IP Office™ Platform

Voicemail Pro Example Exercises

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Contents

Chapter 1. Introduction

1. Introduction

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

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

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

Notes

1. Some screen captures have been slightly modified to improve the clarity of some call flows. This does not affect the way in which any of the exercises work.
2. 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.
3. A zip file containing the exercises can be downloaded. For more information, see Example Exercises 11.

1.1 System Configuration

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

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

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

Extn	User Name
207	Bob Rogers
208	Kate Smith

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

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

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

1.2 Example Exercises

The example exercise in this document can be downloaded as a zipped file from http://marketingtools.avaya.com/knowledgebase/ipoffice/general/vmpro/index.htm.

- **Only do this on a test machine**
  Any existing modules with the same name will be overwritten when the zip file contents are imported.

To import an example exercise:

1. Open Voicemail Pro Client.
2. From the **File** menu, select **Import or Export**.
3. Select **Import call flows**.
4. Click **Next**.
5. In the field **Import call flows from which file?** click Browse.
6. Select the folder **voicemail_pro_exercises_callflows**.
7. Select the required exercise module to import.
8. Details of the file name and the associated exercise are shown in the table.
9. Click **Open**. You return to the Import or Export call flows window.
10. Click **Next**. Details of the module selected is shown.
11. Click **Finish**. The selected call flow is imported.
12. Click **Close**.

Chapter 2.
Exercises

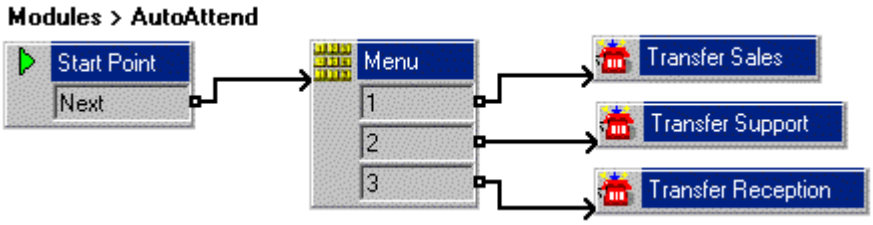
2. Exercises

2.1 Creating a New Module

In this exercise you learn how to use Voicemail Pro to add a basic auto-attendant. In the exercise you will create an auto-attendant that gives callers a choice from a menu to transfer to either the Sales, Support or Reception group.

a. Setting Up the Callflow

When completed the call flow will look similar to the example shown.



1. From **Start > Programs > IP Office**, open Voicemail Pro.
2. Right-click **Modules** and select **Add**.
3. In the **Name** field, type **AutoAttend** and click **OK**. The **Start Point** is placed in the details pane.
4. A menu needs to be added to the **Start Point**.
   a. Click the **Start Point** action to select it.
   b. Click the **Basic Actions** icon and select **Menu**.
   c. Click the details pane to place the action.
5. The menu options **1**, **2** and **3** need to be added.
   a. Right-click the **Menu** action and select **Properties**.
   b. In the **Touch Tones** tab, check **1**, **2** and **3** and click **OK**. Touch tones must be unique as a 5 will take preference over 555.
6. The transfer locations of **Sales**, **Support** and **Reception** groups need to be added.
   a. Click the **Telephony Actions** icon and select **Transfer**.
   b. Click in the details pane to place the action.
   c. Open the **Properties** for the **Transfer** action by double-clicking on the **Transfer** action.
   d. In the **General** tab change the **Token Name** to **Transfer Sales**.
   e. Select the **Specific** tab. Type the destination as **Sales** (or 301).
   f. Select **OK**.
7. Repeat step 6 to create a transfer action for **Support** (302) and **Reception** (300).
8. The actions need to be connected.
   a. Click the **Connection** icon on the toolbar and connect the **Start Point Next** result and drag to the **Menu**.
   b. The options in the **Menu** need to be connected to the transfer locations. Connect **1** to **Transfer Sales**.
   c. Connect **2** to **Transfer Support**.
   d. Connect **3** to **Transfer Reception**.
9. Click the **Save & Make Live** icon. Choose **Yes** to make the changes permanent.

b. Create an Internal Short Code

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

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

Field	Enter
Code	*90
Feature	Voicemail Collect
Telephone Number	"AutoAttend"
Line Group ID	0

2. Save and merge the configuration to the telephone system.
3. Test the short code by dialing ***90** from any extension other than 207.
4. Press **3** and you should be transferred to the **Reception** group (in this example, extension 207).

c. Create the External Call Routing

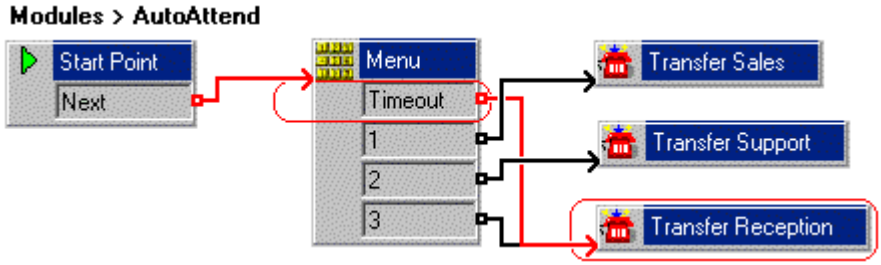
This part of the exercise takes you through the steps to set all incoming voice calls to go to the auto-attendant that was created in the previous exercise. This is done by changing the default Incoming Call Route for voice calls.

1. In IP Office Manager, select the default **Incoming Call Route** for **Any Voice**. The Destination is set as the group **Main**.
2. Change the **Destination** to **VM:AutoAttend**.
3. Click **OK**.
4. Save and send the configuration to the telephone system.
5. If you have an external phone set up, make an incoming call.
6. Press **3** and you should be transferred to the **Reception** group (in this example, extension 207).

2.2 Using a Menu Timeout

In this part of the exercise you will learn how to add a Timeout option to the Menu to transfer callers to Reception. When a caller does not make a Touch Tone selection they are transferred to the Reception group.

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.

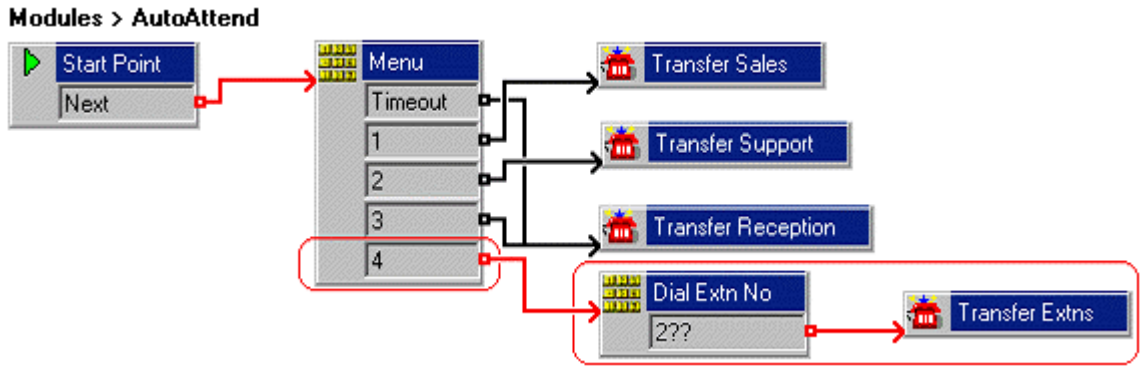


1. The **Timeout** option needs to be added to the **Menu** action.
   a. Select the module **AutoAttend**.
   b. Open the properties for the **Menu** action.
   c. Select the **Touch Tones** tab. Check the option **Wait for a key press for up to** and enter **8**.
   d. Select **OK**. The **Menu** action now has a **Timeout** result.
2. Connect the **Timeout** result to **Transfer Reception**.
3. Click the **Save and Make Live** icon. Choose **Yes** to make the changes permanent.
4. Test the new menu item.
   a. From any extension other than 207, make a test call to the auto-attendant module by dialing ***90**.
   b. Wait for 8 seconds and you should be transferred to extension 207.

2.3 Using a ? Wild Card in a Menu

Callers can be given the option to dial the extension number of the user that they want to speak to. A touch tone sequence needs to be added to the menu. This part of the exercise takes you through the process of adding a touch tone sequence.

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. A new option needs to be added to the **Menu**.
   a. Select the module **AutoAttend**.
   b. Open the properties for the **Menu** action.
   c. In the **Touch Tones** tab, check **4** and click **OK**.
2. A new **Menu** action needs to be added containing the touch tone option **2??**. The touch tone option **2??** needs to be put in a separate menu as we already have **2** in our first menu and that takes precedence over **2??** if in the same menu.
   a. Click the **Basic Actions** icon and select **Menu**.
   b. Click the details pane to place the action.
   c. Open the **Properties** for the new **Menu** action.
   d. In the **General** tab change the **Token Name** to **Dial Extn No**.
   e. In the **Touch Tones** tab, click the **Add** icon. The **Add Touch Tone Sequence** window opens.
   f. In the **Sequence** field enter **2??**.
   g. Click **OK** twice.
3. A new **Transfer** action needs to be added.
   a. Click the **Telephony Actions** icon and select **Transfer**.
   b. Click in the **Details** pane to place the action.
   c. Open the **Properties** for the new **Transfer** action.
   d. In the **General** tab change the **Token Name** to **Transfer Extn**.
   e. In the **Specific** tab, click the **Browse** icon. The **Possible entries** window opens.
   f. Select **System Defined Variables**.
   g. Click the **System Defined Variables** arrow and select "**$KEY" Holds the last DTMF series**.
   h. Click **OK** twice.
4. The actions need to be connected. Click the **Connection** icon and connect:
   a. **4** to **Dial Extn No**.
   b. **2??** to **Transfer Extn**.
5. Click the **Save & Make Live** icon.
6. Test the new menu item.
   a. Make a test call to the auto-attendant module by dialing ***90**.

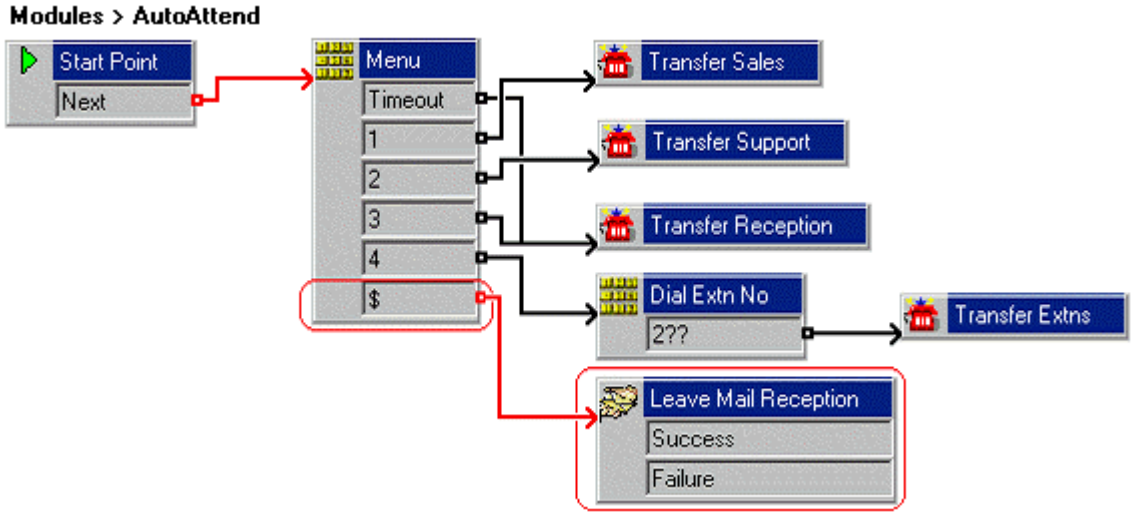
b. Dial **4**.

c. Enter an extension number (other than the one from which you are calling). You should be transferred to that extension.

2.4 Using a $ Wild Card in a Menu

A touch tone can be added so a caller can leave a message if they do not select a valid option from the auto attendant. In this example, the message will be left in the mailbox of the group **Main** which is used for the receptionist extensions.

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. A new option needs to be added to the **Menu**.
   a. Select the **AutoAttend** module.
   b. Open the properties for the **Menu** action.
   c. In the **Touch Tones** tab, click the **Add** icon. The **Add Touch Tone Sequence** window opens.
   d. Enter **$** in the **Sequence** box.
   e. Click **OK** twice.
2. A **Leave Mail** action needs to be added.
   a. Click the **Mailbox Actions** icon and select **Leave Mail**.
   b. Click the details pane to place the action.
   c. Open the **Properties** for the new **Leave Mail** action.
   d. In the **General** tab change the **Token Name** to **Leave Mail Reception**.
   e. In the **Specific** tab, select **Mailbox** and type **Reception**.
   f. Click **OK**.
3. The actions need to be connected.
   a. Click the **Connection** icon and connect **$** to **Leave Mail Reception**.
4. Click the **Save and Make Live** icon.
5. Test the new menu item.
   a. Make a test call to the auto-attendant module by dialing ***90**.
   b. Enter an incorrect number, for example one that is not in the menu. Voicemail will wait 5 seconds for any further digits. After 5 seconds it performs the action following the **$** result connection. In this case it gives the option to leave a message for the Reception group.

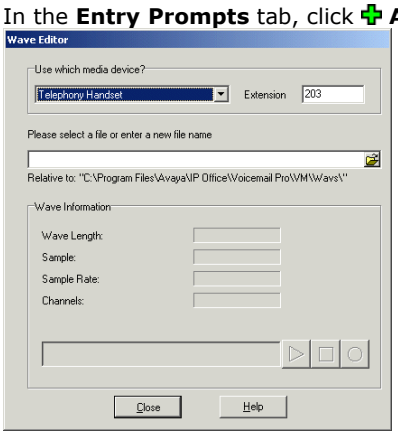
2.5 Recording Entry Prompts

An announcement can be recorded and played to callers to inform them of the actions available. Recordings are saved as Wav files in Voicemail Pro's WAV folder. The default path is *C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS*.

a. Record the Announcement

In this part of the exercise you will learn how to create an announcement and configure the AutoAttend module to play the announcement as the Entry Prompt for the Menu action.

1. Select the **AutoAttend** module.
2. The announcement needs to be recorded and associated with the menu action. Open the **Properties** for the **Menu** action.
3. In the **Entry Prompts** tab, click **Add a Prompt** icon. The **Wave Editor** window opens.



4. The announcement message is going to be recorded. A suitable message would be 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."* To record the message:
   a. Click the **Use which media device?** arrow and select **Telephony Handset**.
   b. In the **Extension** field, type the extension number that you want to record from.
   c. In the **Please select a file or enter a new file name** field type **attendant.wav**.
   d. Select **Record**. The telephone that corresponds to the extension number you entered will ring and you will be asked to record the prompt.
   e. When you have finished recording, click **Stop**.
   f. To replay the message , click **Play**. If you want to re-record the message, select **Record**.
   g. When you are satisfied with the recording, replace the telephone handset.
5. Select **Close** and then **OK**.
6. Click the **Save and Make Live** icon on the toolbar.
7. Test the new announcement.
   a. Make a test call to the auto-attendant by dialing ***90**. You should hear the attendant.wav.

- **Note:**
  If there is a **Timeout** option in the menu, the timeout starts when all wav files entered in the **Entry Prompts** tab have been played.

b. Setting Up the Recordings Module

In this part of the exercise you learn how create a module containing the wav files that you have recorded. The files can be easily amended when required using a telephone. When completed the call flow will look similar to the example shown.

1. A new module needs to be created.
   a. Right-click **Modules** and click **Add**. The **Adding a new start point** window opens.
   b. In the **Name** field, type **Recordings**.
   c. Click **OK**.
   d. Open the **Properties** for the **Start Point** in the details pane.
   e. When you dial into the module using a shortcut code, you need to enter an access code. The access code is the **Pin** entered in the **Start Point** action. In the **General** tab, type 1234 in the **Pin** field.
   f. Click **OK**.
2. A **Menu** action needs to be added.
   a. Click the **Basic Actions** icon and select **Menu**.
   b. Click the details pane to place the action.
   c. Right-click the **Menu** action and select **Properties**.
   d. In the **Touch Tones** tab, check **1**.
   e. Click **OK**.
3. An edit **Play List** action needs to be added.
   a. Click the **Configuration Actions** icon, select **Edit Play List**.
   b. Click the details pane to place the action.
   c. Right-click the **Edit Play List** action and select **Properties**.
   d. Click the **General** tab. In the **Token Name** field type **Edit attendant.wav**.
   e. Click the **Specific** tab.
   f. In the **File path** click **Browse**. The **Wave Editor** window opens.
   g. In the **Please select a file or enter a new file name** field click **Browse**.
   h. Select the wav file called **attendant.wav**.
   i. Click **Open**. You return to the **Wave Editor** Window.
   j. Click **Close**. You return to the **Properties for Edit Play List** window.
   k. Click **OK**.
4. The actions need to be connected. Click the **Connection** icon and connect:
   a. Start Point to the **Menu** action.
   b. 1 to the **Edit Play List** action.
5. Click the **Save and Make Live** icon.

c. Add a Short Code to Access the Recordings Module

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

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

Field	Enter:
Code	*80
Feature	Voicemail Collect
Telephone Number	"Recordings"
Line Group ID	0

2. Save and merge the configuration to the telephone system.

d. Test the Recordings Module

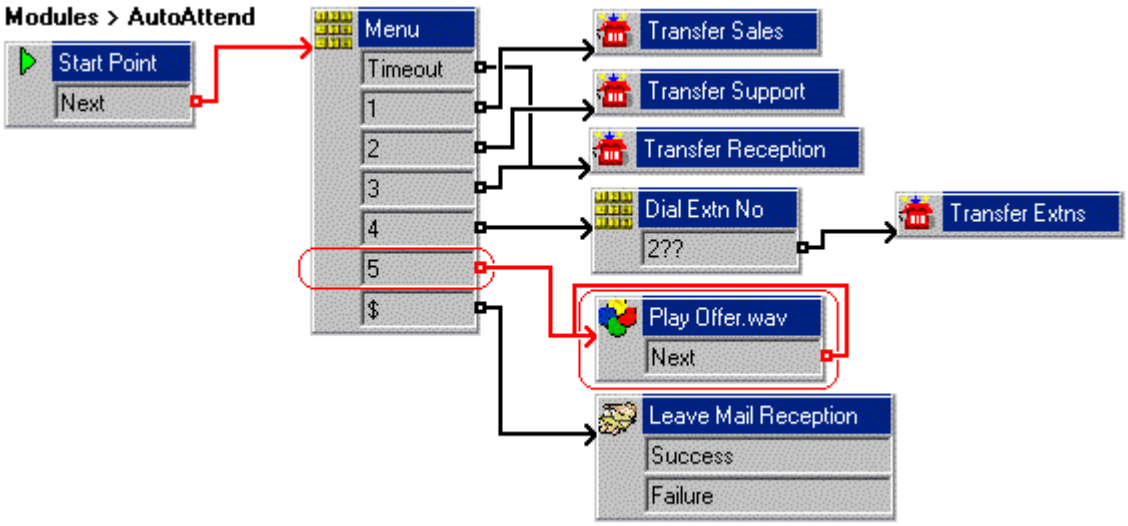
You need to test that the short code *80 connects you to the recordings module.

1. Dial ***80** from any extension.
2. Enter the PIN **1234**.
3. Press **1**. You should hear the announcement.

2.6 Using the Generic Action

Callers can be given an option to hear a specific message, for example Details about the latest sales offer. This part of the exercise shows you how to add a touch tone to the **AutoAttend** module. A looped connection is used to continually repeat the recording.

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



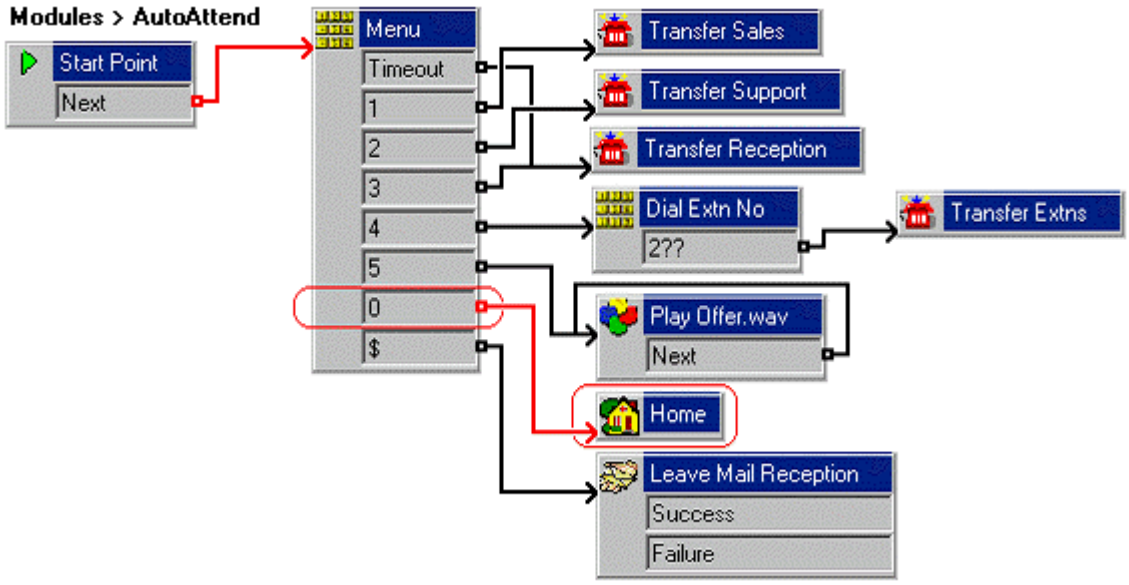
1. A new option needs to be added to the **Menu**.
   a. Select the **AutoAttend** module.
   b. Open the properties for the **Menu** action.
   c. In the **Touch Tones** tab, check **5** and click **OK**.
2. A new **Generic** action needs to be added.
   a. Click the **Basic Actions** icon and select **Generic**.
   b. Click the details pane to place the action.
   c. Open the **Properties** for the new **Generic Action**.
   d. In the **General** tab change the **Token Name** to **Play offer.wav**.
3. The latest sales offer message is going to be recorded. A suitable message would be similar to the following: *"Latest Avaya offers – 50% discount on all products until the end of the month. Contact your account manager for further information."* To record the message:
   a. In the **Entry Prompts** tab, select the **Add a Prompt** icon. The **Wave Editor** window opens.
   b. Click the **Use which media device?** arrow and select **Telephony Handset**.
   c. In the **Extension** field, type the extension number that you want to record from.
   d. In the **Please select a file or enter a new file name** field type **offer.wav**.
   e. Select **Record**. The phone that corresponds to the extension number you entered will ring and you will be asked to record the prompt.
   f. When you are finished recording, select **Stop**.
   g. To replay the message , select **Play**. If you want to re-record the message, select **Record**.
   h. When you are satisfied with the recording, replace the telephone handset.
   i. Click **Close**.
4. The actions need to be connected.
   a. Click the **Connection** icon and connect **5** to **Play offer.wav**.
   b. The **Play Offer Wav** option **Next** needs to be connected the **Play Offer Wav** option. This will cause the action to repeat until the caller hangs up. Click the **Connection** icon and connect **Next** back to the start of **Play Offer.wav**.

5. The **attendant.wav** needs to be re-recorded to include the new touch tone in the list of options. A suitable message would be similar to the following: *"Welcome to Avaya. Please press 1 for Sales, 2 for Support, 3 for Reception, 4 to dial the extension you want or 5 to hear the latest sales offer. Alternatively hold for further assistance. Thank you."* To re-record the message:
    a. Select the **Recordings** module.
    b. Open the **Properties** for the  **Edit attendant wav** action.
    c. Open the **Specific** tab
    d. In the **File path** field, click  **Browse**. The **Wave Editor** window opens.
    e. Select  **Record**. You are asked *"You are about to record over the file 2addendant.wav, Do you want to continue?"* Click **Yes**. The telephone that corresponds to the extension number entered will ring and you will be asked to record the prompt.
    f. When you are finished recording, select  **Stop**.
    g. To replay the message , select  **Play**. If you want to re-record the message, select  **Record**.
    h. When you are satisfied with the recording, replace the telephone handset.
    i. Click **Close**.
6. Click the  **Save and Make Live** icon on the toolbar.
7. Test the new menu item.
    a. Make a test call to the auto-attendant module by dialing *90. You should be played the attendant.wav.
    b. Dial 5 to listen to offer.wav. The recording should be repeated until the call is ended.

2.7 Using a Home Action to Restart the Call Flow

An option can be added so a caller can hear the announcement again. This part of the exercise show you how to use a Home action to return the caller to start of the module.

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. A new option needs to be added to the **Menu**.
   a. Select the **AutoAttend** module.
   b. Open the properties for the **Menu** action.
   c. In the **Touch Tones** tab, check **0** and select **OK**.
2. A new **Home** action needs to be added.
   a. Click the **Basic Actions** icon and select **Home**.
   b. Click the details pane to place the action.
3. The actions need to be connected.
   a. Click the **Connection** icon and connect **0** to **Home**.
4. The **attendant.wav** needs to be re-recorded to include the new touch tone in the list of options. A suitable message would be similar to the following: *"Welcome to Avaya. Please press 1 for Sales, 2 for Support, 3 for Reception, 4 to dial the extension you want or 5 to hear the latest sales offer. Alternatively hold for further assistance or press 0 to listen to the options again. Thank you."* To re-record the message:
   a. Select the **Recordings** module.
   b. Open the **Properties** for the **Edit attendant wav** action.
   c. Open the **Specific** tab
   d. In the **File** path field, click **Browse**. The **Wave Editor** window opens.
   e. Select **Record**. You are asked *"You are about to record over the file attendant.wav, Do you want to continue?"* Click **Yes**. The phone that corresponds to the extension number you entered will ring and you will be asked to record the prompt.
   f. When you are finished recording, select **Stop**.
   g. To replay the message , select **Play**. If you want to re-record the message, select **Record**.
   h. When you are satisfied with the recording, replace the telephone handset.
   i. Click **Close**.
5. Click the **Save and Make Live** icon.
6. Test the new menu item.

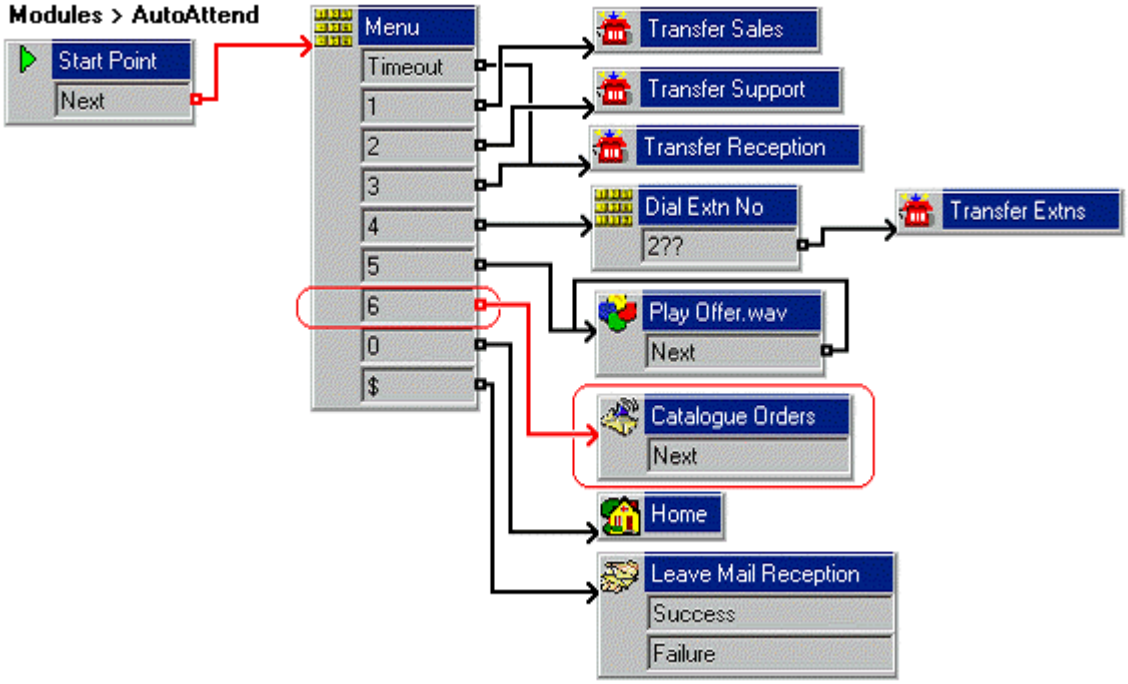
a. Make a test call to the **auto-attendant** module by dialing ***90**. You should be played the auto-attendant menu options.

b. Dial **0** to listen to the options again.

2.8 Using a Voice Question Action

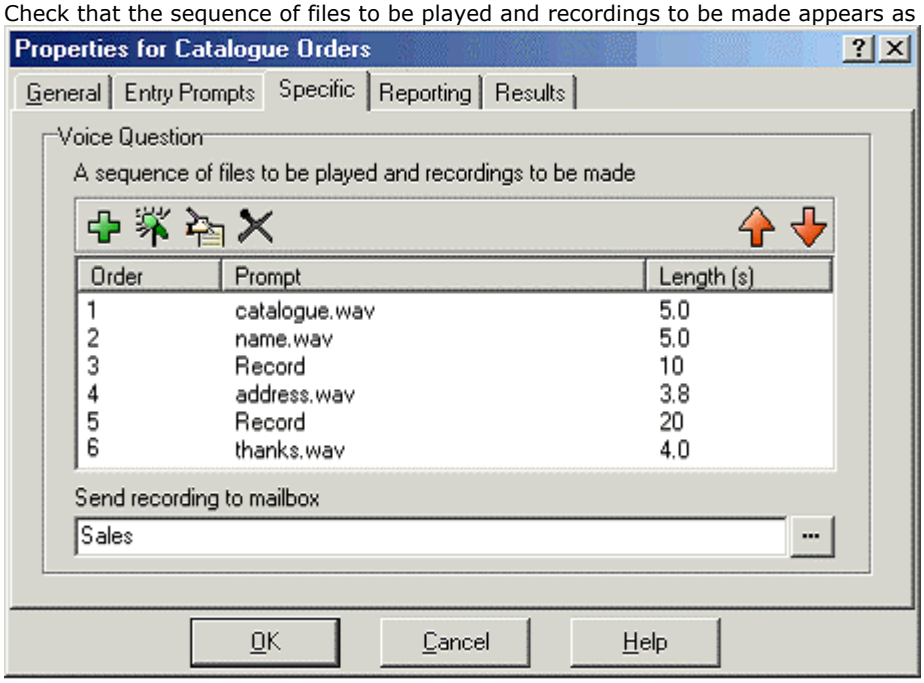
An option can be added so that callers can leave a message in response to pre-recorded prompts. The **Voice Question** action is used to create this "interview" process. In this example, the action asks the caller for information about where they want a catalogue sent. Several recording are made and then played in sequence to the caller.

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. A new option needs to be added to the **Menu**.
   a. Select the **AutoAttend** module.
   b. Open the properties for the **Menu** action.
   c. In the **Touch Tones** tab, check **6** and select **OK**.
2. A new **Voice Question** action needs to be added.
   a. Click the **Mailbox Actions** icon and select **Voice Question**.
   b. Click in the details pane to place the action.
   c. Open the **Properties** for the new **Voice Question** action.
   d. In the **General** tab change the **Token Name** to **Catalogue Orders**.
3. A recording is required that informs the caller what to do. A suitable message would be similar to the following: *"Please follow the instructions to record your name and address and our catalogue will be sent to you."* To record the message:
   a. In the **Specific** tab, click **Add a Prompt** icon. The **Wave Editor** window opens.
   b. Click the **Use which media device?** arrow and select **Telephony Handset**.
   c. In the **Extension** field, type the extension number that you want to record from.
   d. In the please select a file or enter a new file name field type **catalogue.wav**.
   e. Select **Record**. The phone that corresponds to the extension number you entered will ring and you will be asked to record the prompt.
   f. When you are finished recording, select **Stop**.
   g. To replay the message , select **Play**. If you want to re-record the message, select **Record**.
   h. When you are satisfied with the recording, replace the telephone handset.
   i. Click **Close**.

4. A recording is required that asks for the caller's name and company. A suitable message would be similar to the following: *"Please say your full name and company. Press # to continue."*
    a. Click the icon and record **name.wav**.
    b. Click **Close**.
    c. Click the **Record Response** icon, enter **10** and select **OK**.
5. A recording is required that asks for the caller's delivery address. A suitable message would be similar to the following: *"Please say your full address. Press # to continue."*
    a. Click the icon and record **address.wav**.
    b. Click **Close**.
    c. Click the **Record Response** icon, enter **10** and select **OK**.
6. A recording is required that thank the caller. A suitable message would be similar to the following: *"Thank you, your catalogue will be sent to the address given."*
    a. Click the icon and record **thanks.wav**.
    b. Click **Close**.
7. The **Properties** for **Catalogue Orders** window is open.
    a. Check that the sequence of files to be played and recordings to be made appears as shown in the picture.



    b. In **Send Recording to Mailbox**, enter **Sales**. Any messages left are stored in the voicemail box for the Sales group.
    c. Click **OK**.
8. The new actions need to be connected.
    a. Click the **Connection** icon and connect **6** to **Catalogue Orders**.
9. The **attendant.wav** needs to be re-recorded to include the new touch tone in the list of options. A suitable message would be similar to the following: *"Welcome to Avaya. Please press 1 for Sales, 2 for Support, 3 for Reception, 4 to dial the extension you want or 5 to hear the latest sales offer. If you require a catalogue press 6, alternatively hold for further assistance or press 0 to listen to the options again. Thank you."* To re-record the message:
    a. Select the **Recordings** module.
    b. Open the **Properties** for the **Edit attendant wav** action.
    c. Open the **Specific** tab
    d. In the **File** path field, click **Browse**. The **Wave Editor** window opens.

e. Select **Record**. You are asked *"You are about to record over the file attendant.wav, Do you want to continue?"* Click **Yes**. The phone that corresponds to the extension number you entered will ring and you will be asked to record the prompt.

f. When you are finished recording, select **Stop**.

g. To replay the message , select **Play**. If you want to re-record the message, select **Record**.

h. When you are satisfied with the recording, replace the telephone handset.

i. Click **Close**.

j. Click **OK**.

10. Click the **Save and Make Live** icon.

11. Test the new menu item.

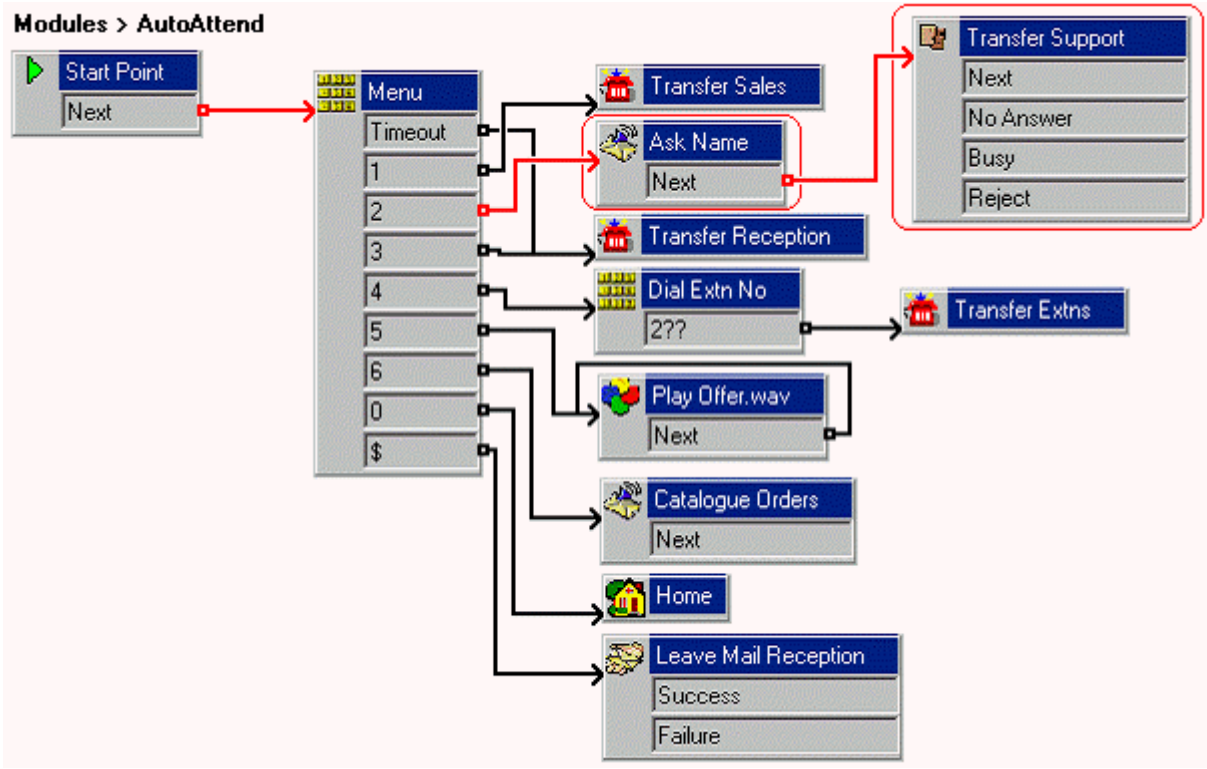
a. Make a test call to the auto-attendant module by dialing ***90**.

b. Dial **6** to access the **Voice Question** action. Record your name and address when prompted.

2.9 Using the Whisper Action

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

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. The **Transfer Support** action needs to be deleted.
   a. Select the **AutoAttend** module.
   b. In the details pane, click the **Transfer Support** action.
   c. Press **Delete**. The action and corresponding connection to the **Menu** is deleted.
2. A new **Voice Question** action needs to be added.
   a. Click the **Mailbox Actions** icon and select **Voice Question**.
   b. Click in the details pane to place the action.
   c. Open the **Properties** for the new **Voice Question** action.
   d. In the **General** tab change the **Token Name** to **Ask Name**.
3. A recording is required that asks the caller their name. In exercise 8 (Using a voice question action) 27 a message was recorded which was similar to: *"Please say your full name and Company."* The recording can be used in this action.
   a. In the **Specific** tab, click **Add a Prompt** icon. The **Wave Editor** window opens.
   b. Click the **Please select a file or enter a new file name** browse folder icon.
   c. Select **Name.wav** and click **Open**.
   d. Click **Close**.
   e. Add a record response time in seconds. Click the **Record** response icon, type **10** and click **OK**.
   f. Click **OK**.
4. A new **Whisper** action needs to be added.
   a. Click the **Telephony Actions** icon and select **Whisper**.

b. Click in the details pane to place the action.

c. Open the **Properties** for the new **Whisper** action.

d. In the **General** tab change the **Token Name** to **Transfer Support**.

e. Click the **Specific** tab. In the **Play recording to** field type **Support**.

f. Click **OK**.

5. The new actions need to be connected. Click the **Connection** icon and connect:

   a. **2** to **Ask Name**.

   b. **Next** (under **Ask Name**) to **Transfer Support**.

6. Click the **Save and Make Live** icon.

7. Test the changed menu item. Use any extension apart from 207. Extension 207 is a member of the Support group and will ring when your call is transferred.

   a. Make a test call to the auto-attendant module by dialing ***90**.

   b. Dial **2**. Record your name and company name when prompted/after the tone. You should then be automatically transferred the Support group.

   c. Extension 207 will ring. Answer the call. You hear Details of the callers name and company.

   d. Press **1** to accept the call. To reject the call hang up.

- **Note:** The **Whisper Actions** results can be used to provide alternate services to callers who are rejected, not answered, etc.

2.10 Collecting Group Messages

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

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

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

Enabling Group Message Waiting Indication

Hunt group message waiting to an individual user is configured by adding the group name to the user's Source Numbers.

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

Setting a Group Remote Access Code

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

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

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

Collecting Group Messages

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

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

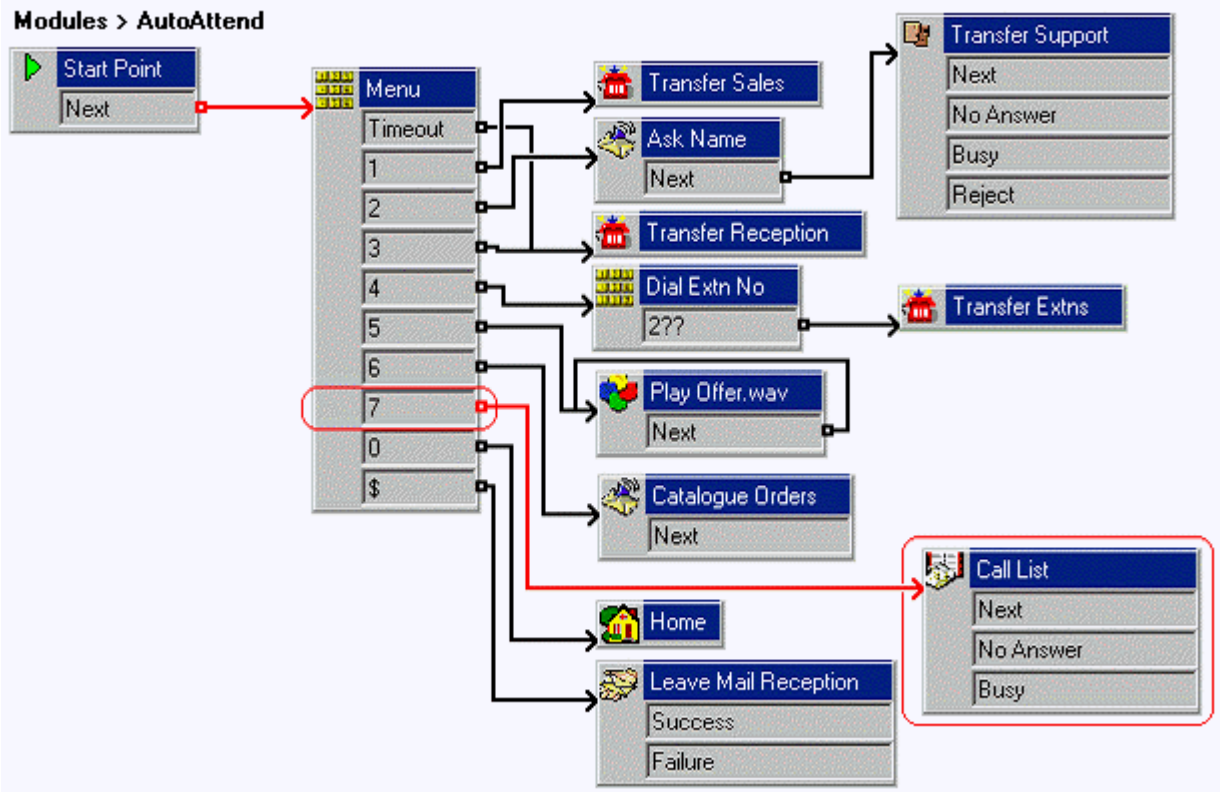
Using Short Codes and DSS Keys

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

2.11 Using the Call List Action

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

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. A new option needs to be added to the **Menu**.
   a. Open the properties for the **Menu** action.
   b. In the **Touch Tones** tab, check **7** and click **OK**.
2. A new **Call List** action needs to be added.
   a. Click the **Telephony Actions** icon and select **Call List**.
   b. Click in the details pane to place the action.
   c. Open the **Properties** for the new **Call List** action.
   d. Click the **Specific** tab.
   e. In **Transfer to group field** type **Accounts**.
   f. Check the **Prompt user with a list of group members** option.
   g. Click **OK**.
3. The new actions need to be connected.
   a. Click the Connection icon and connect 7 to Call List action.
4. The **attendant.wav** needs to be re-recorded to include the new touch tone in the list of options. A suitable message would be similar to the following: *"Welcome to Avaya. Please press 1 for Sales, 2 for Support, 3 for Reception, 4 to dial an extension, 5 to hear the latest sales offer, 6 if you require a catalogue or 7 for Accounts. To listen to the options again press 0 or hold for further assistance. Thank you."* To re-record the message:
   a. Select the **Recordings** module.
   b. Open the **Properties** for the **Edit attendant wav** action.
   c. Open the **Specific** tab
   d. In the **File path** field, click **Browse**. The **Wave Editor** window opens.

e. Select **Record**. You are asked *'You are about to record over the file attendant.wav, Do you want to continue?"* Click **Yes**. The phone that corresponds to the extension number you entered will ring and you will be asked to record the prompt.

f. When you are finished recording, select **Stop**.

g. To replay the message , select **Play**. If you want to re-record the message, select **Record**.

h. When you are satisfied with the recording, replace the telephone handset.

i. Click **Close**.

j. Click **OK**.

5. Click the **Save and Make Live** icon.

6. Test the new menu item from any extension apart from 207.

a. Make a test call to the auto-attendant module by dialing ***90**.

b. Dial **7** to access the **Call List** action. You are played the list of extensions in the **Accounts** group. Our **Accounts** group contains the extensions 207 and 208.

c. Dial extension **207**.

2.12 Using the Condition Editor

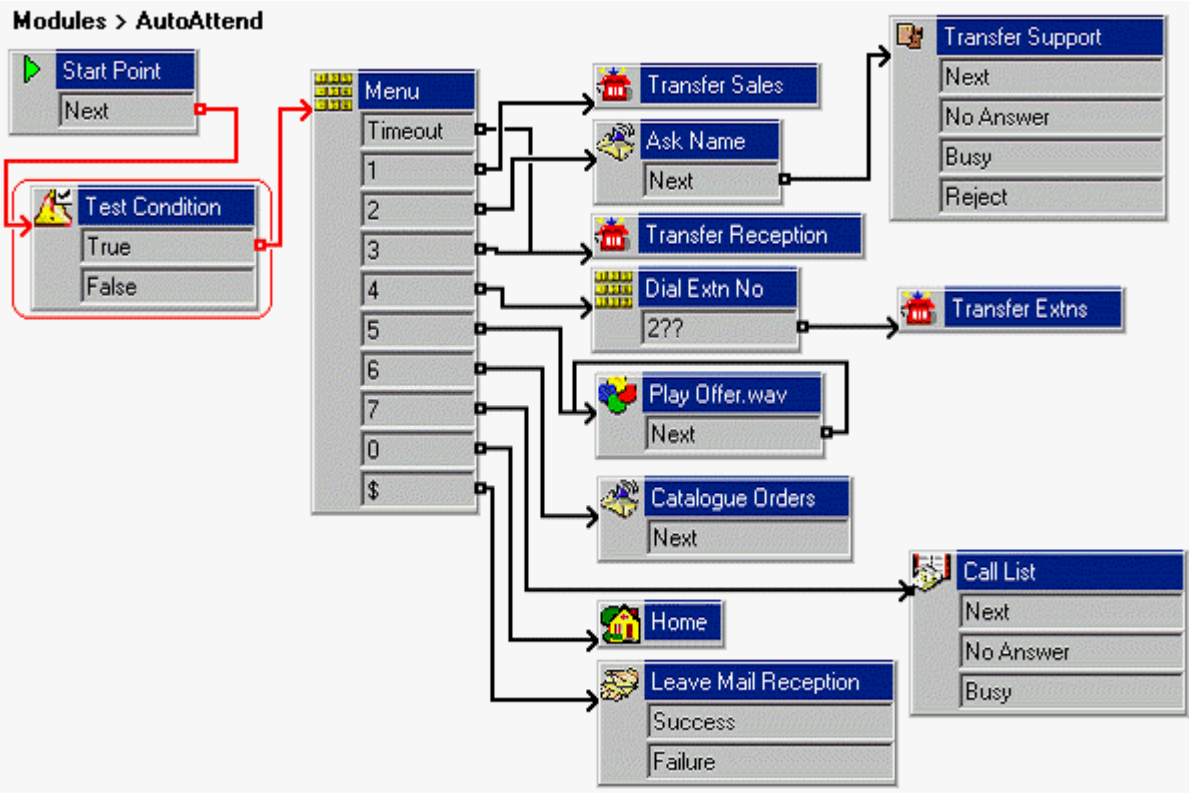
In this exercise you learn how to configure conditions whereby the current auto-attendant is used only between 09:00 and 18:00, Monday to Friday. Outside of these hours, callers will be played a different message and asked to leave a message.

a. Creating the Attendant Hours Condition

1. Click the **Conditions Editor** icon. The **Conditions Editor** window opens.
2. A new condition needs to be created.
   a. Click the **New Condition** icon in the toolbar. The **New Condition** window opens.
   b. Type the new condition name **Attendant**.
   c. Click **OK**. The icon **Attendant** is placed in the **Condition Editor** window.
3. The conditions when the auto-attend module is used between 09:00 and 18:00, Monday to Friday needs to be set.
   a. Click the **Elements** icon. select **Week Planner**.
   b. Click **Attendant** in the **Condition Editor** window. The **Week Planner** icon is added.
   c. Double-click the **Week Planner** to open the available time periods within a week.
   d. Check the days Monday through to Friday. The start and end times for the days do not need to be changed.
   e. Click **OK**.
4. The symbol before the condition Week Planner indicates the logic '**AND**' is used. We want working hours to be true on Monday or Tuesday or … or Friday so the logic needs to be changed to '**OR**'.
   a. Click the Logic icon in the toolbar, select **OR**.
   b. Click the condition **Week Planner** in the **Condition Editor** window. The logic setting to is changed to representing the logic '**OR**'.
5. Click **OK**.

b. Using the Condition

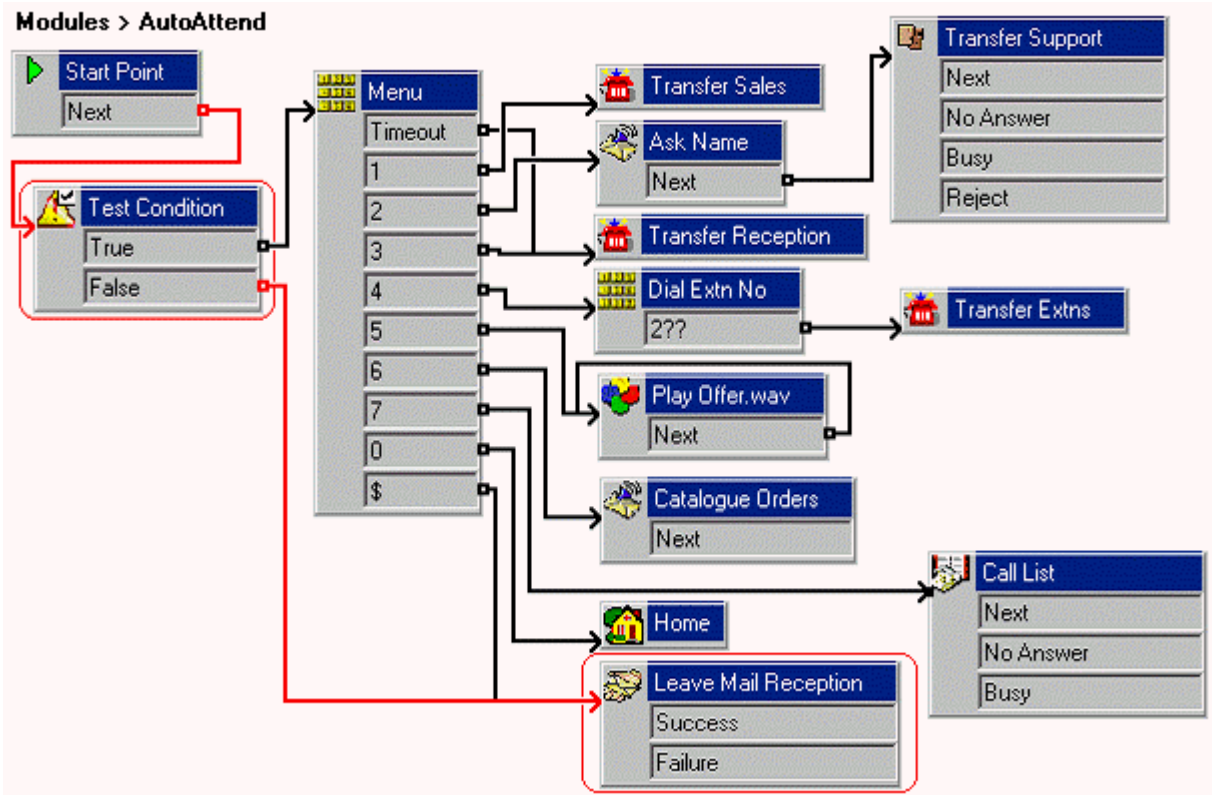
In this part of the exercise, the Attendant condition is included in the AutoAttend module. When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. In the **AutoAttend** module, delete the connection from the **Start Point** to the **Menu** action.
   a. Select the connection between **Start Point** and **Menu**.
   b. Press **Delete**.
2. A new **Test Condition** action needs to be added.
   a. Click the **Conditions Actions** icon and select **Test Condition**.
   b. Click in the details panel to place the action.
   c. Open the properties for the new **Test Condition**.
   d. Click the **Specific** tab.
   e. Click the **Return the result of the following condition** arrow and select the **Attendant** condition.
   f. Click **OK**.
3. The new action needs to be connected. Click the **Connection** icon and connect:
   a. **Start Point** to the **Test Condition** action.
   b. True to the **Menu** action.
4. Click the **Save and Make Live** icon.
5. Test the new condition.
   a. Make a test call to the **AutoAttend** module by dialing ***90**. If it between 09:00 and 18:00 on a weekday (Monday to Friday), you will receive the normal attendant service.

c. 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. When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. If a caller calls out of hours they need to be transferred to reception voicemail.
   a. Click the **Connection** icon and connect False under the **Test Condition** action to the **Leave Mail Reception** action.
2. To test the out of hours call route, the **Attendant Condition** is to be changed so that the **End time** has already past.
   a. Click the **Condition Editor** icon. The **Condition Editor** window opens containing the **Attendant** condition.
   b. In the **Attendant** condition, double-click **Week Planner**.
   c. For the current day, change the **End time** to a time already past.
   d. Click OK to close the **Week Planner** window.
   e. Click OK to close the **Condition Editor** window.
3. Click the **Save and Make Live** icon.
4. Test the new condition.
   a. Make a test call to the auto-attendant module by dialing ***90**. As you are accessing the module out of hours you be asked to leave a message in the reception group's mailbox.
   b. Hang-up the call.
5. The **Attendant** condition needs to be returned back to **09:00 to 18:00 hours, Monday to Friday**.
   a. Click the **Condition Editor** icon. The **Condition Editor** window opens containing the **Attendant** condition.
   b. In the **Attendant** condition, double-click **Week Planner**.
   c. For the current day, change the **End time** to **18:00**.
   d. Click **OK** to close the **Week Planner** window.
   e. Click **OK** to close the **Condition Editor** window.

6. Click the  **Save and Make Live** icon.

2.13 Using User Defined Variables

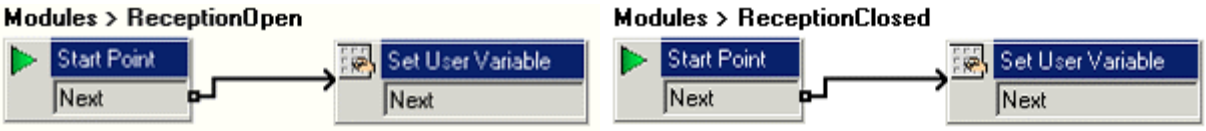
In this exercise you learn how to add a variable that will be used to determine the call flow to be presented to the caller. This could be used, for example, when all staff are attending a meeting.

a. Create a New Variable

1. Click the **User Defined Variable** icon. The User defined variables window opens.
2. Click the add icon. The **Add user defined variable** window opens.
3. Enter **Reception** and click **OK**. The variable '**Reception**' is added in the **User defined variables** window.
4. Select **Update**. The **User defined variables** window closes.

b. Create Modules to Alter the Variables Value

In this part of the exercise, you create two modules – one for indicating when the reception is open, the other for when the reception is closed. When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. Add a new **Module** called **ReceptionOpen**.
2. A new **Set User Variable** needs to be added.
   a. Click **Conditions Actions**, click **Set User Variable** action.
   b. Click in the details pane to place the action.
   c. Open the **Properties** for the new **Set User Variable** action.
   d. In the **Entry Prompts** tab, click **Add a Prompt** icon. The **Wave Editor** window opens.
   e. The announcement message needs to be recorded. A suitable message would be similar to the following: *"Reception is open."*
   f. Click the **Specific** tab.
   g. Click the **Assign the following user variable** to select **Reception**.
   h. In the **with the following value** field, type **open**.
   i. Click **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. Click the **Save and Make Live** icon.

c. Add Short Codes to Change the Variable Value

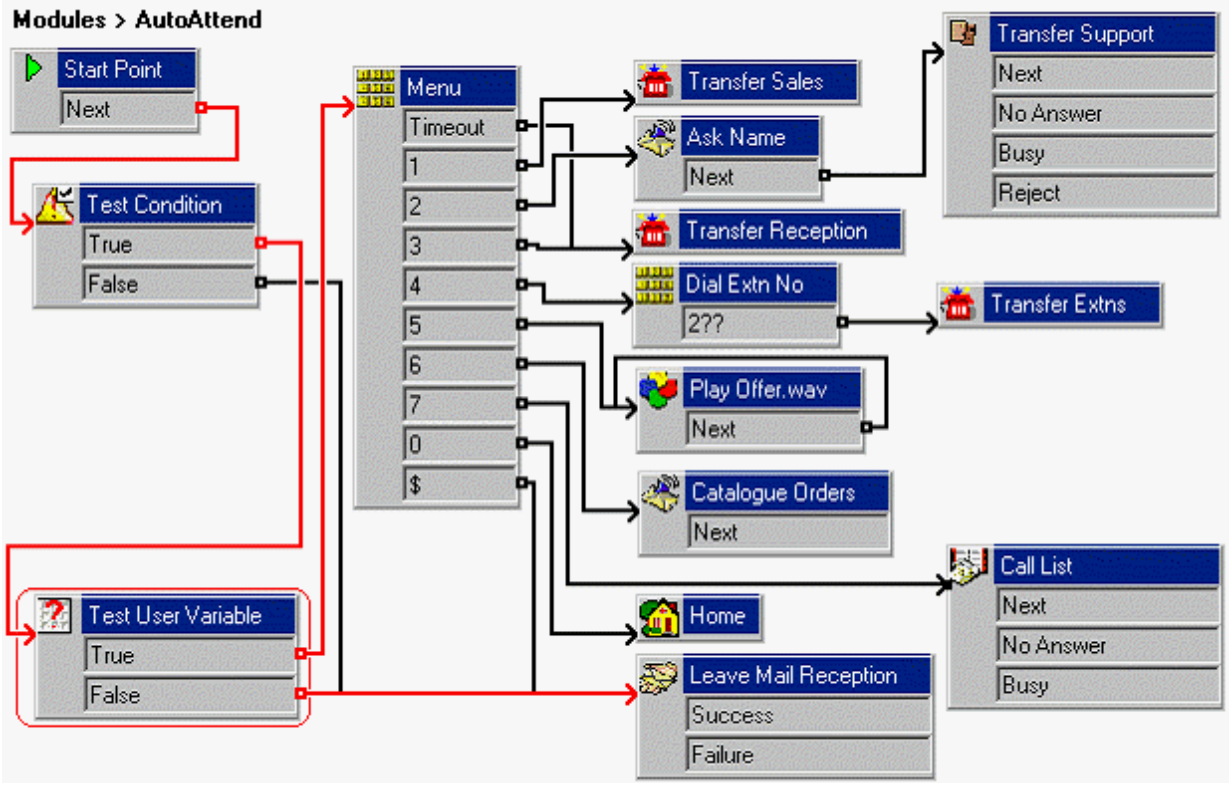
1. In IP Office Manager, add the following short codes:

Field	Enter:	Enter:
Code	*91	*92
Feature	Voicemail Collect	Voicemail Collect
Telephone Number	"ReceptionOpen"	"ReceptionClosed"
Line Group ID	0	0

2. Merge the new short codes with the telephone system.

d. Using the Variable in the Call Flow

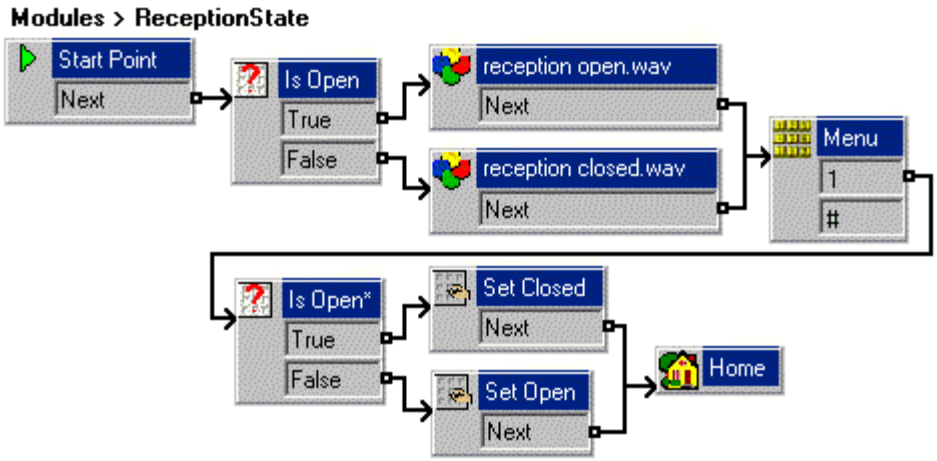
In this part of the exercise, we will change the auto-attendant call flow according to the current setting of the user defined variable. When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. In the **AutoAttend** module, delete the connection from the **Test Condition**'s **True** result to the **Menu** action.
2. A **Test User Variable** action needs to be added.
   a. Click **Conditions Actions**, select **Test User Variable**.
   b. Click in the details pane to place the action.
   c. Open the **Properties** for the new **Test User Variable**.
   d. In the **Specific** tab, from the **This action will return TRUE if the following variable** list box, select **Reception**.
   e. In **matches the value below**, type **open**.
   f. Click **OK**.
3. The actions need to be connected. Click the **Connection** icon and connect:
   a. The **Test Condition**'s **True** result to the **Test User Variable** action.
   b. The **True** result to the **Menu** action.
   c. The **False** result to the **Leave Mail Reception** action.
4. Click the **Save and Make Live** icon.
5. From any extension, dial ***91** to set the reception variable to **open**.
6. Make a test call to the auto-attendant module. You should be played the **attendant.wav** as normal.
7. From any extension, dial ***92** to set the reception variable to **closed**.
8. Make a test call to the auto-attendant module. You should be prompted to leave a message for reception.
9. From any extension, dial *91 to return the reception variable to **open**.

e. Combining the Controls

Two modules have been created, one to set the reception open, one to set the reception closed. To match those we created, two short codes also need to be created, so the list of modules and short codes continues to expand. With pre-planning however, we could have combined the two modules into a single module. An example is shown below.



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

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

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

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

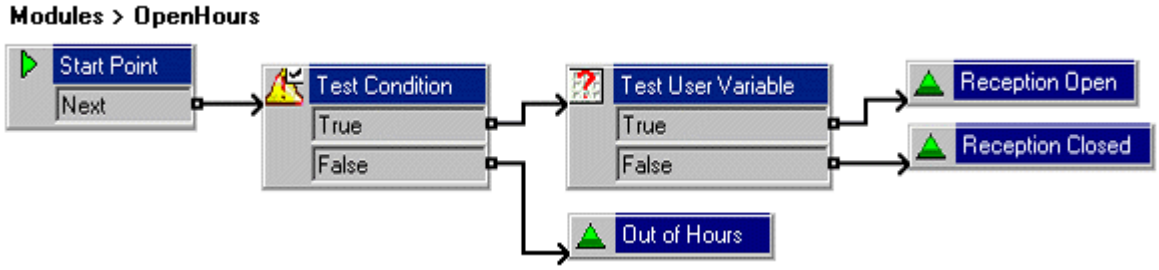
2.14 Module Returns and Reusing Modules

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

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

a. Creating the Module for Reuse

In this part of the exercise, you will create a module that combines the Test Condition and Test User Variable actions previously added to our auto-attendant. When completed the call flow will look similar to the example shown.



1. Add a new **Module** called **OpenHours**.
2. A new **Test Condition** action needs to be added.
   a. Click **Conditions** actions, click **Test Condition**.
   b. Click in the **Details** pane to place the action.
   c. Open the **Properties** for the new **Test Condition**.
   d. In the **Specific** tab, click the list box, select the **Attendant** condition. This selects **Attendant** as the condition to be tested.
   e. Click **OK**.
3. A new **Test User Variable** action needs to be added.
   a. Click **Conditions** actions, click **Test User Variable**.
   b. Click in the **Details** pane to place the action.
   c. Open the properties for the new **Test User Variable**.
   d. In the **Specific** tab, from the This action will return **TRUE** if the following variable list box select Reception.
   e. In the matches the value below field, type **open**.
   f. Click **OK**.
4. Three Module Return actions need to be added.
   a. Click **Basic actions**, click **Module Return**.
   b. Click in the **Details** pane to place the action.
   c. Right-click the new **Module Return**, select **Rename**. The **New action name** window opens.
   d. Type **Reception Open**.
   e. Click **OK**.
   f. Add a **Module Return** and rename to **Reception Closed**.
   g. Add a **Module Return** and rename to **Out of Hours**.
5. The actions need to be connected. Click the **Connection** icon and connect:
   a. **Start Point** to **Test Condition**.
   b. **Test Condition**'s True result to **Test User Variable**.
   c. **Test Condition**'s False result to **Out of Hours**.

d. **Test User Variable**'s True result to **Reception Open**.

e. **Test User Variable**'s False result to **Reception Closed**.

6. Click the **Save and Make Live** icon.

b. Altering the Call Routing

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

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

Field	Enter:
Code	*90
Feature	Voicemail Node
Telephone Number	"Short codes:Attendant"
Line Group ID	0

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

Field	Enter:
Code	Attendant
Feature	Voicemail Collect
Telephone Number	"Attendant"
Line Group ID	0

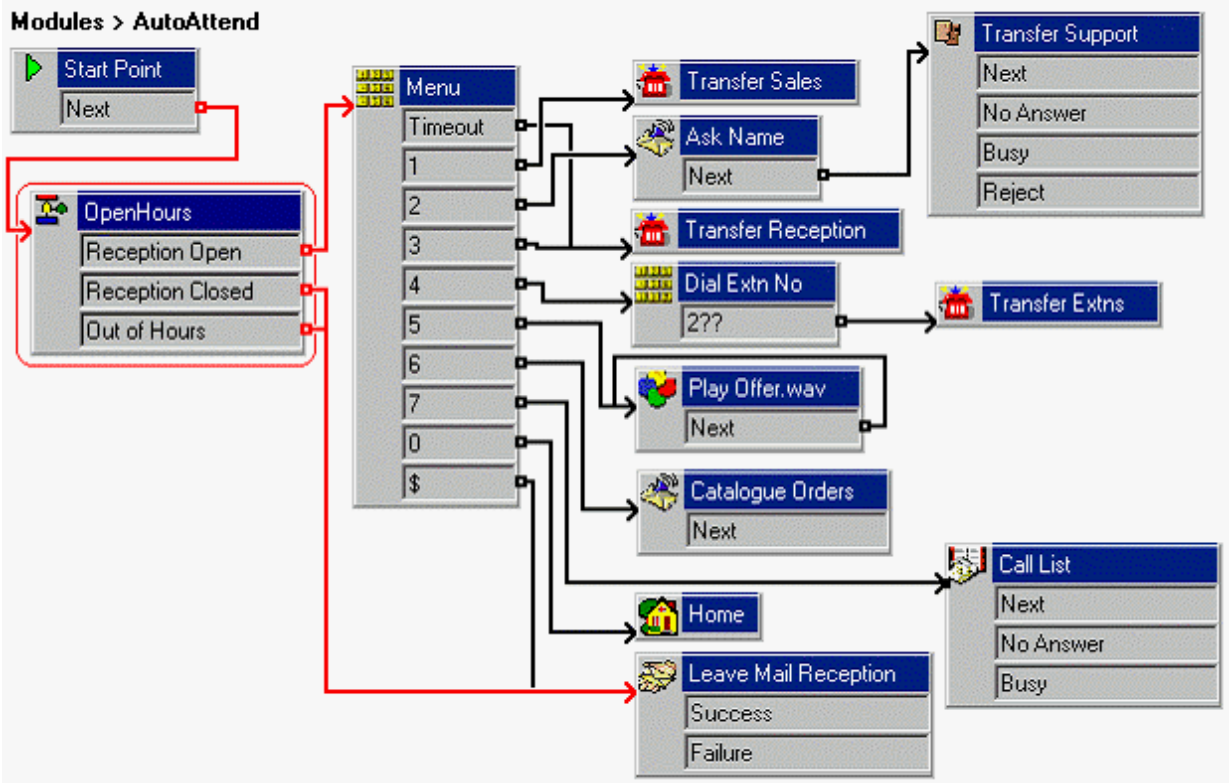
4. In the **Incoming Call Route** current set to **VM:AutoAttend**, change it now to **Attendant**. We cannot use **VM: Short Codes.Attendant** in an Incoming Call Route as it exceeds the allowed 15 characters. [We could insert ***90** as the destination, but this method gives some indication of the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

Field	Enter:
Bearer capability	Any Voice
Line Group Id	0
Incoming Number	[leave blank]
Incoming Sub Address	[leave blank]
Incoming CLI	[leave blank]
Destination	Attendant
Locale	[leave blank]
Priority	1
Fallback Extension	[leave blank]
Night Service Profile	<None>
Night Service Destination	[leave blank]

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

c. Adding the Module

In this part of the exercise, you will now add the **OpenHours** module to the **AutoAttend** module. When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. In Voicemail Pro, open the **AutoAttend** module.
2. Click and drag **OpenHours** module from the list of modules into the **AutoAttend** module. The **Module Return** actions added to **OpenHours** appear as results.
3. The actions need to be connected. Click the **Connection** icon and connect:
   a. **Start Point** to **OpenHours**.
   b. **Reception Open** result to the **Menu** action.
   c. **Reception Closed** result to **Leave Mail Reception**.
   d. **Out of Hours** result to **Leave Mail Reception**.
4. Click the **Save and Make Live** icon.
5. Make a test call to the auto-attendant. You should hear the auto-attendant greeting.

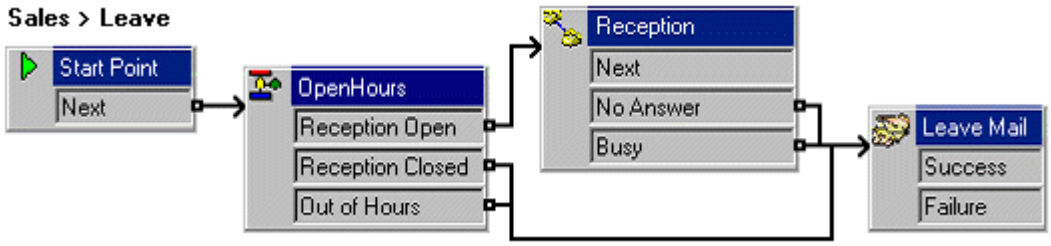
2.15 Creating a Hunt Group Attendant

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

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

a. Creating the Sales Group Attendant

In this part of the exercise you will create the call flow for callers leaving a message for the Sales group. When completed the call flow will look similar to the example shown.



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

b. Testing the Call Flow

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

1. The group queuing is switched off using IP Office Manager.
    a. In IP Office Manager, receive the telephone system configuration.
    b. Click  **Hunt Group** to display the list of groups.
    c. Click the **Sales Group** to display its details.
    d. Click the **Queueing** tab.
    e. Un-check **Queuing On**.
    f. Click **OK**.
    g. Send the new configuration to the telephone system and reboot.
2. Wait for the system to reboot and for voicemail to restart (use ***17** to from any extension test this).
3. Test the call flow.
    a. From any extension other than 207 (the member of the Reception group) or 208 (the member of the Sale group), make a call to 301, the **Sales** group.
    b. 208 should ring for 15 seconds before the call is routed to voicemail.
    c. You should then hear *"Transferring you to reception"* and 207 should start ringing.
    d. After 10 seconds, since **Reception** hasn't answered the call should go to the **Sales** mailbox.
    e. Hang-up.
4. Using IP Office Manager again, switch **Queuing** for the **Sales** group back on.

2.16 Using a Queue Position Action

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

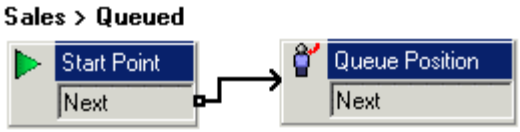
a. Adding a Queued Message

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

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

b. Creating the Queued Call Flow

In this part of the exercise you add a new Queued start point for the Sales group. When completed the call flow will look similar to the example shown.



1. Under **Specific Start Points** for **Groups**, right-click **Sales** and select **Edit**.
2. Check **Queued** and choose **OK**.
3. Select the **Queued** start point.
4. From **Queue Actions** add a **Queue Position** action and open its properties.
   a. 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. Click the **Save and Make Live** icon.
7. Make extension 208 busy and dial 301 from 207.
8. After 10 seconds, you should be placed in the queue and played **sales queued.wav**, then given your position in the queue. You should then be returned to the queue. If you continue to hold, you will eventually hear the normal still queued message, which will be repeated every 30 seconds.

2.17 Adding a Queue ETA Action

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

- **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 60 minutes.

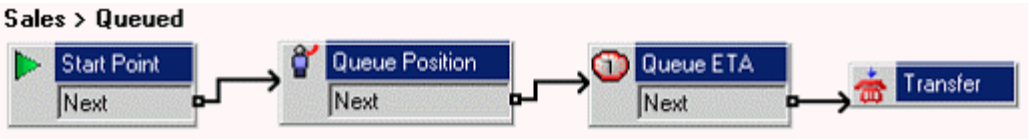
a. Adding an ETA Message

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

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

b. Adding the Queue ETA Action

When completed the call flow will look similar to the example shown.



1. Select the **Queued** start point under the **Sales** group.
2. From **Queue Actions**, add a **Queue ETA** action and open its properties.
   - In the **Entry Prompt** tab, add **answered in.wav** and select **OK**. Note: Again, we could have used the **Specific** tab to record prompts to be spoken after the ETA.
3. Connect the **Queue Position** action to the **Queue ETA** action.
4. Click the **Save and Make Live** icon.
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.

2.18 Still Queued

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

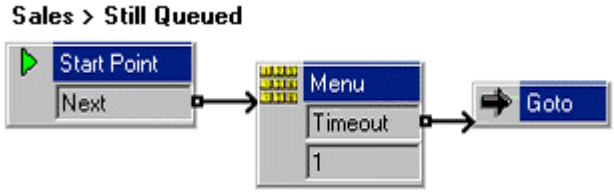
a. Recording a Sales Still Queued Message

In this part of the exercise, you will add the wav file that is 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 short code ***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."*

b. Adding the Still Queued Actions

In this part of the exercise you add a **Still Queued** start point for the **Sales** hunt group. When completed the call flow will look similar to the example shown.



1. Under **Groups**, right-click on **Sales** and select **Edit**.
2. Add **Still Queued** to the ticked options and click **OK**.
3. Select the **Still Queued** start point under **Sales**.
4. Add a new **Menu** action and open its **Properties**.
   a. In the **Entry Prompts** tab, add **sales still queued.wav**.
   b. In the **Touch Tones** tab, tick **1**.
   c. 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.
   a. In the **Specific** tab, click ....
   b. Select **Start point or module** and from the drop-down list select **Sales.Leave**. This gives callers the actions in the **Sales** group's **Leave** callflow.
6. The new actions need to be connected. Click the **Connection** icon and connect:
   a. **Start Point** to **Menu**.
   b. Connect the **Timeout** result to the **Goto** action.
7. Click the **Save and Make Live** icon.
8. The still queued action needs to be tested.
   a. Make 208 busy and dial 301 from 207.
   b. 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.
   c. Press 1 to stay in the queue. Wait and on the second turn, do not press 1. You should be transferred to the actions in the **Sales Leave** call flow.

2.19 Forwarding Messages to Multiple Users

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

a. Creating the Module to Record and Forward the Message

In this part of the exercise, you add the Start Point that will record and forward the message. When completed the call flow will look similar to the example shown.

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. Click the **Save and Make Live** icon.

b. Add a Short Code

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

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

Field	Enter:
Code	*95
Feature	Voicemail Collect
Telephone Number	"Sales Team"
Line Group ID	0
Locale	[leave blank]
Force Account Code	[leave blank]

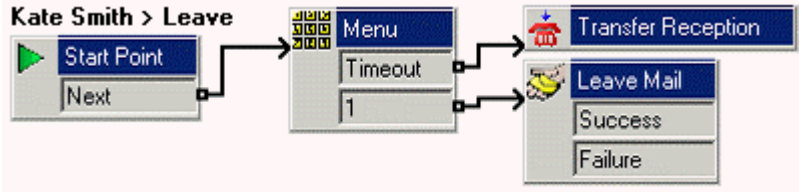
2. Save and merge the configuration with the telephone system.
3. On extension 205, dial *95 and record a message similar to the following: "Sales meeting on Monday at 9.30 am in the Board Room".
4. Check at extensions 207 and 208 that they both have the message.

2.20 Creating a Personal Attendant for a User

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

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

When completed the call flow will look similar to the example shown.



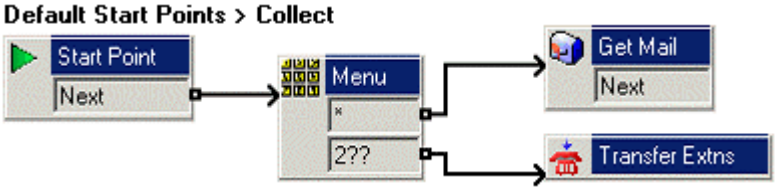
1. Under **Specific Start Points**, right-click **Users** and select **Add**.
2. Enter **Kate Smith** in the **Name** field.
3. Select the **Leave** entry point and click **OK**.
4. Click **Leave** now shown under **Kate Smith**.
5. Create a call flow that will allow a caller to choose whether to leave a message, transfer to Bob Rogers (207), transfer to the Sales group (301) or hold to be transferred to Reception (300).
6. Create a recording for the **Menu** action that will announce these options. You cannot use the normal mailbox greeting, as that is used by the Leave Mail action.
7. Click the **Save and Make Live** icon.
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.

2.21 Using a Default Start Point

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

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

When completed the call flow will look similar to the example shown.



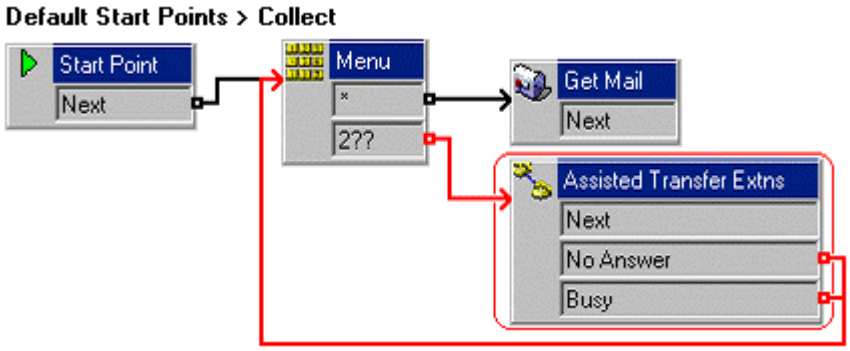
1. In the **Default Start Points**, select **Collect**.
2. Add a **Menu** action and in its **Touch Tones** tab add ***** and **2??**.
3. From **Mailbox Actions** add a **Get Mail** action and open its properties.
   a. In the **Specific** tab, ensure the **Caller's Mailbox** option is selected.
4. Add a **Transfer** action and open its properties.
   a. Change its **Token Name** to ***Transfer Extns***.
   b. In the **Specific** tab, enter **$KEY** as the **Mailbox**.
5. The new actions need to be connected. Click the **Connection** icon and connect:
   a. **Start Point** to the **Menu** action.
   b. ***** to the **Get Mail** action.
   c. **2??** to the **Transfer Extns** action.
6. Add a wav file of the options to the **Entry Prompts** of the **Menu** action.
7. Click the **Save and Make Live** icon.
8. At any extension, dial ***17** and test that the new start point is operational.

2.22 Using an Assisted Transfer Action

In this exercise you learn how to replace the **Transfer** action with an **Assisted Transfer** action. This new action will return the user to the **Menu** action if the called party is busy or does not answer. This means that the user can make another choice if required.

a. Adding the Assisted Transfer Action

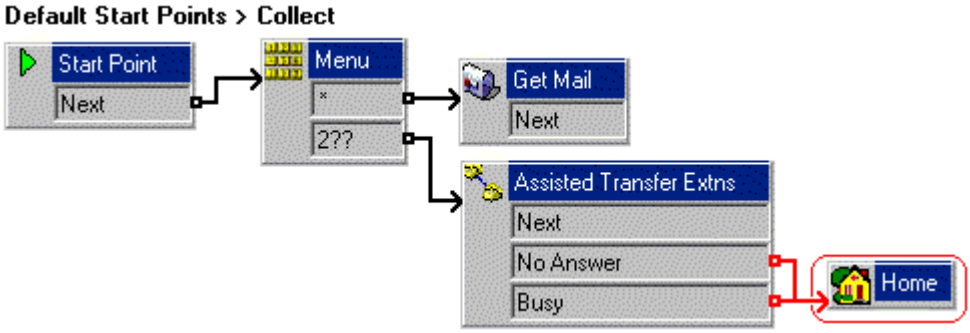
When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



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**.
   a. In the **Specific** tab, in **Mailbox** enter **$KEY**.
   b. Change the **No Answer Timeout** to 10 seconds, and select **OK**.
4. The new actions need to be connected. Click the **Connection** icon and connect:
   a. **2??** to the **Assisted Transfer Extns** action.
   b. **No Answer** result to the **Menu** action.
   c. **Busy** result to the **Menu** action.
   d. Click the **Save and Make Live** icon.
5. Test the call flow.
   a. Make 208 busy. At another extension, dial ***17**. Dial 208 when prompted.
   b. As 208 is busy, you should be returned to the **Menu** action.
   c. Dial another extension that you know is free.
   d. Allow this extension to ring for 10 seconds and you should be returned to the **Menu** action again.
   e. End all calls.

b. Adding a Number Unavailable Prompt

In this part of the exercise, you use the Home action to both simplify the connections in the callflow and play a wav file to users when an extension that they want is busy or not answered. When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.

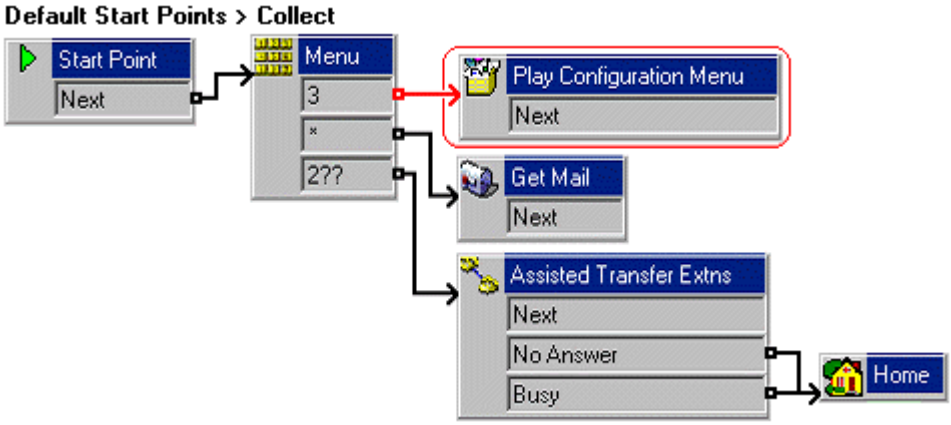


1. In the **Recordings** module add a new touch tone and **Edit Play List** action that will allow you to record ***unavailable.wav*** with a message similar to the following: *"Sorry, that extension is currently unavailable. Please make another choice."*
2. In **Default Start Points >Collect**, delete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

2.23 Using a Play Configuration Menu Action

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

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.

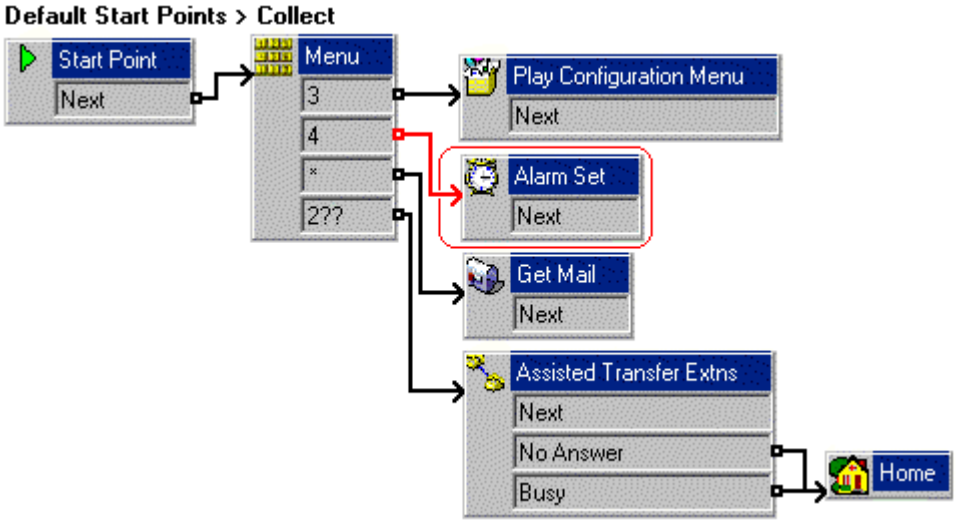


1. Within **Default Start Points>Collect**, add touch tone **3** to the **Menu** action.
2. From **Configuration Actions**, add a **Play Configuration Menu** action and open its properties.
   a. In the **Specific** tab, ensure that **Caller's Mailbox** is selected.
3. Connect the **3** to the **Play Configuration Menu** action.
4. Click the **Save and Make Live** icon.
5. Test the call flow.
   - From extension 208 dial ***17**.
   - Press **3** and you should be played the list of user configuration options.
   - Press **5** for **Do Not Disturb**.
   - Press **1** to enable and then end the call.
   - Dial extension **208** from any other extension. You should get busy tone. End the call.
   - At 208 dial ***17** again. Dial **3** for the user configuration options, dial **5** for **Do Not Disturb** and dial **2** to disable **Do Not Disturb**.
   - 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.

2.24 Using the Alarm Set Action

In this exercise you learn how to add an **Alarm Set** action to **Default Start Points>Collect** to allow users to set alarm calls on their extensions via voicemail. The **Alarm Set** action can only be used on internal extensions. Voicemail will attempt to present the alarm call every 5 minutes for half an hour until answered.

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



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. Click the **Save and Make Live** icon.
5. Test the call flow.
   - From any extension, dial ***17** and press **4**.
   - Follow the instructions and set an alarm call for 3 minutes after the current time on the voicemail server.
   - At the time requested, the extension should ring. When you answer, you will hear any message recorded when the alarm was set.
   - End all calls.

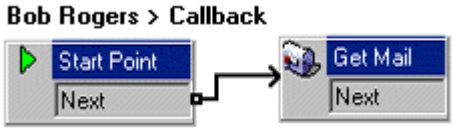
2.25 Using a Callback Start Point

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

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

a. Setting Up the Callback Call Flow

When completed the call flow will look similar to the example shown.



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

b. Setting the Callback Number

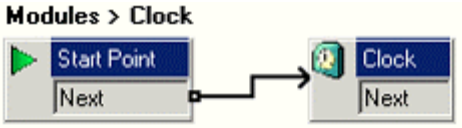
In this part of the exercise, you enter the number to be called. This is done through the IP Office Manager configuration.

1. In IP Office Manager, open the **User** configuration form for **Bob Rogers**.
2. In the **Voicemail** tab, in **Voicemail Code** enter ***5678*** and confirm this in **Confirm Voicemail Code**.
   - Callback will not work if the user does not have a voicemail code set.
3. In the **Source Numbers** tab, add the relevant telephone number prefixed by a capital **P**, for example **P01923123456**. For testing this use a mobile number if your test system has external lines, otherwise use an extension number.
4. Save and send the configuration to the telephone system.
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.

2.26 Using the Clock Action

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

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



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. Click the **Save and Make Live** icon.
5. In IP Office Manager, add the following system short code:

Field	Enter:
Code	123
Feature	Voicemail Collect
Telephone Number	"Clock"
Line Group ID	0

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

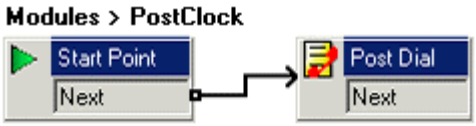
2.27 Using a Post Dial Action

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.

a. Creating the Module

In this example, we will create a short code that allows the Receptionist to play the Clock module previously created to another extension. This is just an example of how post dial can be used to launch a chosen call flow start point at another extension (we could have used a Menu action to let the receptionist indicate the extension).

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



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

Field	Enter:
Code	*98
Feature	Voicemail Collect
Telephone Number	"Post Clock"
Line Group ID	0

b. Using Post Dial to Play Wav Files

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

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

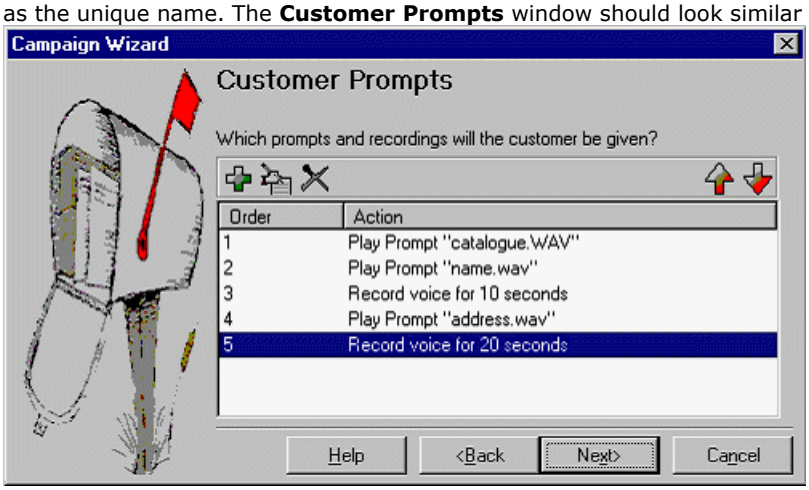
2.28 Using Campaigns

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

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

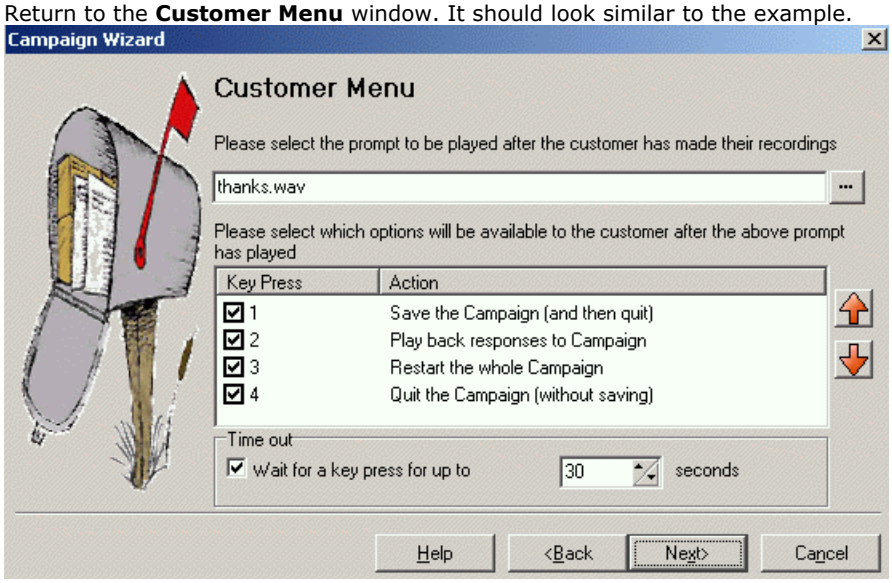
a. Creating the Campaign

1. Click the **Campaign Editor** icon. The **Campaign Wizard Introduction** window opens.
2. Select **Create a new Campaign**.
3. Click **Next**. The **Customer Prompts** window opens.
   a. In the **Customer Prompts** window, click ✚. The **Please edit the Campaign Action** window opens.
   b. Select the option **Play a prompt to the customer**. A wav file that was created in the earlier exercises is being re-used.
   c. Click ... **Browse**. The **Wave Editor** window opens.
   d. In the field **Please select a file or enter a new file name**, click .
   e. Select **catalogue.wav** and click **Open**. You return to the **Wave Editor** window.
   f. Click **Close**. You return to the **Please edit the Campaign action** window.
   g. Click **OK**. You return to the **Customer Prompt** window.
   h. Click ✚ again and in **Play a prompt to the customer** enter **name.wav**.
   i. Click **OK**. You return to the **Customer Prompt** window.
   j. Click ✚ again and select the option **Allow the customer to input information**.
   k. In the field **Please enter the maximum recording length** enter **10**.
   l. In the field **Please enter a unique name that will describe the input** enter **CustomerName**. When entering a name you must make sure that you use no spaces.
   m. Click **OK**. You return to the **Customer Prompt** window.
4. Repeat step 3 to add **address.wav**, allow 20 seconds recording time and use **CustomerAddress** (all one word) as the unique name. The **Customer Prompts** window should look similar to the example.



5. Click **Next**. The **Customer Menu** window opens.
   a. In the field **Please select the prompt to be played after the customer has made their recordings**, use the ... **Browse** button to enter the wav file called **thanks.wav**.
   b. Under **Please select which options will be available to the customer after the above prompt has played** select **1**, **2**, **3** and **4**. The prompt **thanks.wav** needs to be re-recorded so that it includes the four options.
   c. Click the ... **Browse** button to open the **Wave Editor** window and re-record the prompt.

d. Return to the **Customer Menu** window. It should look similar to the example.



6. Click **Next**. The **Campaign Identification** window opens.

a. In the field **Where should this Campaign be parked when information is either left by a customer or collected by an agent?** enter **5000**.

b. In the field **The name of this Campaign is**, enter **Sales Catalogue**.

7. Click **Next**. A window opens stating **A new Campaign called "Sales catalogue" will now be produced**.

8. Click **Finish** to produce the campaign.

b. Getting Callers to the Campaign (Part 1)

In this part of the exercise, you add a call flow that will allow you to test the Catalogue campaign. When completed the call flow will look similar to the example shown.

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. Click the **Save and Make Live** icon.
5. In IP Office Manager, add a new short code as follows:

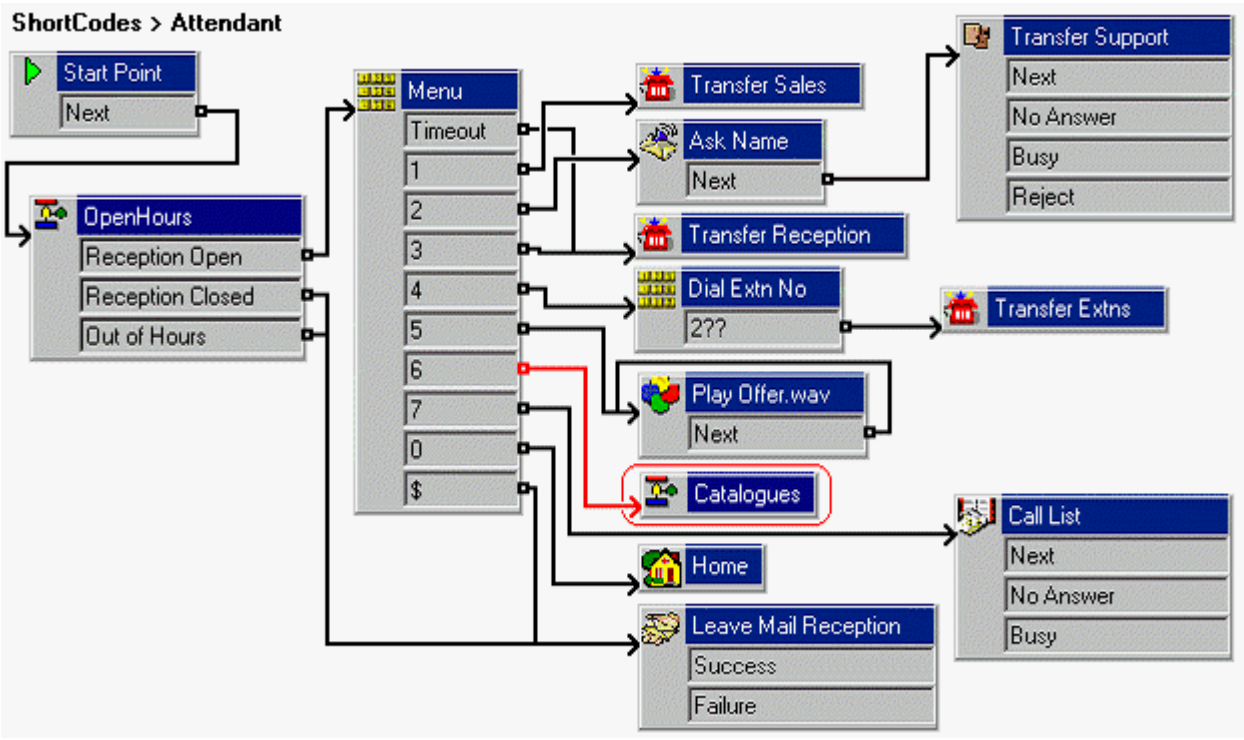
Field	Enter:
Code	*94
Feature	Voicemail Collect
Telephone Number	"Catalogues"
Line Group ID	0

6. Save and merge the configuration with the telephone system.
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.

c. 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.

When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



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

d. Getting Callers to the Campaign (Part 3)

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

Field	Enter:
Code	*96
Feature	Voicemail Collect
Telephone Number	"Sales Catalogue"
Line Group ID	0

2.29 Collecting the Campaign Results

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

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

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

a. 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 IP Office Manager, receive the telephone system configuration.
2. Open the  **User** form for ***Kate Smith***.
3. Select the **Button Programming** tab.
4. Select a free DSS button
   a. Right-click in the **Action** field.
   b. Select **Emulation > Call Park**.
   c. Right-click in the **Action Data** field. Enter the campaign's park slot number, in this example ***5000*** for our **Catalogue Requests** campaign.
5. Save the configuration back to the telephone system and reboot.
6. Wait until voicemail services have restarted.
7. The DSS key on extension 208 should be flashing red, indicating that there are messages in the campaigns park slot.
   a. Press the DSS key to display the campaign name and number of messages.
   b. Press the DSS key again to start processing those messages.

Note

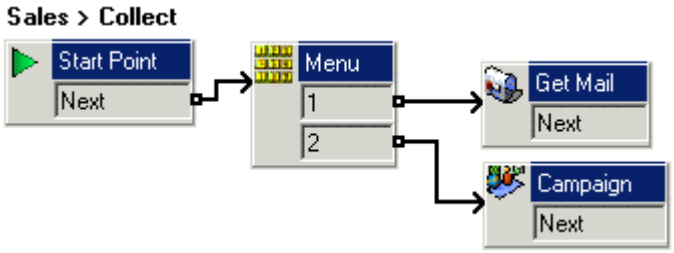
- The UnPark Call function can also be used to collect the calls, but this method does not provide any visual feedback when messages are present.

To use the UnPark Call function:

1. Select a free DSS button
2. Right-click in the **Action** field.
3. Select **Advanced > Call > UnPark Call**.

b. Using the Campaign Action to Collect Messages

In this part of the exercise, you change the call flow for collecting Sales group messages so that users can choose to check the campaign messages. When completed the call flow will look similar to the example shown.



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

c. 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.

d. Using a Short Code

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

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

Field	Enter:
Code	*98
Feature	Voicemail Collect
Telephone Number	"Sales Catalogue Collect"
Line Group ID	0

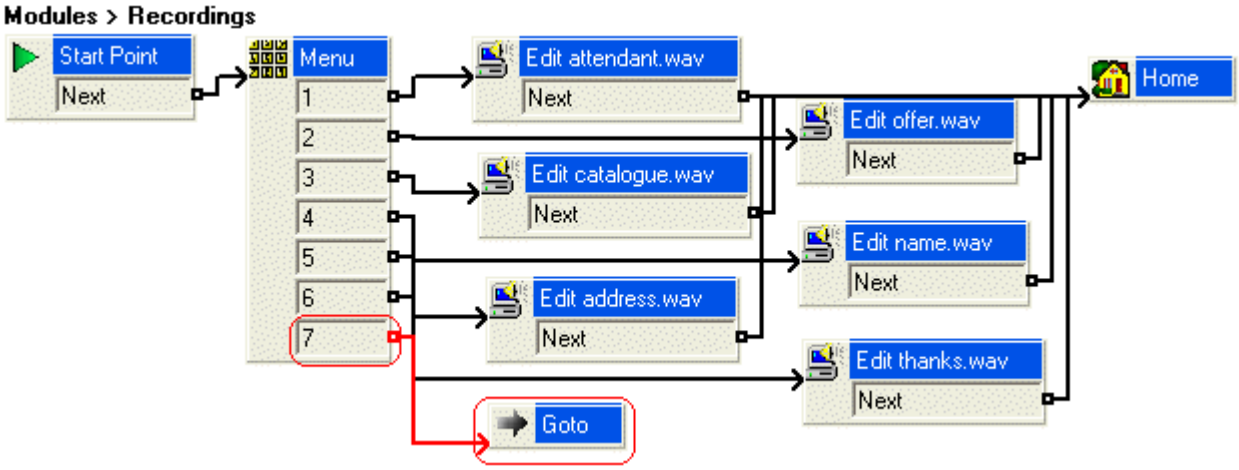
2. Save and merge the configuration to the telephone system.
3. At any extension, dial ***98**. You should here one of the messages let for the **Sales Catalogue** campaign.

2.30 Name WAVs Table

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

a. Amending the Recordings Module

You need to create add an action that goes to the **NameWavs** table for recording individual mailbox names. When completed the call flow will look similar to the example shown. The items shown in red are the actions that will be added during this exercise.



1. A new option needs to be added to the **Menu**.
   a. Select the module **AutoAttend**.
   b. Open the properties for the **Menu** action.
   c. In the **Touch Tones** tab, check **7** and click **OK**.
2. A **Goto** action needs to be added.
   a. Click the **Basic Actions** icon, select **Goto**.
   b. Click the **Details** pane to place the action.
   c. Right-click the **Goto** action and select **Properties**.
   d. Click the **Specific** tab.
   e. In the **Please select a node to go to** field type ***NameWavsTable***. This allows you to record mailbox names without having to go into individual mailboxes.
   f. Click **OK**.
3. Click the Connection icon and connect **7** to the Goto action.
4. Click the Save and Make Live icon.

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

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

If the Voicemail Pro is running Intuity mailbox mode, mailbox users are asked to record their name when they first access their mailbox. They can also re-record their name through the mailbox controls. For IP Office mode mailbox users, you will need to create a module that uses the  **Record Name** action to let users record their name.

1. On any extension, dial ***80**.
2. Dial **1234** when requested to enter the access code.
3. Select **1**.
4. When prompted, dial **207** and record a name to be associated with that extension, for example: *"Bob Rogers"*.
5. When prompted, dial **208** and record a name to be associated with that extension, for example: *"Kate Smith"*.
6. Hang-up the call.
7. Make a test call to the auto-attendant module.
   - Dial **7** to access the  **Call List** action. You should be played the names recorded above together with the associated extension numbers.
   - Dial the extension that you want.

Chapter 3.
Document History

3. Document History

- 26th November 2014: Formatting update only to act as base for Japanese and Korean translations.
- 16th January 2015: Restructure for Japanese rebranding.