must call the name of the module.

For example, the short code below will run the module named **Special** when the user dials ***97**. The service that the user receives will depend upon the actions within the module.

- **Short Code:** *97
- **Telephone Number:** "Special"
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Running a Module Directly from an External Call

A module can be applied directly to an incoming (external) call. This is done within the Manager application. Within the appropriate **IncomingCallRoute** entry, set the **Destination** to the module name prefixed with "VM:".

For example, entering **VM:AutoAttend** would route the call to a module called **AutoAttend**. Note that the maximum entry length is 15 characters.

- **Note:** In theory this method could be applied to any start point (for example VM:Extn204.LEAVE) except for the Manager 15 character entry limitation.

Conditions Editor

Conditions

Pressing **F6** displays the Conditions Editor.

Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example the Week Planner can be used to define a companies standard working hours, and then combined with the calendar to define exception days such as public holidays.

Within the voicemail call flow, conditions can be checked by a **Test Condition** action and, according to whether the condition is currently true or false, callers can be routed to different actions. See "Test Condition Action" on page 40.

Logic settings can be applied to both the whole condition and to the elements in a condition. These can alter when a condition is true or false.


- **AND (x+)**
The condition is true when all the elements are true, ie. both A and B are true.
- **OR (x||)**
The condition is true when either A or B is true.
- **NOT (x!)**
This logic element can be used to reverse the value (eg. return false when true) of individual elements or of the whole condition.

Using the Conditions Editor


Use the following controls to create and edit conditions.

Starting the Conditions Editor

Either:





- From the toolbar click on the  icon.
- Press **F6**.
- From the menu bar select **Administration** and then **Conditions Editor**.

Adding a Condition


1. Click on the  icon.
2. Enter the name for the condition and then click on **OK**.
3. You can now add elements to the condition and alter the properties of those elements.

Adding Elements to a Conditions

A condition can consist of multiple elements, including several elements of the same type.

1. Click on the element drop-down list (shown as , ,  or  in the toolbar).
2. Click on the type of element required.
3. Click on the condition to which you want to add the element.
4. You can now edit the element's settings.


Editing Elements and Conditions

1. Click on the **Condition** or **Element** and then on .
2. Alternatively for elements you can double-click on the element.
3. The elements or condition's properties are displayed for you to edit.

Changing a Condition's Logical Setting

1. Click on the logic setting drop-down list, shown as **x+** (AND), **x||** (OR) or **x!** (NOT) in the toolbar.
2. Click on the logic setting required.
3. Click on the condition or element to which the logic setting should be applied.

Deleting Elements and Conditions

1. Click on the condition or element you want to delete and then on .



Available Condition Elements

The following elements are available to be used within conditions.

Calendar



The **Calendar** element is used to indicate which days of the year return true or false. Double click on a particular day will either select or deselect it.

Selected days are shown with a shaded background, eg.  17. Note that  22 indicates weekend days but not whether the day is selected.

The element returns 'true' if the current day is a selected day. Remember that the logic setting applied to the element or condition may then change that.

Week Planner



The **Week Planner** element is used to set which time periods during a normal week are regard as returning 'true'. In consist of an entry for each day of the week and a start and end time for the 'true' period on each day. Remember that the logic setting applied to the element or condition may then change that.

Condition



The **Condition** element is used to combine the value of an already existing condition. When selected the element displays a list of the other conditions from which to select.

Compare




The **Compare** element is used to compare system variables against each other or values you enter.

System variable accessible by Conditions are listed in "System Variables" on page 22

Campaigns

Introduction to Campaigns

Pressing **F7** or clicking on  displays the Campaign Wizard. This is used to create, modify and delete campaigns.

Campaigns are a series of questions and answers. Callers to a campaign hear the questions and give their response, either spoken or through the telephone keypad.

Call processing agents accessing the campaign hear the caller's answers which they can then transcribe into a database or other records.

Campaign Web Access

If the Voicemail Server PC is also a web server, then during installation of Voicemail Pro it is possible to also install a Campaign Web Component. This allows access to play and change the status of campaign messages through a web browser.

- **Browser Requirements:**

The user must have Microsoft Internet Explorer 5.0 or Netscape 5 minimum. Their PC must also have multimedia sound capabilities. The user must also have a mailbox on the voicemail system. The name of their mailbox is requested when the user browses the campaign messages.

- **Browsing Address:**

During installation of the Campaign Web Component, the root address of the web server is requested. A folder called "campaign" is then added to that root. The web address for browsing will normally be set up as a link from a page within a company intranet rather than typed directly by users. Note that access must be via http: and not network file routing.


- **Microsoft Web Server:**

`http://<server address>/campaign/campdll.html`

- **Xitami Web Server:**

`http://<server address>/campaign/campcgi.html`





Adding, Modifying & Deleting Campaigns



Pressing **F7** or clicking on  displays the Campaign Wizard. This allows you to select the required activity.

- **Create a new Campaign:**
This option takes you through a series of campaign wizard menus to set the campaigns settings.
- **Modify an existing Campaign:**
This option displays a list of existing campaigns from which you can select the one you wish to modify. You will then be taken through the campaign wizard menus for the campaign settings.
- **Delete an Existing Campaign:**
This option displays a list of existing campaign from which you can then select the campaign to delete.

Customer Prompts

This menu is used to set the sequence of questions played to callers and to record their responses.


-  **Add action:** Add a new campaign action. The options for a campaign action are then displayed, see below.
-  **Edit action:** Edit the currently highlighted campaign action, see below.
-  **Delete action:** Deletes the currently highlighted campaign action
-  **Move action:** Moves the position of an action in the sequence of campaign actions.

The  and  commands give you access to the options for a campaign action.

- **Play a prompt to the customer:** If selected this option indicate that the action is a prompt played to the caller. You can then specify which prompt to play or create a new prompt.
- **Allow the customer to input information:** If selected, this option indicates that the action should record the caller's response.
 - **What type of input do you want:** This option sets whether the voicemail server should **Record voice** or **Record key presses**.
 - **Please enter the maximum recording length:** Sets the maximum length of recording before the next action.
 - **Please enter the maximum number of keys presses:** Sets the maximum number of key presses to record before the next action.
 - **Please enter a unique name that will describe the input:** A name to associate with the action.
 - **The following prompt will be played to an agent when the above data is reviewed:** This option allows you to select or create a prompt that is played to agents before hearing the callers response.

Customer Menu

After completing the sequence of questions and responses, the caller can be offered a menu of options.

- **Please select the prompt to be played after the customer has made their recordings:** You can select or create a prompt that is then played to callers after completing the sequence of questions and answers. The prompt should inform the customer of which actions selected from the list below they can use.
- **Please select which options will be available to the customer after the above prompt has been played:** Click on the tick boxes to select which options will be available to the customer. The customer then needs to press the corresponding key.
 - **Save the Campaign (and then quit):** Saves the callers responses and then disconnects the caller.
 - **Play back response to the Campaign:** Plays back the customers responses to them and then repeats this customer menu.
 - **Restart the whole Campaign:** Delete the customers responses and restarts the sequence of questions and answers.
 - **Quit the Campaign (without saving):** Disconnects the customer without saving their responses.
 -  Move options: You can move the currently highlighted option so that the key presses associated with the options differ.

Campaign Identification

This menu is used to set a park location for the campaign and to name the campaign.

- **Where should this Campaign be parked...:** This field can be used to enter a park slot number for the campaign. This number can be programmed under a DSS key. That key can then be used by agents to access the campaign. If the DSS key also incorporates a BLF lamp, that lamp is lit when new campaign messages are left.
- **The name of the Campaign is:** This is the name of the campaign.

Accessing a Campaign

A campaign can be accessed in a number of ways:

- **Using the Campaign Action:**
The Campaign action is used to route calls into a campaign ~ after those calls have been routed to an appropriate start point on the voicemail server. The actions properties set whether the call is treated as a caller to the campaign or an agent processing the campaign messages. See "Campaign Action" on page 32.
- **Using the Park Slot Number:**
Set through the Campaign Identification menu, this number can be programmed under a DSS key. That key can then be used by agents to access the campaign. If the DSS key also incorporates a BLF lamp, that lamp is lit when new campaign messages are left.
- **Through a Web Browser:**
See "Campaign Web Access" on page 48.

Using the first two method above, when an agent accesses the messages waiting in a campaign, they have a number of telephone controls:

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

Campaign Preferences

The location used to store the campaign messages and other information is set through the System Preferences. See "System Preferences" on page 19.

Voice Recording

Overview of Voice Recording

Voicemail Pro provides automatic Voice Recording of incoming and/or outgoing calls. It can be set to record all calls or a set proportion of calls, for example 1 in every 10 incoming calls.

Most of the settings and controls for Voice Recording are accessed through the IP Office Manager application. In each case you can select what proportion of incoming and/or outgoing calls should be recorded and the time period during which Voice Recording should operate.

- **Users**

Voice Recording for an individual user is set through the **Voice Recording** tab of the **User** form. The recorded calls are saved into the user's mailbox.

- **Hunt Groups**

Voice Recording for an hunt groups is set through the **Voice Recording** tab of the **Hunt Group** form. The recorded calls are saved into the hunt groups mailbox.

- **Account Code/CLI Matching**

Voice Recording can also be provided to calls that match a particular CLI or account code. This is set through the Voice Recording tab of the Account Code form. The recorded calls are saved into the mailbox of the user making or receiving the call.

In some installations, it may be a requirement that external parties are advised that the call they are on is about to be recorded. This can be done by switch on the Play Advice on Call Recording option found in the Voicemail Pro System Preferences. See "Voicemail System Preferences" on page 19.

Mailbox User Controls

Telephony Operation Mode

All users should be made aware that messages are automatically deleted from the server 24 hours after being played unless they set the message as saved.

All users can use the following default short codes:

- **Access their mailbox from their own extension:** *17
- **Turn voicemail on:** *18
- **Turn voicemail off:** *19
- **Turn voicemail ringback on:** *48
- **Turn voicemail ringback off:** *49

If a user calls their own extension and is directed to voicemail to leave a message, they can press **8** during the initial voicemail greeting to switch to collecting messages.

Once a user has entered their mailbox, the Voicemail Pro Server supports two sets of mailbox controls.

- **IP Office**

This is the default mode used and matches the features of Voicemail Lite. See "IP Office Mode" on page 54.

- **Intuity**

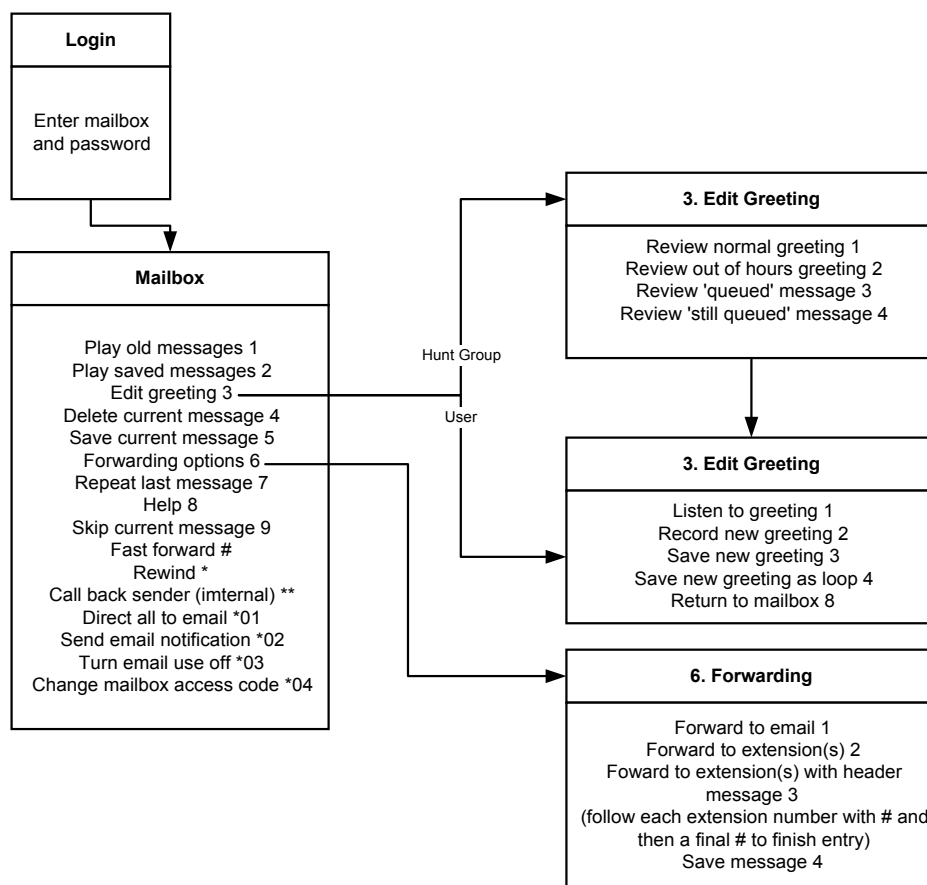
Intuity is a mailbox interface used on a range of Avaya voicemail system. See "Intuity Commands" on page 55.

To select the mailbox operation mode:

1. Start Voicemail Pro and select the current voicemail configuration file.
2. Select **Administration** and then **Preferences**.
3. Select **Default Telephony Operation** and set this to either **IP Office** or **Intuity** as required.
4. Select **OK**.
5. From the **File** menu use **Save & Make Live** to save the configuration change.

IP Office Mode

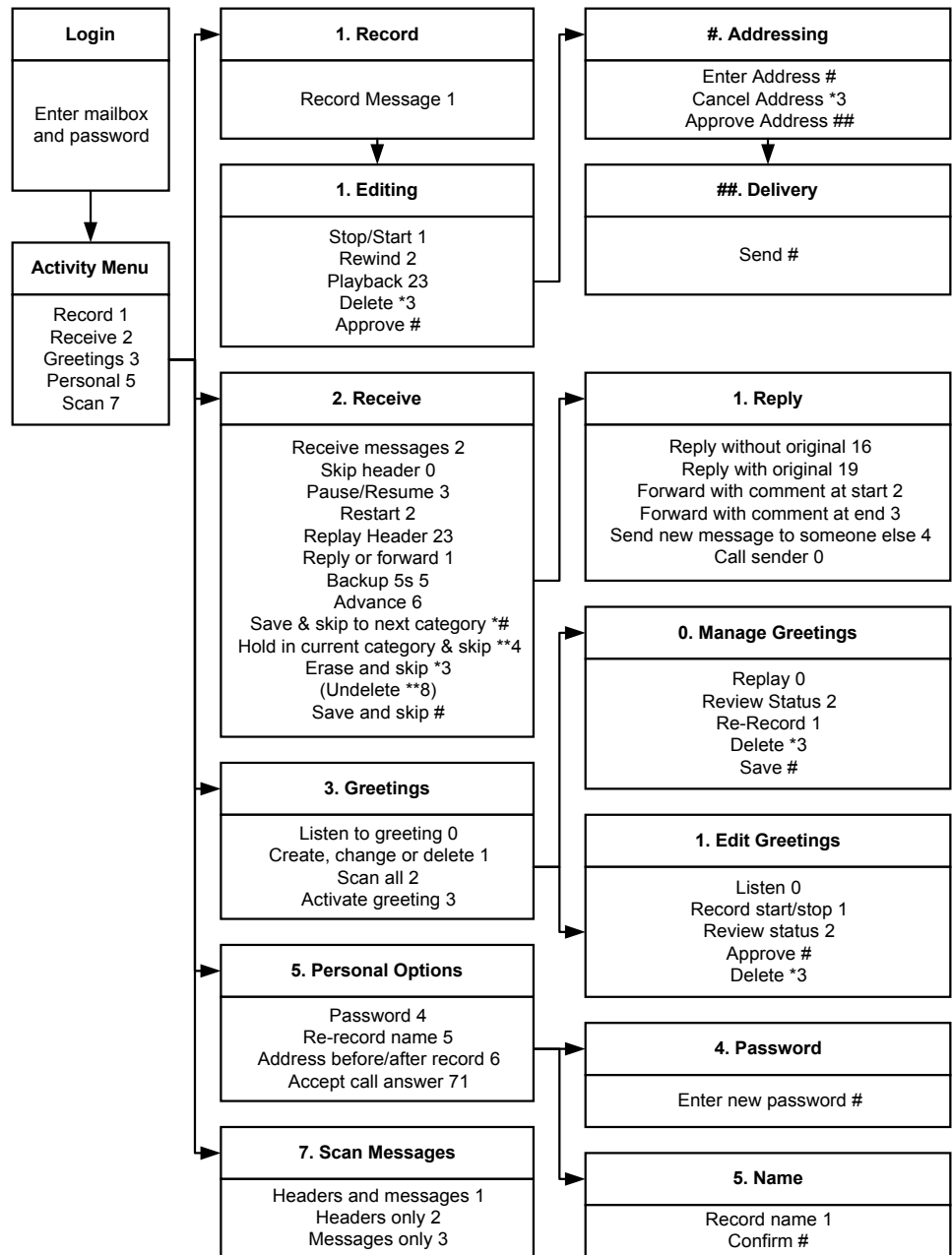
If the Voicemail Pro Server is operating in IP Office telephony mode, users can access the following controls when collecting mail from their mailbox.



Note that the email option require MAPI configuration to have been setup and for the users email address to have been entered on the PBX. See "Pre-Installation Requirements" on page 6.

Intuity Commands






If the Voicemail Pro Server is operating in Intuity telephony mode, users can access the following controls when collecting mail from their mailbox.



File Management

Files and Folders

Within the Voicemail Pro folder is a sub-folder called VM. This is the folder referenced by the Voicemail Server Directory setting (see "System Preferences" on page 19). This folder contains the following:

-  **Accounts**
Contains folders for each mailbox, containing user's messages in .wav file format. The msgnum.txt and status.txt files are used to keep track of message status.
-  **Campaigns**
Contains folders for each campaign that has been setup. These will contain a folder for .wav file responses and a .htm page. Note that the .htm page should not be browsed directly, see "Campaign Web Access" on page 48.
-  **Greetings**
Contains .wav files for mailbox greetings.
-  **Names**
Contains .wav files for mailbox names.
-  **WAVS**
Contains folders of the standard prompts for different languages.
- **Root.vmp**
This is the call flow file controlling behaviour of Voicemail Pro.
- **AuditTrail.txt**
If any **Play Configuration Menu** actions have been used, this file contain a history of their usage.

Backing-Up and Restoring Files

The Voicemail Pro server does not backup message and other associated mailbox files (eg. names, greetings, etc). These should be backed-up using the customers choice of third-party backup software and device.

Glossary of Terms

Assisted Transfer

A call transferred from voicemail, which if it returns again to voicemail, will return to the appropriate result of the action that initiated the transfer.

Blind Transfer

A call transferred from voicemail which if it returns again to voicemail, will be treated as a new call.

Call Flow

A general term for a sequence of actions used to determine what facilities are offered to a caller.

MAPI

Messaging Application Programming Interface - Part of Microsoft's Window's Open Service Architecture (WOSA). Allows programs and devices to send emails via email clients if those client support MAPI.

Presumed User

Some actions presume who the user associated with a call is from factors such as the original target extension or mailbox of the call. This allows those action to be used in modules without having to specify the mailbox on which they should act.

Standard Voicemail

Also called Voicemail Lite. Provides basic voicemail operation for the telephone system. The Voicemail Pro Server contains all the same functions as Voicemail Lite.

Trusted Location

A number that has been entered into the user's Source Numbers as a location from which they want to access their mailbox without being asked to enter their voicemail code. This can be an internal extension or an external number.

Index

- \$**
 \$CLI 22
 \$KEY 22
 \$NAM 22
 \$RES 22
 \$SAV 22
 \$VAR 22
- A**
 Access Code 34
 Account Code
 Voice Recording 52
 Action
 Adding 15
 Call List 37
 Editing 15
 Module Return 42
 Actioning campaign messages 51
 Actions 15, 26
 Assisted Transfer 37
 Campaign 32
 CLI Routing 35
 Clock 39
 Configuration Menu 34
 Deleting 15
 Description 27
 Disconnect 30
 Edit Play List 33
 eMail 38
 General tab 27
 Generic 29
 Get Mail 31
 Goto 30
 Home 30
 Leave Mail 31
 Listen 31
 Menu 29
 Module 28
 Module Return 30
 Name 33
 Open Door 38
 Pin 27
 Play Configuration Menu 34
 Play List 33
 Post Dial 39
 Prompts tab 27
 Question 32
 Queue ETA 41
 Queue Position 41
 Record Name 33
 Reporting tab 28
 Results tab 28
 Set User Variable 40
 Start Point 28
 Tabs 27
 Test Condition 40
 Test User Variable 40
 Transfer 35
 Voice Question 32
 Whisper 36
- Add**
 Action 15
 Conditions 45
 Connection 16
 Elements 45
 Module 42
 Prompt 23
 Start Points 13
 VMP files 18
- Advice on Call Recording** 19, 52
- Actions** 38
- Alarm Set Action** 38
- Assisted Transfer Action** 37
- Audix Intuity** 53, 55
- B**
 Browsing
 Campaign 48
- C**
 Calendar element 47
 Call Forwarding 34
 Call List Action 37
 Callback 12, 14
 Callback Number 34
 Callback Start Point 21
 Campaign 48
 Action messages 51
 Calls to 51
 Customer Menu 50
 Customer Prompts 49
 Name 50
 Park Slot 50
 Web access 48
 Campaign Action 32
 Campaign Directory 19
 Campaigns
 Campaign Action 32
 Capacity 6
 Channels 7
 CLI
 Voice Recording 52
 CLI Routing Action 35
 Clock Action 39
 Collect 12, 14
 Compare 47
 Condition Action 40
 Condition element 47
 Conditions 44
 Add a condition 45
 Adding elements 45
 Calendar element 47
 Compare element 47
 Condition element 47
 Delete 46
 Editing 46
 Elements 47
 Logic Settings 46
 Start editor 45
 Test Condition Action 40
 Week Planner element 47
- Configuration**
 PBX 9
 Configuration Menu Action 34
- Connections**
 Adding 16
 Delete 16
 Results 16
- Customer Menu** 50
- Customer Prompts** 49
- D**
 Data channels 7
 Database
 Export 17
 Import 17
 Default No Answer Time 9
 Default Start Points 12
 Default Telephony
 Interface 19
 Default Telephony
 Operation 53, 55
 Delete
 Action 15
 Condition 46
 Connection 16
 Element 46
 Start Point 13
 Description 27
 Destination 9
 Disconnect Action 30
 Disk space 6
 Do Not Distrub 34
- E**
 Edit
 Action 15
 Start Point 13
 Edit Play List Action 33
 Editing
 Conditions 46
 Elements 46
 Elements 44, 47
 Adding 45
 Delete 46
 Editing 46
 Logic Settings 46
 Email 7
 eMail Action 38
 Email Mode 34
 Actions 27
 Entry Prompts tab 27
 ETA 41
 Export 17
- F**
 File
 Import or Export 17
 Include 18
- Save & Make Live** 17
 Save as 17
 View as Text 18
- Follow Me Number** 34
- Forwarding Number** 34
- G**
 General tab 27
 Generic Action 29
 Get Mail Action 31
 Goto Action 30
 Group 9
 Service Mode 34
 Voice Recording 4, 52
 Groups 12
- H**
 Hangup Action 30
 Home Action 30
 Hunt Group
 Service Mode 34
 Voice Recording 4, 52
- I**
 Icons 11
 IIS Web Server 6
 Import 17
 Include 18
 Install 8
 Integral 9
 Internet Server 6
 Intuity 19, 53, 55
 IP Address 9
 IP Office 19, 53
- L**
 Leave 12, 14
 Leave Mail Action 31
 Line 9
 Listen Action 31
 Logic Settings 44, 46
- M**
 Mailbox Code 34
 MAPI 7
 Max Message Time 19
 Max number of users 7
 mdb files 17
 Menu Action 29
 Message capacity 6
 Message Time 19
 Microsoft Web Server 48
 mod files 17
 Module
 Add to Start Point 42
 Create 42
 Module Return 42
 Module Return Action 30
 Modules 12
 Export 17
 Import 17
 Module Action 28
 Module Return Action 30

N

Name
 Action 27
 Campaign 50
 Token 27
 Name Action 33

O

Open Door Action 38
 Outlook 7
 Outlook Express 7

P

Park Slot 50
 Park Slot Number 51
 Password 9
 MAPI 19
 Voicemail 19
 PBX 9
 PC 9
 PC Requirements 6
 Personal Web Server 6
 Pin 27
 Platform 6
 Play advice on Call
 Recording 19
 Play Advice on Call
 Recording 52
 Play Configuration Menu
 Action 34
 Play List Action 33
 Position 41
 Post Dial Action 39
 Preferences 19
 MAPI 19
 Remote Campaign
 Directory 19
 Voicemail 19
 Processor 6
 Profile 19
 Prompts 23
 Prompts tab 27

Q

Question Action 32
 Queue ETA Action 41
 Queue Position Action 41
 Queued 12, 14
 Queued Start Point 20

R

RAM 6
 Record Key Press 49
 Record Name Action 33
 Record Voice 49
 Remote Campaign
 Directory 19
 Reporting tab 28
 Results
 Connections 16
 Results tab 28
 Return Action 30
 Root.vmp 17
 Route calls to a campaign
 51

S

Server Directory 19
 Service Mode 34
 Set User Variable 40
 Short Codes 12
 Start Points 13
 Simultaneous users 7
 Space 6
 Specific Start Points 12
 Speech Directory 19
 Speed 6
 Start
 Conditions Editor 45
 Voicemail Pro 10
 Start Point
 Add Module 42
 Start Point Action 28
 Start Points 12
 Adding 13
 Callback 21
 Default Start Points 14
 Deleting 13
 Editing 13
 Queued 20
 Still Queued 20
 Still Queued 12, 14
 Still Queued Start Point 20
 System Preferences 19
 MAPI 19
 Remote Campaign
 Directory 19
 Voicemail 19
 System Variables 22, 47
 Playing as prompts 23

T

Telephony Interface 19
 Test Condition Action 40
 Test User Variable 40
 Text file 18
 Token Name 27
 Toolbars 11
 Transfer Action 35
 Type 9

U

Update 18
 User
 Voice Recording 4, 52
 User Defined Variables 21
 User Variable 40
 Users 12

V

Variables
 Compare 47
 System Variables 22, 47
 User Defined 21
 View as Text 18
 Vmdata.mdb 10, 17
 vmp files 17
 VMP files 18
 Voice Question Action 32
 Voice Recording 52
 Voice Recording Service 4

Voicemail channels 7
 Voicemail Code 34
 Voicemail Destination 9
 Voicemail email 7
 Voicemail Email Mode 34
 Voicemail Password 19
 Voicemail Reception 34
 Voicemail Server Directory
 19
 Voicemail Server Speech
 Directory 19
 Voicemail Type 9

W

Wave Editor 23
 Web access 48
 Web Server 6
 Week Planner element 47
 Whisper Action 36
 Wizard
 Campaign 48

X

Xitami 6
 Xitami Web Server 48

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