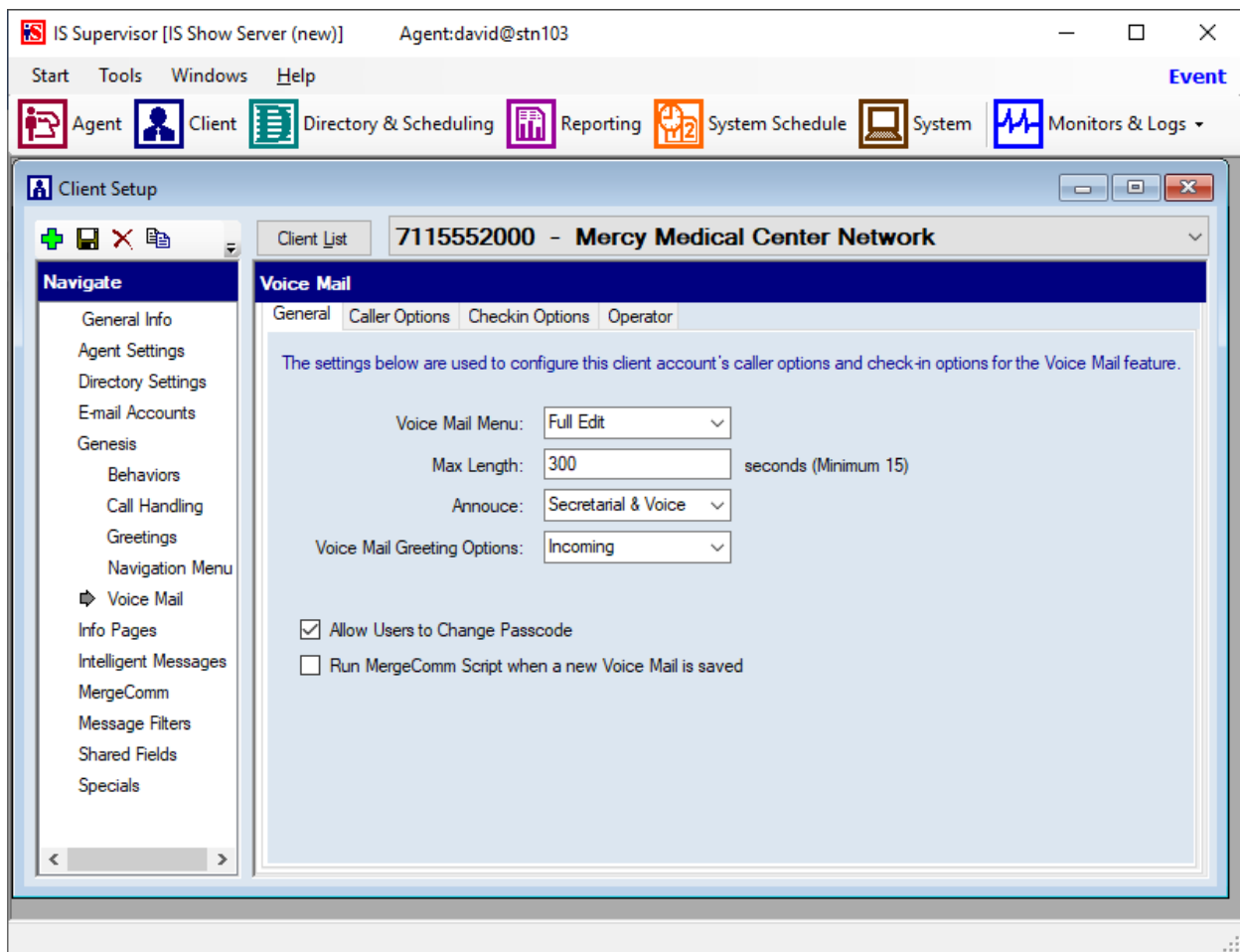


Genesis Intelligent Series Voice Mail

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The Genesis Intelligent Series (IS) Voice Mail feature provides client settings, behaviors, script properties, and keyboard commands for voice mail messaging, voice mail checkin, and voice mail transcription.

The Genesis Voice Mail feature allows callers to leave voice messages and agents to record live calls, which can be retrieved by clients using the Voice Mail Checkin behavior. When combined with the optional MergeComm platform, voice messages can be e-mailed to a client automatically or sent to an operator for transcription.

Voice Mail Client Settings

The Voice Mail General Settings, Caller Options, Checkin Options, and Operator Settings are configured on the Genesis Voice Mail pages of IS Supervisor Client Setup.

To access the Voice Mail pages, click the Client Setup icon in the IS Supervisor Toolbar and select a client account. On the Client Setup Navigation Menu, click the Genesis hyperlink and then click the Voice Mail hyperlink.

General

The General tab is used to set up the client's general settings for the Voice Mail and Voice Mail Checkin behavior.

General Caller Options Checkin Options Operator

The settings below are used to configure this client account's caller options and check-in options for the Voice Mail feature.

Voice Mail Menu: Full Edit

Max Length: 300 seconds (Minimum 15)

Announce: Secretarial & Voice

Voice Mail Greeting Options: Incoming

Allow Users to Change Passcode

Run MergeComm Script when a new Voice Mail is saved

Voice Mail Menu

The Voice Mail Menu setting is currently under development. When completed, this setting will provide a choice of voice mailbox menus to play to callers when they reach Voice Mail for the client.

Max Length

The Max Length setting establishes how long, in seconds, a Voice Mail message can be before IS stops recording. The smallest value that can be entered into the Max Length box is 15.

Announce

The Announce options determine what type of messages are announced when the client calls into the Voicemail Checkin Behavior.

Voice Mail Greeting Options

If the client has recorded a custom greeting, the Voice Mail Greeting Options setting governs when the client's custom greeting is played based on how a call reached the voice mailbox. The greeting is chosen in the Voice Mail behavior and Voice Mail Checkin behavior. More information about the Voice Mail behavior and Voice Mail Checkin behavior can be found in the "Behaviors" section of the *Intelligent Series Supervisor Reference Guide*.

Mode	Description
Incoming	When the Incoming option is selected, the greeting plays only when calls go directly to Voice Mail or go there due to a busy or no-answer action.
Transfer	When the Transfer option is selected, the greeting plays only when agents transfer a call to Voice Mail
Both	When the Both option is selected, the greeting plays for both incoming and transferred calls.

Allow Users to Change Passcode

If the “Allow Users to Change Passcode” check box is selected, IS allows clients to change their own passcodes.

Run MergeComm Script when a new Voice Mail is saved

If the “Run MergeComm Script when a new Voice Mail is saved” check box is selected, IS runs the client’s MergeComm script each time a new Voice Mail message is left in a client’s voice mailbox. This feature requires the optional MergeComm platform.

The MergeComm branch of the script can be configured to send the voice message as an e-mail attachment using the Send Email response element. The Send Email response element has been updated to provide the ability to send a voicemail as an e-mail attachment. Select the “Send voice recording as attachment” check box to enable the feature.

The screenshot shows the 'Email: Properties*' dialog box with the 'General' tab selected. The 'Recipient' field is set to 'EmailAddress' and the 'Script' dropdown is set to 'Script'. The 'Subject' field contains 'IS Voice Mail' and the 'Text' dropdown is set to 'Text'. The 'Message' field contains 'Voice mail attached [_summary]' and the 'Advanced' dropdown is set to 'Advanced'. At the bottom, there are two checkboxes: 'Send Email when running in testdrive.' (unchecked) and 'Send voice recording as attachment' (checked). The 'Send voice recording as attachment' checkbox is highlighted with a red box. The 'OK', 'Cancel', and 'Apply' buttons are visible at the bottom right.

Alternatively, the MergeComm branch of the script can be configured to create a dispatch job that distributes the message to an agent using the Send to Dispatcher response element. This feature can be used for voice mail transcription.

More information about Response elements is provided in the “Response Element Library” section of the *Intelligent Series Supervisor Reference Guide*.

Caller Options

The Caller Options tab is used to specify what to do for a caller if the caller is sent to voice mail.

General | **Caller Options** | Checkin Options | Operator

Play Voice Mail Beep
 Allow Voice Mail Revert to Operator

Play Voice Mail Beep

If the “Play Voice Mail Beep” check box is selected, IS plays a beep to signal the caller to begin recording their message.

Allow Voice Mail Revert to Operator

If the “Allow Voice Mail Revert to Operator” check box is selected, IS forwards the caller to an agent instead of forwarding the caller to the client’s voice mailbox.

Checkin Options

The Checkin Options tab is used to configure what a client can do with his or her voice mailbox.

General | Caller Options | **Checkin Options** | Operator

Checkin Passcode:

Play Voice Mail Oldest to Newest
 Allow Users to Edit Greetings
 Allow Users to Hear ANI During Playback

Checkin Passcode

Passcodes are required to permit client access to the Voice Mail check-in line. When a client calls the check-in line, IS asks for the client’s mailbox number—usually the Client Account Number—and then asks for the Check-in Passcode. Passcodes should be kept strictly confidential. At sites where voice mailbox numbers are common knowledge among employees, clients, and callers, a passcode is all that keeps a client’s messages private.

Play Voice Mail Oldest to Newest

If the “Play Voice Mail Oldest to Newest” check box is selected, IS plays the voice messages in chronological order from oldest to newest.

Allow Users to Edit Greetings

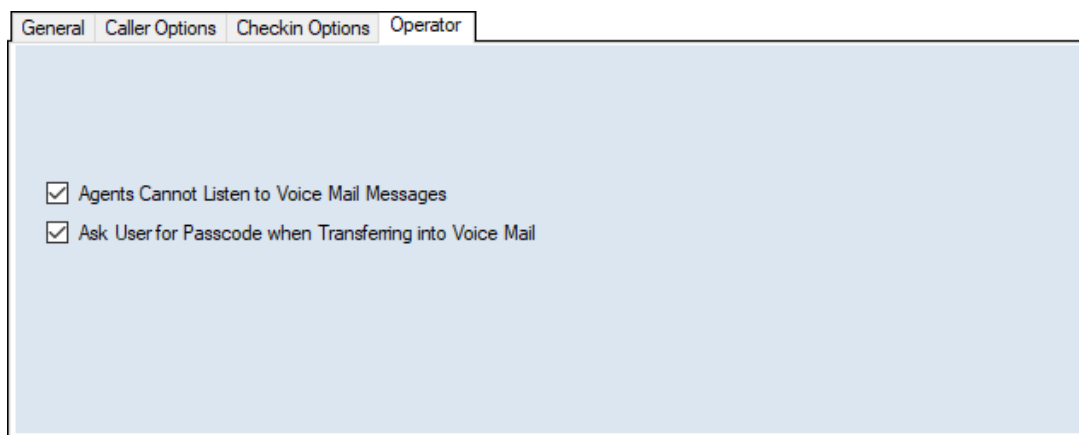
If selected, the “Allow Users to Edit Greetings” check box allows the client to edit and customize their own voice mail greetings to play when a caller is forwarded to the client’s voice mail.

 Allow Users to Hear ANI During Playback

If selected, the “Allow Users to Hear ANI During Playback check box” allows clients to hear the ANI (Automatic Number Identification) the caller used when the caller left a Voice Mail message. If the Allow Users to Hear ANI During Playback check box is not selected, the ANI is not played for the client.

Operator

The Operator tab is used to configure how agents interact with a client’s Voice Mail.

 Agents Cannot Listen to Voice Mail Messages

If checked, the “Agents Cannot Listen to Voice Mail Messages” check box does not allow agents to listen to the client’s voice messages.

 Ask User for Passcode when Transferring into Voice Mail

If the “Ask User for Passcode when Transferring into Voice Mail” check box is selected, IS prompts the client for a passcode in order to access their voice mail box. Once the client enters the correct passcode, the client has access to their messages. If the “Ask User for Passcode when Transferring into Voice Mail” check box is not selected, the client is able to access his or her voice mail box without entering a passcode.

Voice Mail Behavior

The Voice Mail behavior allows the caller to leave a voice message, which can be retrieved by the client using the Voice Mail Checkin behavior.



General and Revert Behavior tabs are displayed when the Voice Mail behavior is selected.

General

The General tab is used to configure the general options for the Voice Mail behavior.

Greeting

A user-friendly greeting can be played when a caller reaches the client's voice mail box instead of the generic greeting pre-programmed in IS. If no greeting is selected, IS plays, "Please wait for the tone before speaking. Press any key to pause."

Greetings can be recorded and saved to IS from the Greetings page.

Revert Behavior

The Revert Behavior tab is used to specify which behavior a call reverts to if the caller presses 0 (zero) in the Voice Mail options menu.

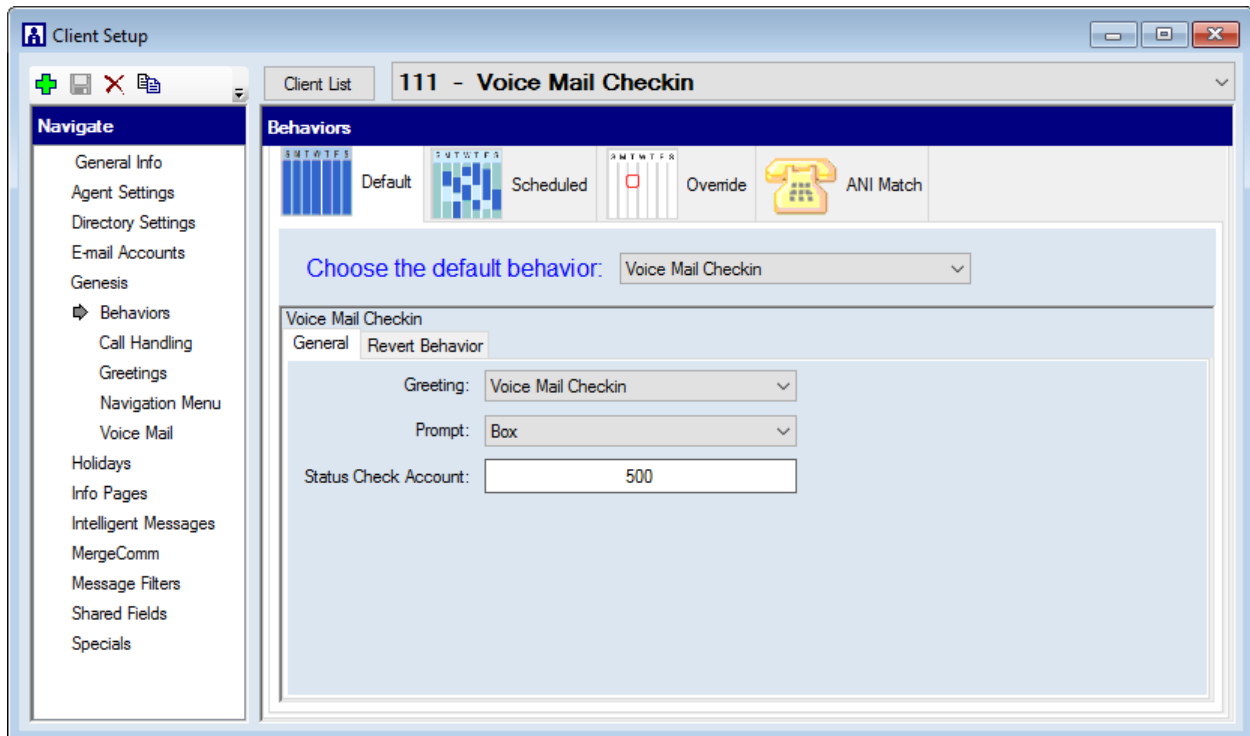
Behavior

The Behavior setting determines the call behavior that is performed if the caller presses 0 (zero) in the Voice Mail options menu.

The Nested Behaviors feature in IS Supervisor version 5.4.7045.01 and later can be used to program a series of alternate behaviors that can be performed if certain conditions are met. For more information about nested behaviors, refer to the instructions provided in the "Behaviors" section of the *Intelligent Series Supervisor Reference Guide*.

Voice Mail Checkin Behavior

The Voice Mail Checkin behavior allows a client to listen to voice messages. The behavior options include a menu of prompts for client identification, a No Voice option for transferring to an operator for messages, and the option to transfer to a Status Checkin account.



General and Revert Behavior tabs are displayed when the Voice Mail Checkin behavior is selected.

General

The General tab is used to configure the general options for the Voice Mail Checkin behavior.

Greeting

A user-friendly greeting can be played when a caller reaches the client's voice mail box instead of the generic greeting pre-programmed in IS. If no greeting is selected, IS plays a time of day greeting and "Thank you for checking in." Greetings can be recorded and saved to IS from the Greetings page.

Prompt

The Prompt menu determines which wording is used to prompt a caller to enter their Client Account Number. The prompt can ask the caller for a box number, account number, PIN, client number, ID, or user ID. Regardless of which prompt is used, the caller is transferred to the Client Account Number entered.

Status Check Account

The Status Check Account setting is used to select an IS Client Account to store the voice messages for a specific client.

Revert Behavior

The Revert Behavior menu is used to specify which behavior a call reverts to if the call is not answered.

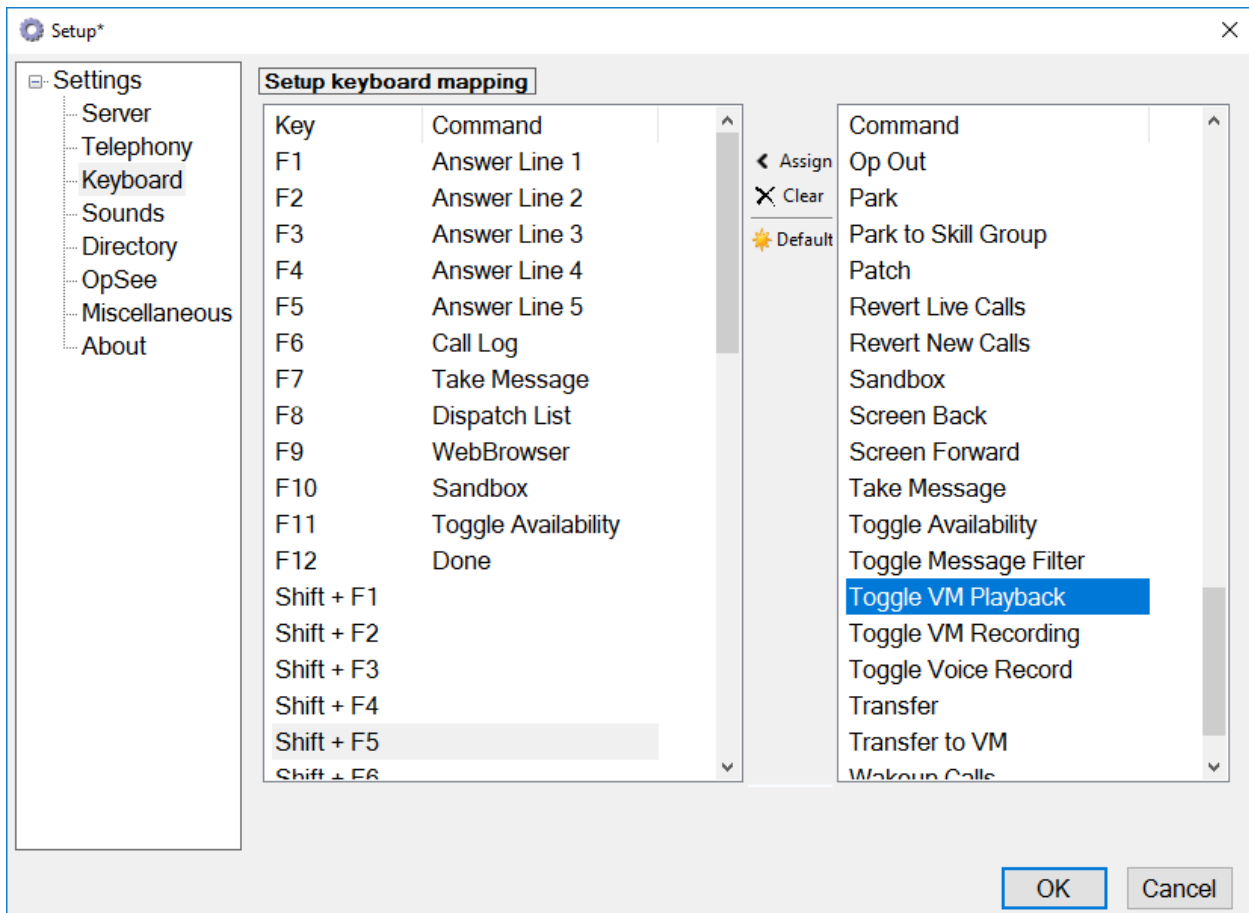
Behavior

The Behavior setting determines the call behavior that is performed if the call is not answered.

The Nested Behaviors feature in IS Supervisor version 5.4.7045.01 and later can be used to program a series of alternate behaviors that can be performed if certain conditions are met. For more information about nested behaviors, refer to the instructions provided in the “Behaviors” section of the *Intelligent Series Supervisor Reference Guide*.

Voice Mail Commands

Soft Agent Voice Mail commands can be assigned to a keyboard mapping in the Keyboard screen of Soft Agent Setup. The Voice Mail commands provide the ability for an agent to interact with IS voice mail.



Toggle VM Recording

The Toggle VM Recording command enables agents to toggle Voice Mail recording on and off.

Toggle VM Playback

The Toggle VM Playback command enables agents to toggle Voice Mail playback on and off. This feature is a replacement for the Voice A command in Infinity.

Requirements:

- IS Server 5.3.6983.25629 or later
- IS Supervisor 5.3.6774.11 or later
- IS Messaging
- 64-bit Microsoft Windows Server 2008 R2 or later
- SQL Server 2008 R2 Standard Edition or later
- .NET Framework 4.5
- Crystal Reports 2008
- Genesis 4.6.14 or later
- 64-bit Ubuntu 16.04.2 or later Genesis Server
- Soft Agent 5.3.6774.08 or later

Optional:

- IS Web Scripting 5.3.6774.2 or later
- MergeComm
- MergeComm Triggers

Recommended:

- 64-bit Microsoft Windows Server 2012 R2 or later
- SQL Server 2014 Standard Edition or later

Amtelco Part Number: 268MP024

