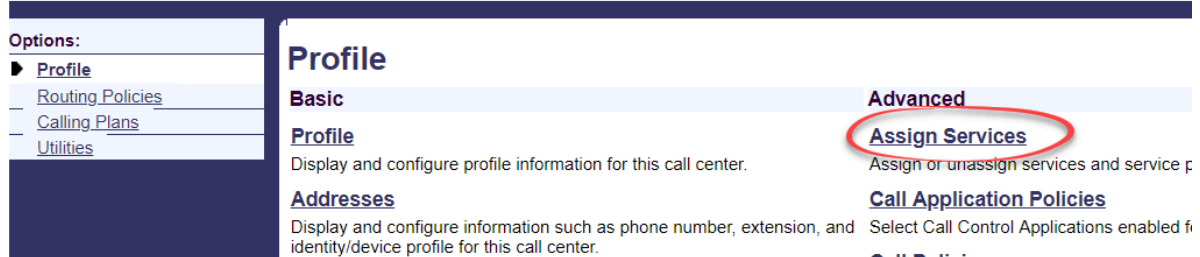


Voicemail optie Callcenter

Om voiceberichten te kunnen ontvangen moeten er een Voicemail User licentie worden toegevoegd aan het Callcenter.

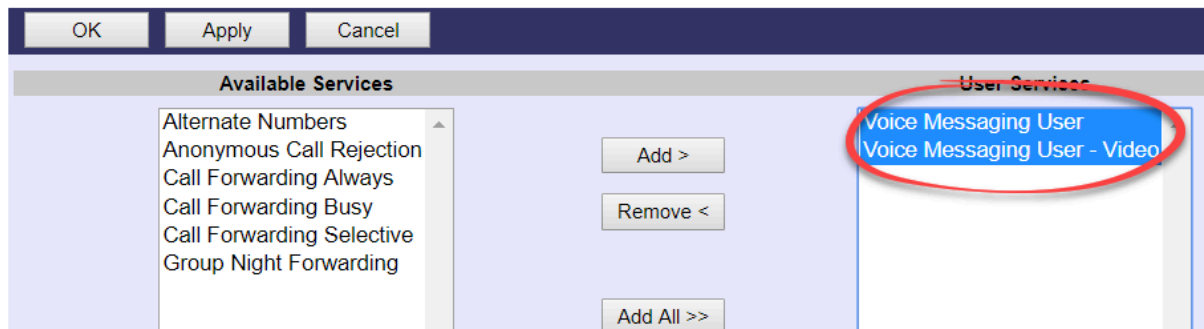
Ga naar het callcenter profile pagina en kies voor Assign Services.

[Group >Call Centers : 0850663002@detelefon.sfp.voipit.nl](#)



Assign Services

Assign Services allows you to assign or unassign services for a user. If a service is unassigned the service data that has been filled out v



Selecteer de Voice Messaging User in de linkerkolom (-Video optioneel) en klik op add. en dan op OK

Controleer de settings van de Night Service:

Group >Call Centers : 0850663002@detelefon.sfp.voipit.nl

Options:

[Profile](#)

► **Routing Policies**

[Calling Plans](#)

[Messaging](#)

[Utilities](#)

Uit als er
WEL
een voicebox
is

Aan als er
GEEN
voicebox is

Night Service

Configure the call center to route calls differently during hours when the queue is not in service. This is business hours of the queue. Night service can not be disabled, however it can have a schedule that d that no night service shall be provided.

OK

Apply

Cancel

Note: The urls/files for audio/video will be played in the order they are listed

Action:

☐ None

☒ Perform busy treatment

☐ Transfer to phone number / SIP-URI:

Force night service now regardless of business hours schedule: ☐ On ☒ Off

Business hours:

☒ Allow feature access codes to manually override night service

☐ Play announcement before night service action

Announcement to play in manual override mode: ☒ Normal announcement ☐ Manual mode a

Normal Mode Audio:

☐ Default

☐ URL

1:
2:
3:
4:

☒ Custom

File1:

File2:

File3:

File4:

Manual Mode Audio:

☐ Default

☐ URL

1:
2:
3:
4:

☒ Custom

File1:

File2:

File3:

File4:

OK

Apply

Cancel

- Als er WEL voicebox is dan dient de Play announcement before night service NIET aangevinkt te worden
- Als er GEEN voicebox is dan dient de Play announcement before night service WEL aangevinkt te worden

Controleer ook de Holiday Service. Hier geldt dezelfde regel als bij Nightservice of je wel of geen announcement moet spelen voor de holiday service.

Holiday Service

Configure the call center to route calls differently during holidays.

Saved

OK Apply Cancel

Note: The urls/files for audio/video will be played in the order they are listed

Action:

☐ None

☒ Perform busy treatment

☐ Transfer to phone number / SIP-URI:

Holiday Schedule: Gesloten ▼

☐ Play announcement before holiday service action

Audio:

☐ Default

☐ URL

1:

2:

3:

4:

☒ Custom

File1: AB Sales en Trade Nacht.wav ▼

File2: None ▼

File3: None ▼

File4: None ▼

OK Apply Cancel

Group > Call Centers : 0850663002@detelefon.sfp.voipit.nl

Options:

- Profile
- Routing Policies
- Calling Plans
- Messaging**
- Utilities

Messaging

Basic

Aliases

Directly access your voice messages from other pre-defined numbers.

Distribution Lists

Create multiple distribution lists to use with voice messaging.

Greetings

Load or modify your voice messaging greetings.

Voice Management - Off

Record messages for calls that are not answered within a specified number of rings or for busy calls.

Klik vervolgens op Messaging - Greetings

Options:
[Profile](#)
[Routing Policies](#)
[Calling Plans](#)
► **[Messaging](#)**
[Utilities](#)

Greetings

Message Greetings allows you to upload personal audio files as greetings to u:

OKApplyCancel

General

☐ Disable Message Deposit
☒ Disconnect call after greeting
☐ Forward call after greeting to:

Busy Greeting

☐ System greeting
☒ Personal greeting
Audio:
Video:

No Answer Greeting

☐ Extended Away
☒ Disable Message Deposit
Audio:
Video:

☒ No Answer Greeting

☐ System greeting
☒ Unavailable Greeting
Audio:
Video:

Alternate No Answer Greetings

☐ Name:
Audio:
Video:

☐ Name:
Audio:
Video:

☐ Name:
Audio:
Video:

OKApplyCancel

Klik vervolgens op Messaging - Voice Management

Voice Management

Voice Management allows you to specify how to handle your messages. Use Unified messaging. You can also just choose to send the message to your e-mail and not use the phone for me: other types of messaging such as fax if enabled.

OK Apply Cancel

Voice Messaging: ☒ On ☐ Off

☐ Send All Calls to Voice Mail

☒ Send Busy Calls to Voice Mail

☒ Send Unanswered Calls to Voice Mail

When a message arrives...:

☐ Use unified messaging

☒ Forward it to this e-mail address:

Additionally...:

☐ Notify me by e-mail of the new message at this address

☐ E-mail a carbon copy of the message to

☐ Transfer on '0' to Phone Number

OK Apply Cancel

Zet VoiceMessaging op On

Vul het e-mail adres in waar de voice berichten naar toe moeten worden gestuurd.