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Voicemail Pro Example Exercises

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

- Setup an auto-attendant.
- Route callers to the auto-attendant.
- Use the various different menu actions options.
- Re-record prompts via the telephone.
- Use modules and access them from a phone.
- Reuse modules within another call flow.
- Setup conditions.
- Customize the call flow for users collecting and leaving messages.
- Customize the messages (and available actions) for queued callers.
- Use campaigns to let Voicemail Pro act as an automatic call center.

The call flows used in these exercise are examples only and not intended to reflect a real-life customer auto-attendant and other voicemail functions.

This document was developed on Voicemail Pro 2.0, Manager 1.3 (22) with IP Office core software 1.3 (22).

Confession: Yes, we have altered the screen shots to improve the clarity of the call flow. This doesn't mean we have some secret way of arranging the call flow action icons and connections that we aren't sharing with you.
1a. Equipment Required

If you do not already have a IP Office and Voicemail Pro 2.0 system on which you can follow these exercises, then you will require the following installed and tested.

- **IP Office System** Any of the following can be used:
  - **Small Office Edition**
  - **IP403**
  - **IP406 V2**
  - **IP406 V1 or IP412** plus **Digital Terminal 8 or Digital Station 8** module.

- **Server PC** This PC will be used to run IP Office Manager, the Feature Key Server and the Voicemail Pro Server.
  - Windows NT4 or Windows 2000 recommended.
  - Pentium 300.
  - 256MB RAM
  - 1GB Hard Disk space free.
  - 100Mbps network card.
  - A multimedia soundcard with microphone and speakers is useful for the recording of prompts (however, we will show you how to record prompts directly via the telephone).

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

- **Feature Key and Voicemail Pro licence**
  For training purposes, the Voicemail Pro can be run unlicensed for up to 2 hours before the server PC requires a reboot.

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

- **External line (optional)**
  Though optional, the ability to route external calls into and from the IP Office will help in the demonstration of auto-attendant features.
1b. System Configuration

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

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

1. Start Manager and receive the IP Office’s configuration.

2. Edit the Users (and if necessary Extensions) so that you have two digital terminal users set as shown in the table below. The settings for any other extensions are not critical.

<table>
<thead>
<tr>
<th>Extn</th>
<th>User Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>207</td>
<td>Bob Rogers</td>
</tr>
<tr>
<td>208</td>
<td>Kate Smith</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Group</th>
<th>ID</th>
<th>Type</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception</td>
<td>300</td>
<td>Linear</td>
<td>207</td>
</tr>
<tr>
<td>Sales</td>
<td>301</td>
<td>Linear</td>
<td>208</td>
</tr>
<tr>
<td>Support</td>
<td>302</td>
<td>Linear</td>
<td>207, 208</td>
</tr>
<tr>
<td>Accounts</td>
<td>303</td>
<td>Linear</td>
<td>207, 208</td>
</tr>
</tbody>
</table>

4. Save the new configuration to the IP Office and reboot.

5. Make test calls to the extensions and group to check the correct setup.
2. Creating a New Module
In this exercise, we will use Voicemail Pro to add a basic auto-attendant.
Our auto-attendant will allow callers to make a choice from a menu and then be transferred to the either our Sales group, Support group or Reception group.

2a. Setting Up the Callflow

1. From Start | Programs | IP Office, open Voicemail Pro.
2. Right-click on Modules and select Add.
3. In Name, enter AutoAttend and select OK.
4. Click on the right-hand pane of the application to place the module.
5. Click on the Basic Actions icon in the toolbar and select Menu.
6. Click in the right-hand pane to place the action.
7. Right-click on the Menu action and select Properties.
8. In the Touch Tones tab, tick 1, 2 and 3 and select OK. Note that touch tones must be unique, eg. a 5 will take preference over 555.
9. Click on the Telephony Actions icon and select Transfer.
10. Click in the right-hand pane to place the action.
11. Open the Properties for the Transfer action by double-clicking on it.
   • In the General tab change the Token Name to Transfer Sales.
   • In the Specific tab set the Mailbox to Sales (or 301).
   • Select OK.
12. Repeat steps 9-11 for Support (302) and Reception (300).
13. Click on the Connection icon on the toolbar.
14. Click on the Next result under the start point and drag to the Menu.
15. Click on the Connection icon.
16. Click on the 1 result under Menu and drag to Transfer Sales.
17. Connect 2 to Transfer Support and 3 to Transfer Reception.
18. Click on the Save & Make Live icon on the toolbar.
2b. Setting Up an Internal Short Code
In this part of the exercise, we will add a system short code. This short code will allow us to make test calls to the auto-attendant.

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

![Shortcode *90](image)

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

2c. Setup the External Call Routing
For this exercise, we will set all incoming voice calls to go to the auto-attendant just created by altering the default Incoming Call Route for voice calls.

1. In Manager, alter the default Incoming Call Route for voice call (it has its Destination set as the group Main) to have the Destination set to VM:AutoAttend.

![Incoming Call Route](image)

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

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

1. Open the properties for the Menu action.
2. In the Touch Tones tab, select Wait for a key press for up to and enter 8.
   - This timeout will start after all wav files entered in the action's Entry Prompts tab have been played.
3. Select OK. Note that the Menu action now has a Timeout result.
4. Connect the Timeout result to Transfer Reception.
5. Click on the Save and Make Live icon on the toolbar.
6. Choose Yes to make the changes permanent.
7. From any extension other than 207, make a test call to the auto-attendant.
8. Wait for 8 seconds and you should be transferred to extension 207.
4. Using a ? Wild Card in a Menu

In this exercise, we will add a touch tone sequence to the menu that will allow callers to dial the extension number of the user they want.

1. Open the properties for the Menu action.
2. In the Touch Tones tab, tick 4 and select OK.
3. Add a new Menu action.
   - Why put the 2?? in a separate menu:
     Because we already have 2 in our first menu and that will take precedence over 2?? if in the same menu.
4. Open the Properties for this new Menu action.
   - Change the Token Name to Dial Extn No.
   - In the Touch Tones tab, click on the Add icon.
   - Enter 2?? in the Sequence box and select OK twice.
5. Add a new Transfer action and open this action's Properties.
   - Change the Token Name to Transfer Extn.
   - In the Specific tab, click on the Browse icon.
   - From the System Defined Variables list, select $KEY and select OK twice.
6. Connect 4 and Dial Extn No.
7. Connect 2?? and Transfer Extns.
8. Save and make live.
9. Make a test call in to the auto-attendant.
11. Enter an extension number (other than the one from which you are calling). You should be transferred to that extension.
5. Using a $ Wild Card in a Menu

In this exercise, we will add a touch tone that will allow a caller to leave a message if they do not select a valid option from the auto attendant. In this example, the message will be left in the mailbox of the group Main which we use for our receptionist extensions.

1. Open the Properties for the Menu action.
2. In the Touch Tones tab, click on the Add icon.
3. Enter $ in the Sequence box and select OK twice.
4. From the Mailbox Actions icon on the toolbar, add a Leave Mail action.
5. Open the Properties for the new Leave Mail action.
   - Change the Token Name to Leave Mail Reception.
   - In the Specific tab, in Mailbox enter Reception and select OK.
6. Connect $ and Leave Mail Reception.
7. Save and make live.
8. Make a test call to the auto-attendant.
9. Enter an incorrect number, ie. one not in the menu. Voicemail will wait 5 seconds for any further digits before performing the action following the $ result connection, in this case giving the option to leave a message for the Reception group.
6. Recording Entry Prompts
In this exercise, we will configure the AutoAttend module to play attendant.wav as the Entry Prompt for the Menu action.

1. In the AutoAttend module, open the Properties for the Menu action.
2. In the Entry Prompts tab, select the Add a Prompt icon.
   - In the Use which media device? drop down box, select Telephony Handset.
   - Enter the extension number you want to record from in the Extension field.
   - Enter attendant.wav in the text field corresponding to the icon. The wav files are saved relative to the Voicemail Pro server’s \VM\WAVS folder (normally C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\WAVS).
   - Select Record. The phone that corresponds to the extension number you entered above will ring and you will be asked to record the prompt. Record a message similar to the following:
     - “Welcome to Avaya. Please press 1 for Sales, 2 for Support, 3 for Reception or 4 to dial the extension you want if known. Alternatively hold for further assistance. Thank you.”
   - When you are finished recording, select Stop.
   - If you want the message replayed to you, select Play.
   - If you want to record the message, select Record again.
   - When you are satisfied with the recording, hang up the telephone.
3. Select Close and then OK.
4. Save and make live.
5. Make a test call to the auto-attendant.
6. You should be played the attendant.wav.
7. Using the Generic Action
In this exercise, we will add a touch tone to the AutoAttend module that will allow callers to listen to information on our latest sales offer. A looped connection will be used to continually repeat the recording.

7a. Recording the WAV File
In this part of the exercise, we will record the latest sales offer message.

1. In the AutoAttend module, add 5 to the Menu action.
2. From Basic Actions icon on the toolbar add a Generic Action.
3. Open the Properties for the Generic Action.
   • Change the Token Name to Play offer.wav.
4. In the Entry Prompts tab, select the Add a Prompt icon.
   • In the Use which media device? drop down box, select Telephony Handset.
   • Enter the extension number you want to record from in the Extension field.
   • Enter offer.wav in the text field corresponding to the icon.
   • Record a message 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."
   • Select Close and then OK.
7b. Playing the WAV File to Callers

In this part of the exercise, we will configure the Attendant start point to allow callers to select the option to hear the latest sales offer.

1. In the **AutoAttend** module, open the **Properties** for the **Generic Action**.
   - In the **Results** tab, click on the green cross.
   - In **Please enter a new result**, enter **Next** and select **OK** twice. Results are used automatically, except after a **Get Mail** or **Leave Mail** action where the caller must press **0** to activate the result.

2. Connect **5** to **Play offer.wav**.

3. Connect from **Next** back to the start of **Play Offer.wav**. This will cause the action to repeat until the caller hangs up.

4. **Save and make live**.

5. Use the **Telephony Handset** from the **Menu** action to re-record **attendant.wav** to include the new touch tone in the list of options.

6. Make a test call to the auto-attendant.

7. You should be played the **attendant.wav**.

8. Dial **5** to listen to **offer.wav**. The recording should be repeated until the call is ended.
8. Using a Home Action to Restart the Callflow

In this exercise we will use a Home action to return the caller to start of the module.

1. In the AutoAttend module, add 0 to the Menu action.
2. From the Basic Actions, add a Home action.
3. Connection 0 to the Home action.
4. Save and make live.
5. Re-record attendant.wav to include the new touch tone in the list of options, for example add "…or press 0 to repeat these options."
6. Make a test call to the auto-attendant. You should be played the auto-attendant menu options.
7. Dial 0 to listen to the options again.
9. Using a Voice Question action

In this exercise, we will add a new touch tone to the AutoAttend module that will allow callers to leave a message in response to pre-recorded prompts.

The Voice Question action is used to create this "interview" process. In this example, the action will ask the caller for information about where they want a catalogue sent.

1. In the AutoAttend module, add touch tone 6 to the Menu action.

2. From Mailbox Actions, add a Voice Question action and open its Properties.
   - Change the Token Name to Catalogue Orders.

3. In the Specific tab, click on icon.
   - Use the Telephony Handset function to record catalogue.wav – "Please follow the instructions to record your name and address and our catalogue will be sent to you." Click Close.
   - Click the icon and record name.wav – "Please say your full name and company and then press #." Click Close.
   - Click on the Record Response icon, enter 10 and select OK.
4. Repeat for `address.wav` – "Please say your full address and then press #“ and `thanks.wav` – "Thank you, your catalogue will be sent to the address given" so that the sequence of files appears as above.

5. In `Send Recording to Mailbox`, enter `Sales` and select `OK`.


7. Save and make live.

8. Re-record `attendant.wav` to include the new touch tone in the options.

9. Make a test call to the auto-attendant module.

10. Dial 6 to access the `Voice Question` action. Record your name and address when prompted.
10. Collecting Group Messages
In the previous exercise, we left a message for the Sales group. We will now look 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 down to the System Administrator to determine who should receive this message indication and to then configure it.

Note that those who receive message waiting indication do not have to be members of the group. However, non-member will only be able to access the mailbox and collect messages if the mailbox has an access code (see below).

Enabling Group Message Waiting Indication
Hunt group message waiting to an individual user is configured by adding the group's name to the user's Source Numbers. To configure group message waiting indication for a user:

1. Receive the IP Office system's configuration within Manager.
2. Locate the user and double-click the entry to view their settings.
3. Click the Source Numbers tab.
4. Right-click on the panel and select Add.
5. In the Telephone Number field, enter H followed by the group name. For our example, that would be HSales.
6. Click OK.
7. Click OK.
8. Send the configuration back to the IP Office 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 will cause either "Remote access has not be configured for this mailbox" to be played or the user to be asked for the mailbox's remote access code.

To set a group mailbox's access code (voicemail code)

1. Receive the IP Office system's configuration within Manager.
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 IP Office system.
Collecting Group Messages

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

- Note: 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 its access code. To override this the user can be made a member of the group but then have their membership status set to disabled.

Avaya 4400, 4600 and 6400 Series Phones

If the users has one of these phones with a Menu key, they can access the group mailbox using the following method.

1. Press Menu | Menu.
2. On the display select Msgs and then Voice. A ▼ above any of these indicates that there are new messages.
3. The group name is shown along with the number of new messages. Press the adjacent display key to access the group mailbox.

Avaya Phone Manager

Users running Phone Manager Lite or Pro can access the group mailbox via the Message tab. This tab will show the group name and the number of new messages. Click on the group name to access the group mailbox.

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".
11. Using the Whisper Action

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

1. In the <AutoAttend> module, delete the <Transfer Support> action.

2. Add a new <Voice Question> action and open its properties.

3. Change the Token Name to Ask Name.

4. In the Specific tab, use + to add name.wav and then = to add a record response time of 10 seconds. Click on OK.

5. From <Telephony Actions> on the toolbar, add a <Whisper> action and open its properties.
   - Change the Token Name to Transfer Support.
   - In the Specific tab, in Play recording to enter Support and select OK.

6. Connect 2 to the <Ask Name> action.

7. Create another connection from Next (under Ask Name) to Transfer Support.

8. Save and make live.

9. Make a test call to the auto-attendant module.

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

11. Answer the call. You should be played the recording. Press 1 to accept the call. To reject the call hang up.

12. The Whisper Actions results can be used to provide alternate services to callers who are rejected, not answered, etc.
12. Using the Call List Action

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

1. In the AutoAttend module, add touch tone 7 to the Menu action.

2. From Telephony Actions, add a Call List Action and open its properties.
   - In the Specific tab, in Transfer to group enter Accounts.
   - Tick the Prompt User with a List of Group Members option and select OK.

3. Add a connection between 7 and the Call List action.

4. Save and make live.

5. Re-record attendant.wav to include the new touch tone in the list of options.

6. Make a test call to the auto-attendant module.

7. Dial 7 to access the Call List action. You should be played the list of extensions in the Accounts group.

8. Dial the extension that you want.
13. Name WAVs Table
In this exercise, we will access the NameWavs table. This is a quick way to access a list of mailboxes without having to dial into each individual mailbox.

13a. Setting Up the Recordings Module
In this part of the exercise, we will create a module from which we can set up the NameWavs table for recording individual mailbox names.

1. Right-click on Modules and select Add.
2. In Name, enter Recordings and select OK.
3. Open the Properties for the ➤ Start Point in the right-hand pane.
4. In the General tab, in Pin enter 1234 and select OK.
5. Add a ➤ Menu action and open its Properties.
6. In the Touch Tones tab, tick 1 and select OK.
7. From the ➤ Basic Actions icon, add a ➤ Goto action and open its properties.
   • In the Specific tab and in Please select a node to go to, enter NameWavsTable (This will allow you to record mailbox names without having to go into individual mailboxes.) Select OK.
8. Connect 1 to the ➤ Goto action.
9. Connect the ➤ Start Point to the ➤ Menu action.
10. Save and make live.

13b. Add a Short Code to Access the Recordings Module
In this part of the exercise, we will add a short code that will allow you to access this start point from any extension.

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

2. Save and merge the configuration to the IP Office.
13c. Recording Names to be used with a Call List Action
In this part of the exercise, we will record a name for each extension that is a member of the Accounts group. The names are then used with the Call List Action created above.

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

1. On any extension, dial *80.
2. Dial 1234 when requested to enter the access code.
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.
8. Dial 7 to access the Call List action. You should be played the names recorded above together with the associated extension numbers.
9. Dial the extension that you want.
14. Using the Condition Editor

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

14a. Creating the Attendant Hours Condition

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

![Condition Editor](image)
14b. Using the Condition

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

1. In the AutoAttend module, delete the connection from the Start Point to the Menu action.

2. From the Conditions Actions icon, add a Test Condition action and open its properties.
   - In the Specific tab, click on the list box, select the Attendant condition and select OK.

3. Connect the Start Point to the Test Condition action.

4. Connect the True result to the Menu action.

5. Save and make live.

6. Assuming it is between 09:00 and 18:00 on a weekday (Monday to Friday), make a test call to the auto-attendant module. You should receive the normal attendant service.
14c. Adding the Out of Hours Service
In this part of the exercise, we will add actions to be used when a call is made outside of the hours defined by the condition just added.

1. Connect the **False** result under the **Test Condition** action to the **Leave Mail Reception** action.

2. Click on the **Condition Editor** icon. In the **Attendant** condition, double-click on **Week Planner**.

3. For the current day, change the **End time** to a time already past.

4. Select **OK** twice.

5. **Save and make live**.

6. Make a test call to the auto-attendant module. As you are accessing the module out of hours you be asked to leave a message in the reception group’s mailbox. Hang-up the call.

7. Return the **Attendant** condition back to 09:00 to 18:00 hours, Monday to Friday.

8. **Save and make live**.
14d. Expanding the Attendant Hours Condition

Currently the Attendant condition we created assumes that we work 09:00 to 18:00, Monday to Friday every week. In this part of the exercise we will alter the condition so that we can account for calendar dates such as public holidays.

1. Click on the **Conditions Editor** icon.
2. Click on the **New Condition** icon.
3. In the **Name** field, enter *Holidays* and select **OK**.
4. Click on the list of possible conditions and add a **Calendar** element to **Holidays**.
5. Double-click on **Calendar**. Double-click on the current date, it should now appear similar to indicating it as a holiday. Click **OK**.
6. Click on the list of possible conditions and add a **Condition** element to **Attendant**.
7. Double-click on the **Condition** element and select **Holidays**. Click on **OK**.
8. Click on the logic options and select a **X!** 'not' action. Click on the **Condition** to apply it.
9. Our **Attendant** condition is now true when it is between 09:00 and 18:00, Monday to Friday and not a holiday.
10. Click on **OK**.
11. Save and make live.
12. Make a test call to the auto-attendant. You should be asked to leave a message.
13. Click on the **Conditions Editor** icon and in the Holidays Calendar element double-click on today's date so that it is no longer shown as . Click on **OK**.
14. Save and make live.
15. Make a test call to the auto-attendant. You should hear the menu greeting.
15. Using User Defined Variables
In this exercise, we will add a variable that will be used to determine the call flow to be presented to the caller. This could be used, for example, when all staff are attending a meeting.

15a. Create a New Variable
1. Click on the User Defined Variable icon.
2. Click on the add icon.
3. Enter Reception and choose OK.
4. Select Update.

15b. Create Modules to Alter the Variables Value
In this part of the exercise, we will create two modules – one for indicating when the reception is open, the other for when the reception is closed.

1. Add a new Module called ReceptionOpen.
2. From Conditions Actions, add a Set User Variable action and open its properties.
   • Add an entry prompt saying “Reception is open”.
   • In the Specific tab, from the Assign the following User Variable list box, select Reception.
   • In with the following value, enter open and select OK.
3. Connect the Start Point to the Set User Variable Action.
4. Repeat the steps above to create a module called ReceptionClosed, where the value of Reception is set to closed and the prompt is “Reception is closed.”
5. Save and make live.
15c. Add Short Codes to Change the Variable Value

1. In Manager, add the following short codes:

   ![Shortcode *91](image)

   ![Shortcode *92](image)

2. Merge the new short codes with the IP Office.
15d. 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.

1. In the AutoAttend module, delete the connection from the Test Condition's True result to the Menu action.
2. From Conditions Actions, add a Test User Variable Action and open its properties.
   - In the Specific tab, from the This action will return TRUE if the following variable list box, select Reception.
   - In matches the value below, enter open and select OK.
3. Connect the Test Condition's True result to the Test User Variable action.
4. Connect the True result to the Menu action.
5. Connect the False result to the Leave Mail Reception action.
6. Save and make live.
7. From any extension, dial *91 to set the reception variable to open.
8. Make a test call to the auto-attendant module. You should be played the attendant.wav as normal.
9. From any extension, dial *92 to set the reception variable to closed.
10. Make a test call to the auto-attendant module. You should be prompted to leave a message for reception.
11. From any extension, dial *91 to return the reception variable to open.
15e. Combining the Controls

In the previous part of this exercise, we created two modules, 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, 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.
16. Module Returns and Reusing Modules
So far, we 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, we will look at the other big advantage of modules; they can be used as components within the call flows of other start points.

16a. Creating the Module for Reuse
In this part of the exercise, we will create a module that combines the Test Condition and Test User Variable actions previously added to our auto-attendant.

1. Add a new Module called OpenHours.
2. From Conditions Actions, add a Test Condition action and open its properties.
   - In the Specific tab, click on the list box, select the Attendant condition and select OK. This selects Attendant as the condition to be tested.
3. From Conditions Actions, add a Test User Variable Action and open its properties.
   - In the Specific tab, from the This action will return TRUE if the following variable list box select Reception.
   - In the matches the value below enter open, and select OK.
4. From Basic Actions add three Module Return actions.
5. Right-click on each and rename them to Reception Open, Reception Closed and Out of Hours.
6. Connect Test Condition’s True result to Test User Variable.
7. Connect Test Condition’s False result to Out of Hours.
8. Connect Test User Variable’s True result to Reception Open.
9. Connect Test User Variable’s False result to Reception Closed.
10. Save and make live.
16b. Altering the Call Routing

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

1. In Manager, receive the IP Office’s configuration.

2. Edit the existing *90 short code we have been using in these exercises to now route to the short code start point Attendant.

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

4. In the Incoming Call Route current set to **VM:AutoAttend**, change it now to Attendant. We cannot use **VM:Short Codes.Attendant** in an Incoming Call Route as it exceeds the allowed 15 characters. [We could insert *90 as the destination, but this method gives some indication of the function without having to go and see what the short code *90 does.]
5. Make a test call to the auto-attendant. You should hear the attendant menu greeting.
16c. Adding the Module

In this part of the exercise, we will now add the **OpenHours** module to the **AutoAttend** module.

1. In VoiceMail Pro, open the **AutoAttend** module.

2. From the list of modules, click and drag **OpenHours** into the **AutoAttend** module.

3. Note how the **Module Return** actions added to **OpenHours** appear as results.

4. Connect the **Start Point** to **OpenHours**.

5. Connect the **Reception Open** result to the **Menu** action.

6. Connect the **Reception Closed** and **Out of Hours** results to **Leave Mail Reception**.

7. **Save and make live.**

8. Make a test call to the auto-attendant. You should hear the auto-attendant greeting.
17. Creating a Hunt Group Attendant

Currently, callers leaving a message for the Sale hunt group hear the normal leave a message prompts. In this exercise, we will customize the call flow presented to these callers

Again, we will reuse the OpenHours module just created to determine if Reception should be tried to answer the call or whether the caller should just be asked to leave a message.

17a. Creating the Sales Group Attendant

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

1. Under Specific Start Points, right-click on Groups and select Add.
2. Use the drop-down list to select Sales.
3. Tick Leave and then select OK.
4. Click on the Leave start point now under Sales.
5. From the list of Modules, click and drag OpenHours into the call flow.
6. From Telephony Actions, add an Assisted Transfer and open its properties.
   - In the General tab, change the Token Name to Reception.
   - In the Entry Prompt tab, add a prompt such as "Transferring you to reception".
   - In the Specific tab, set the Mailbox to Reception.
   - Set the Source of transfer to Sales Busy and click on OK.
7. From Mailbox Actions, add a Leave Mail action and open its properties.
   - In the Specific tab, set the Mailbox to Sales.
8. Save and make live.
**17b. Testing the Call Flow**

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

1. In Manager, receive the IP Office's configuration.
2. Click on Hunt Group to display the list of groups.
3. Double-click on Sales to display its details.
4. Select the **Queueing** tab.
5. Untick the **Queueing On** box and then click **OK**.
6. Note how the Sales group's icon has changed from \[\[\]\] to \[\[\]\].
7. Send the new configuration to the IP Office and reboot.
8. Wait for the system to reboot and for voicemail to restart (use *17 to from any extension test this).
9. From any extension other than 207 (the member of the Reception group) or 208 (the member of the Sale group), make a call to 301, the Sales group.
10. 208 should ring for 15 seconds before the call is routed to voicemail.
11. You should then hear "Transferring you to reception" and 207 should start ringing.
12. After 10 seconds, since Reception hasn't answered the call should go to the Sales mailbox.
13. Hang-up.
14. Using Manager again switch Queuing for the Sales group back on.
18. Using a Queue Position Action
Currently, callers queued for the Sales Group hear the default queued message. In this exercise, we replace that message with the callers position in the Sales group's queue. We will create a recording method that will allow 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.

18a. Adding a Queued Message
In this part of the exercise, we will add the wav file that will be used to replace the default “You are in a queue” greeting.

1. Add Edit Play List action and open its Properties.
   - Change the Token Name to Edit SalesQueue.wav.
   - 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.
   - Dial 1234 when you are requested to enter the access code.
   - Record a message similar to the following:
     - "All our Sales team are currently busy. Please hold, you are currently in position..."
18b. Creating the Queued Call Flow
In this part of the exercise we will add a new Queued start point for the Sales group.

1. Under Specific Start Points for Groups, right-click on Sales and select Edit.
2. Tick Queued and choose OK.
3. Select the Queued start point.
4. From Queue Actions add a Queue Position action and open its properties.
   - In the Entry Prompts tab, add sales queue.wav and select OK. Note: We could also use the Specific tab to add a prompt to be played after the position is given to the caller.
5. Connect the Start Point to the Queue Position action.
6. Save and make live.
7. Make extension 208 busy and dial 301 from 207.
8. After 10 seconds, you should be placed in the queue and played sales queued.wav, then given your position in the queue. You should then be returned to the queue. If you continue to hold, you will eventually hear the normal still queued message, which will be repeated every 30 seconds.
19. Adding a Queue ETA Action

In this part of the exercise, we will 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.

- **Note: Calculating the ETA**
  At least 5 answered calls within the last hour are required to calculate the ETA. If more calls are available then the ETA is calculated from the average of the last 20 answered calls within the previous hour.

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19a. Adding an ETA Message

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

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

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19b. Adding the Queue ETA Action

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. Save and make live.
5. Make extension 208 busy and dial 301 from 207.
6. You should be placed in the queue, played `sales queue.wav` and then given your position in the queue. You should then be played `time.wav` and given the estimated time to answer.
20. Still Queued
After hearing the queued call flow, callers who still wait eventually hear the still queued message. In this exercise, we customize the still queued actions to allow those queued callers to exit the queue and leave a message or be transferred to the Reception group.

20a. Recording a Sales Still Queued Message
In this part of the exercise, we will add the wav file that will be used to replace the default "You are still in a Queue" greeting.

1. In the **Recordings** start point, add a new touch tone and **Edit Play List** action that will allow you to record **sales still queued.wav**.

2. Using the shortcode *80, record a message similar to the following:
   - "All our Sales team are currently busy. Press 1 to remain in the queue, otherwise please hold."
20b. Adding the Still Queued Actions
In this part of the exercise we will add a Still Queued start point for the Sales hunt group.

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.
   - In the Entry Prompts tab, add sales still queued.wav.
   - In the Touch Tones tab, tick 1.
   - Set Wait for a key press for up to to 3 and select OK.
5. From Basic Actions, add a Goto action and open its properties.
   - In the Specific tab, click on ...
   - Select Start point or module and from the drop-down list select Sales.Leave. This will give callers the actions in the Sales group's Leave callflow.
6. Connect the Start Point to Menu.
7. Connect the Timeout result to the Goto action.
8. Save and make live.
9. Make 208 busy and dial 301 from 207.
10. You should be placed in the queue and played the default queued greeting with your queue position and ETA. After another 20 seconds, you should be played the Still Queued start point.
11. Press 1 to stay in the queue. Wait and on the second turn, do not press 1. You should be transferred to the actions in the Sales Leave call flow.
21. Forwarding Messages to Multiple Users
In this exercise, we will create a module that will allow users to record an announcement which is automatically forwarded to several mailboxes.

21a. Creating the Module to Record and Forward the Message
In this part of the exercise, we will add the Start Point that will record and forward the message.

1. Add a new **Module** called *Sales Team*.
2. Add an **Edit Play List** action and open its properties.
   - Change the **Token Name** to *Record Sales Message*.
   - In the **Specific** tab, enter *sales msg.wav* and select **OK**.
3. Add a new **Generic Action** and open its properties.
   - In the **Specific** tab, enter *FWD:207#208##*, and select **OK**.
4. Connect the **Start Point** and **Record Sales Message**.
5. Connect the **Record Sales Message** and **Generic** actions.
6. **Save and make live.**

21b. Add a Short Code
In this part of the exercise, we will create a short code that will access the Sales Team module.

1. In Manager, add the following short code:

2. Save and merge the configuration with the IP Office.
3. On extension 205, dial *95 and record a message similar to the following: “Sales meeting on Monday at 9.30 am in the Board Room”.
4. Check at extensions 207 and 208 that they both have the message.
22. Creating an Personal Attendant for a User

In this exercise, we will add a User Start Point for callers leaving voicemail for Kate Smith (extension 208). To this call flow, we 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.

1. Under **Specific Start Points**, right-click on **Users** and select **Add**.
2. Enter **Kate Smith** in the **Name** field.
3. Select the **Leave** entry point and click on **OK**.
4. Click on **Leave** now shown under Kate Smith.
5. Create a call flow that will allow a caller to choose whether to leave a message, transfer to Bob Rogers (207), transfer to the Sales group (301) or hold to be transferred to Reception (300).
6. Create a recording for the **Menu** action that will announce these options. You cannot use the normal mailbox greeting, as that is used by the **Leave Mail** action.
7. **Save and make live.**
8. From an extension other than 207 or 208, dial 208. After not being answered, you should be transferred to Kate Smiths voicemail, but with the new actions that you have just added.
23. Using a Default Start Point

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

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

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.
   - In the Specific tab, ensure the Caller's Mailbox option is selected.

4. Add a Transfer action and open its properties.
   - Change its Token Name to Transfer Extns.
   - In the Specific tab, enter $KEY as the Mailbox.

5. Connect the Start Point to the Menu action.

6. Connect from * to the Get Mail action.

7. Connect from 2?? to the Transfer Extns action.

8. Add a wav file of the options to the Entry Prompts of the Menu action.

9. Save and make live.

10. At any extension, dial *17 and test that the new start point is operational.
24. Using an Assisted Transfer Action

In this exercise, we will 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 the user can make another choice if required.

24a. Adding the Assisted Transfer Action

1. Within Default Start Points > Collect, delete the Transfer Extns action.
2. From Telephony Actions, add an Assisted Transfer action and open its properties.
3. Change the Token Name to Assisted Transfer Extns.
   - In the Specific tab, in Mailbox enter $KEY.
   - Change the No Answer Timeout to 10 seconds, and select OK.
5. Connect the No Answer result to the Menu action.
6. Connect the Busy result to the Menu action.
7. Save and make live.
8. Make 208 busy. At another extension, dial *17. Dial 208 when prompted.
9. As 208 is busy, you should be returned to the Menu action.
10. Dial another extension that you know is free.
11. Allow this extension to ring for 10 seconds and you should be returned to the Menu action again.
12. End all calls.
24b. Adding a Number Unavailable Prompt

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

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

2. In **Default Start Points >Collect**, delete the connections to the **Menu** action from the **No Answer** and **Busy** results.

3. Add a **Home** action and open its properties.
   - In the **Entry Prompt** tab, add **unavailable.wav** just recorded. Click **Close** and then **OK**.

4. Connect the **No Answer** and **Busy** results to the **Home** action.

5. Save and make live.

6. Make extension 208 busy.

7. On another extension, dial ***17** and dial **208** when prompted.

8. As this extension is busy, you should hear **unavailable.wav** and then be returned to the **Menu** action.

9. End all calls.
25. Using a Play Configuration Menu Action

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

1. Within Default Start Points>Collect, add touch tone 3 to the Menu action.

2. From Configuration Actions, add a Play Configuration Menu action and open its properties.
   - In the Specific tab, ensure that Caller's Mailbox is selected.

3. Connect the 3 to the Play Configuration Menu action.

4. Save and make live.

5. From extension 208 dial *17.

6. Press 3 and you should be played the list of user configuration options.

7. Press 5 for Do Not Disturb.

8. Press 1 to enable and then end the call.

9. Dial extension 208 from any other extension. You should get busy tone. End the call.

10. At 208 dial *17 again. Dial 3 for the user configuration options, dial 5 for Do Not Disturb and dial 2 to disable Do Not Disturb.

11. Using Windows, search for a file called AuditTrail.txt (the location of this file varies with versions of Voicemail Pro and Windows). The file should include details of the changes just made and the CLI source of the changes if available.
26. Using the Alarm Set Action

In this exercise, we will add an Alarm Set action to Default Start Points>Collect to allow users to set alarm calls on their extensions via voicemail.

The Alarm Set action can only be used on internal extensions. Voicemail will attempt to present the alarm call every 5 minutes for half an hour until answered.

1. Within Default Start Points>Collect, add touch tone 4 to the Menu action.
2. From the Miscellaneous Actions icon, add a Alarm Set action.
3. Connect 4 to the Alarm Set action.
4. Save and make live.
5. From any extension, dial *17 and press 4.
6. Follow the instructions and set an alarm call for 3 minutes after the current time on the voicemail server.
7. At the time requested, the extension should ring. When you answer, you will hear any message recorded when the alarm was set.
8. End all calls.
27. Using a Callback Start Point
In this exercise, we will use a Callback start point to let Bob Rogers (extension 207) be informed of new voicemail messages whilst at a remote location, eg. his mobile, home number etc. This feature is separate from voicemail ringback, which works with the users internal extension number.

- Note: To do this, Bob Rogers must have a voicemail code configured.

27a. Setting Up the Callback Call Flow

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

27b. Setting the Callback Number
In this part of the exercise, we will enter the number to be rung. This is done through the IP Office Manager configuration.

1. In Manager, open Bob Rogers’ User configuration form.
2. In the Voicemail tab, in Voicemail Code enter 5678 and confirm this in Confirm Voicemail Code.
   - Callback will not work if the user does not have a voicemail code set.
3. In the Source Numbers tab, add the relevant telephone number prefixed by a capital P, for example P01923123456. For testing this use a mobile number if your test system has external lines, otherwise use an extension number.
4. Save and send the configuration to the IP Office.
5. From any other extension, dial 207 and leave a message for Bob Rogers.
6. After a few seconds, the telephone number configured in Source Numbers tab should ring.
7. When answered, you should be prompted for the voicemail access code. Once that is entered, you will have access to the mailbox.
28. Using the Clock Action
In this exercise, we will add a new module that will give users the time from the Voicemail Server PC.

1. Add a new Module called Clock.
2. From Miscellaneous Actions add a Clock action to the module.
3. Connect the Start Point and the Clock action.
4. Save and make live.
5. In Manager, add the following system short code:

6. Save and merge the configuration to the IP Office.
7. Dial 123 on any extension and you should be given the time according to the Voicemail Pro server.
29. 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.

29a. 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).

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

29b. 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.
30. Using Campaigns
In this exercise, we will create a campaign where callers are prompted for information that can be recorded and then accessed by a user when required. The user responsible for responding to the information can listen to the resulting wav files.

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

30a. Creating the Campaign
1. Click the Campaign Editor icon to open the Campaign Wizard.
2. Select Create a new Campaign and then Next.

3. In the Customer Prompts screen, click on . In Play a prompt to the customer enter catalogue.wav and select OK.
4. Click on again and in Play a prompt to the customer enter name.wav and select OK.
5. Click on again and select Allow the customer to input information.
6. In Please enter the maximum recording length enter 10.
7. In Please enter a unique name that will describe the input enter CustomerName (Note: This field must be all one word) and select OK.
8. Repeat to add address.wav, allow 20 seconds recording time and use CustomerAddress (Note: Again all one word) as the unique name. Select OK.
9. Select Next twice.
10. In the **Customer Menu** screen, in **Please select the prompt to be played after the customer has made their recordings**, enter *thanks.wav*.

11. Under **Please select which options will be available to the customer after the above prompt has played** select 1, 2, 3 and 4. Re-record *thanks.wav* so that these four options are listed.

12. Select **Next**.

13. In **Where should this Campaign be parked...** enter **5000**.

14. In **The name of this Campaign is**, enter *Sales Catalogue*.

15. Select **Next** and then **Finish**.
30b. Getting Callers to the Campaign (Part 1)
In this part of the exercise, we will add a call flow that will allow you to test the Catalogue campaign.

1. Add a new Module called Catalogues.
2. From the Mailbox Actions, add a Campaign action and open its properties.
   - In the Specific tab, from the Please select a campaign list box, select Sales Catalogue.
   - Ensure the Leave campaign information option is selected and choose OK.
3. Connect the Start Point to the Campaign action.
4. Save and make live.
5. In Manager, add a new short code as follows:

6. Save and merge the configuration with the IP Office.
7. From any extension, dial *94 and answer the questions as you’re taken through the campaign.
   Do this several times to leave a number of messages for the campaign.
30c. 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.

Alternatively, if you know the details of the line or incoming number on which catalogue request calls will be received, you can add an Incoming Call Route in Manager with **VM:Catalogues** or *94 as its Destination.
30d. Getting Callers to the Campaign (Part 3)
The following short code can also be used for direct access:
31. Collecting the Campaign Results

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

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

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>1 - Start of message.</td>
<td>2 - Rewind.</td>
<td>3 - Stop message.</td>
</tr>
<tr>
<td>4 - Mark as processed and delete.</td>
<td>5 - Mark as processed and save.</td>
<td>6</td>
</tr>
<tr>
<td>7 - Previous response.</td>
<td>8 - Start of response.</td>
<td>9 - Next response.</td>
</tr>
<tr>
<td>* - Rewind.</td>
<td>0 - Pause.</td>
<td># - Fast forward.</td>
</tr>
</tbody>
</table>

31a. Using a DSS Key

The Park Slot number assigned to the Campaign can be used with DSS keys. The advantage here is that if the key includes BLF lamp, the lamp will be lit when there are campaign messages waiting to be processed.

1. In Manager, receive the IP Office’s configuration.
2. Open the User form for Kate Smith.
4. Select a free DSS button, click on the Action cell and select Park.
5. In the Telephone Number cell, enter the campaign’s park slot number, in this example 5000 for our Catalogue Requests campaign.
6. Save the configuration back to the IP Office and reboot.
7. Wait until voicemail services have restarted.
8. The DSS key on extension 208 should be flashing red, indicating that there are messages in the campaigns park slot.
9. Press the DSS key to display the campaign name and number of messages.
10. Press the DSS key again to start processing those messages.

- **Note:** The RideCall function (Action | Advanced | Call | RideCall) can also be used to collect the calls, but this method does not provide any visual feedback when messages are present.
31b. Using the Campaign Action to Collect Messages

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

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.
   - In the Entry Prompts tab, add *sales collect menu.wav*.
   - 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. Connect the Start Point to the Menu action.

9. Connect 1 to Get Mail.

10. Connect 2 to Campaign.

11. Save and make live.

12. From any extension, dial *88. Press 2 to collect and process campaign messages.
31c. 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.

31d. Using a Shortcode
In this part of the exercise, we will create a short code that allow direct access to collecting campaign messages.

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

2. Save and merge the configuration to the IP Office.

3. At any extension, dial *98. You should here one of the messages let for the Sales Catalogue campaign.
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