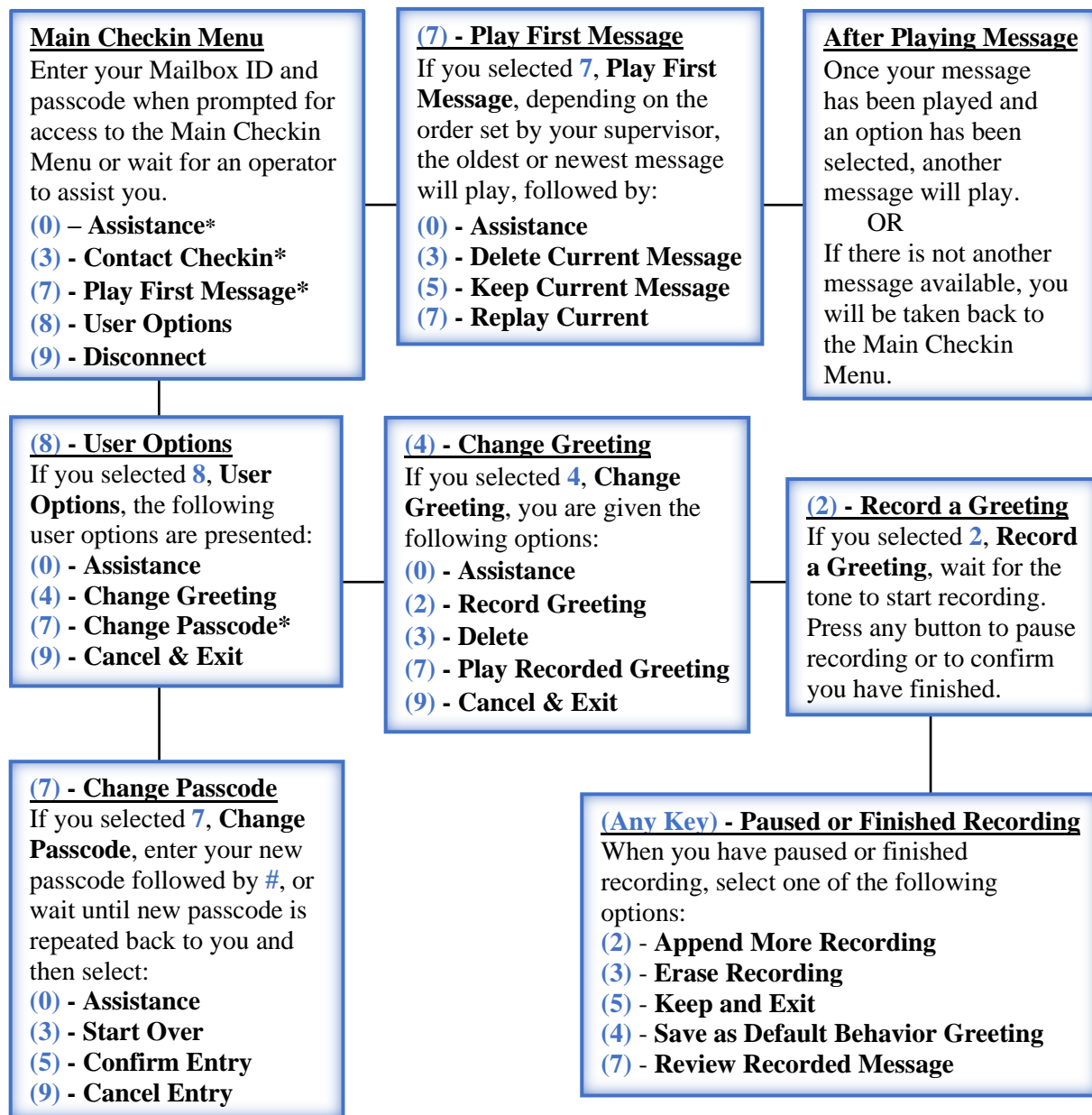


Genesis Voice Mail Quick Reference Guide



Supervisor Adjustable Settings

- *Supervisor can filter what messages are available to agents: secretarial, voice, or both.
- Supervisor can change the order of received messages from the default "Newest to Oldest" to "Oldest to Newest."
- Supervisor can enable for Automatic Number identification (ANI) to be provided or not be provided when messages are read.
- *The Assistance option in any menu must be toggled on by a supervisor and enables you to transfer to an operator if needed.
- *The Contact Check-in option must be toggled on by a supervisor and enables you to change your contact status.
- *The Change Passcode option must be toggled on by a supervisor and enables you to change your passcode.

