

Switchvox: Voicemail Options

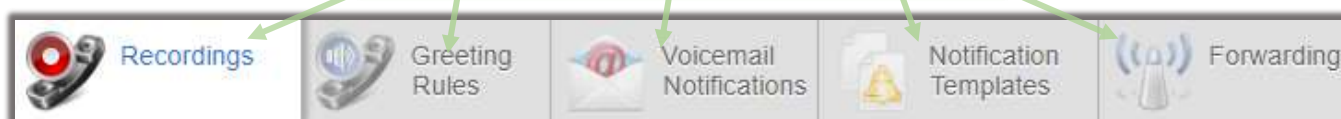
Access your User Portal

https:// _____

When in **User Portal**, Navigate to **Voicemail/Fax Tab** → **Voicemail Options**

Voicemail
Mailbox
Voicemail Options
Fax Options

When clicked, a series of tabs will appear.



The **Recordings** tab lets you control what your caller hears when he or she arrives at your voicemail. You can create a *Voicemail Greeting* or leave your *Full Name* in an automated Greeting.

Click



Recording Type Greeting

- **Greeting** - Record your full Voicemail greeting that callers will hear when they reach your VM.
- **Full Name** - Record your Name for Dial-By-Name Directory and/or basic automated VM auto-attendant that uses your recorded name for your voicemail.

Name

Give your Voicemail Recording a name.
(i.e., Main, Lunch, Vacation, etc.)

Recording Source Record Over Phone

Record greeting/name over desk phone/app or upload **.wav** file from computer.

Description

Option to enter script for your recording.

Extension To Ring CCI Training 1 (981)

If recording over phone, choose extension/device you would like to record from.

Default Rule's Unavailable Greeting

NO

Default Rule's Busy Greeting

NO

Mark **YES** if you want this recording to be your main greeting/busy message.
(regardless of call/greeting rules)

Ring Extension ✓

Your Phone Should Be Ringing



Please Answer

Click when ready to record over the phone. The desk phone/app extension# you entered will start ringing. Once you answer it, you will hear a beep. Record your greeting /name after the beep. When done, hit "**End Call**", then hang up.
(This prevents the noise of phone going onto cradle from being in message)

Click **Done** ✓ then **Save Recording** ✓ to save your recording.



Greeting Rules

The Greeting Rules Tab allows the user to determine which recorded greeting plays when someone reaches your voicemail. Play a different greeting depending on the time frame and/or your Status.

Click



Create Greeting Rule

Rule Name

Give your Greeting Rule a name.
(i.e., Main, Lunch, Vacation, etc.)

Status



Any

Choose what status you would like the voicemail to be assigned to.

Time Frame

Any Time

Choose what Time Frame user would like voicemail to be played during.
(i.e., Holidays, After Hours, Business hours, etc.)

Unavailable Greeting

System Default Full Name Greeting

Busy Greeting

System Default Full Name Greeting

Greeting Rules Example:

Out to Lunch	Status	Away > Lunch	Unavailable Greeting	Lunch
	Time Frame	During Business Hours	Busy Greeting	Lunch
Default Rule	Status	Any	Unavailable Greeting	Voicemail
	Time Frame	Any Time	Busy Greeting	System Default Full Name Greeting

Click on dropdown menu to choose the recorded voicemail greeting and/or busy greeting you would like played.

Out To Lunch – When user is in the **Away > Lunch** status, and **During Business Hours**, a specific “I am away at lunch” Voicemail greeting plays when callers reach the user’s VM.

Default Rule – It is recommended to keep the Default Rule as a safeguard. This ensures that regardless of status, a caller will hear the user’s **Default Voicemail Message**.



Voicemail Notifications

Voicemail Notifications let you customize how you want to receive a notification when you get a voicemail message in Switchvox. You can set up multiple email addresses, each with an email template and instructions for attaching the voicemail as a WAV file.

Click



Create Voicemail Notification

Delete Local Copy
When sending notification, delete local copy and turn off Forwarding.

☐

NO

Gives user option to delete the voicemail from their extension after email is sent. Allows user to strictly handle voicemails via email. (Set to “NO” as default)

Email Address

Enter the email address(es) you would like to receive Voicemail notifications.

Template

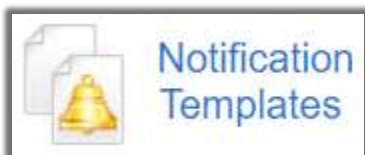
External

Choose a template for how you want the message. Options are **Default**, **Mobile**, **External**, **SMS**, or **Voice-to-Text Transcribe**.

Attach WAV file

YES

Mark "YES" if you would like an attached .wav file of the voicemail message.



Notification Templates

Customize your Voicemail Notifications to your email address. You can also create multiple templates and tailor them to different types of email accounts. You can use variables in your template that are substituted with real values when the email is sent.

Click



Template Name

Enter a name for your template.

Subject

%VM_CALLERID% left you a new %VM_DUR% long message

Enter the subject of your Voicemail email message. You can also enter values in subject field.

Switchvox

Default Value Templates:

%VM_NAME% - Recipient's first name and last name.

%VM_CALLERID% - The caller id of the person who left the message

%DOWNLOAD_LINK% - A URL to the web admin to download the message

%DOWNLOAD_LINK_AND_MARK_DELETED% - A URL to the web admin to download the message and delete it from the recipient's mailbox.

%VM_DUR% - The duration of the voicemail message

%VM_MAILBOX% - The recipient's extension

%VM_DATE% - The date and time the message was left

Default **Switchvox** VM Email Subject Template.



Forwarding

Automatically forward an extension's voicemail messages to other extensions in Switchvox. Callers can leave a message on one extension, then the message is forwarded to the appropriate people.

Enable Voicemail Forwarding

☐ NO

Switch to "YES" to activate Voicemail Forwarding.

Delete On Forward

☐ NO

Switch to "YES" to delete Voicemail from your mailbox once it is forwarded.

Forwarding Destinations:

Choose from list of Extensions who you would like to forward Voicemails to.

Extensions

-One or multiple specific extensions.

Group

-Extension Groups (i.e., Sales, Service, Warehouse, etc.)

Forwarding Type

Send To All

Send To All sends a VM copy to every extension chosen.

Round Robin sends VM copy evenly among recipients, one at a time.

Click

Save Forwarding Options ✓

to save Forwarding Options