

Schedules that point to voicemail only:

Set up an agent (does not have to be a real agent; could be voicemail agent)

1. **Click Agents** from Navigation Pane
2. **Enter Agent First Name**
3. **Enter Agent Last Name**
4. **Enter Username**
5. **Enter Password**
6. **Conform Password**
7. **Select permission level (Agent)**

Agents >> New Item

Follow Me | Assign Agents to Supervisor | Administrator Configuration

Profile | Controls and Restrictions | Regional Settings | Email | Phone | Skills | Departure Reason

First Name: Voicemail | Date Hired: 03/26/2007

Last Name: Voicemail | Username: vmail

Department: None | Password: ***** | Confirm Password: *****

Access permission level:

- Agent
- Supervisor
- Guest Supervisor
- Administrator

Recommend you enter agent name/password and username relating to HouseMasters (the actual customer)

NOTE: Since this agent is intended for voicemail only, only need to fill in top portion of Profile screen. For documentation purposes, we entered voicemail for agent first and last name, vmail for username and vmail for password and confirm password.

1. **Click Email Tab.**
2. **Enter an Email address** for new Agent
This is a required field, but does not have to be a real email.
For documentation purposes we entered voicemail@pass.com.
3. **Click OK**

Recommend you enter email address relating to customer.

Agents >> vmail

Follow Me | Assign Agents to Supervisor | Administrator Configuration

Profile | Controls and Restrictions | Regional Settings | Email | Phone | Skills | Departure Reason

Agent Email address: voicemail@pass.com
(example: agentname@company.com)

Defined POP3 Server (Incoming Mail)

Host: _____

User: _____

Password: _____

Select SMTP Group (Outgoing mail): SMTP

OK | Cancel | Apply

1. **Click phone tab** for new agent and select no phone (voicemail only)
2. **Enter a phone extension** (does not need to be an actual working number).
3. **Select No Phone** (voicemail only)
4. **Click OK.**

Agents >> New Item

Follow Me | Assign Agents to Supervisor | Administrator Configuration | Profile | Controls and Restrictions | Regional Settings | Email | **Phone** | Skills | Departure Reason

Agent Extension Number: 100 (required) Play Welcome Prompt

Select type of phone

- H323
 - Address:
- SIP
 - Address:
- PBX
 - Phone:
- Outside Phone (Remote Extension)
 - Country: Phone: Play announcement to Agent
- Dialogic Analog Extension
 - MSI ID:
- No Phone (Voicemail only)

OK Cancel Apply

Creating Project and defining to go to Voicemail

1. **Click Projects** from Navigation Pane.
2. **Click Add** (to create new Project).
3. **Enter New Project Name.**
4. **Enter Project Description.**
5. **Click OK.**

Projects >> Go straight to Voicemail

Outcomes | Workgroup Prompts

Name | Phone | Predictive | Preview | Chat | Email | Web Callback | Fax Responses

Name: Go straight to Voicemail

Description: To go to voicemail after hours

Select a Default Language for this Project: English (US)

Phone Number (Caller ID):

Use this project for billing

Enable Dial Code

Outbound Dial Code:

Number of Digits to Activate Dial Code:

OK Cancel Apply

1. **Click Phone Tab**
2. **Click Enable Phone Project**
3. **Enter Project Phone Number**
4. **Select Agent** in Route caller to
5. **Select New** Voicemail Agent from drop down list.
6. **Click Apply**

Projects >> Go straight to Voicemail

Outcomes | Workgroup Prompts

Name | Phone | Predictive | Preview | Chat | Email | Web Callback | Fax Responses

Enable Phone Project

Project Phone Number
700

Validate phone number
 No Yes Only if not received
 Play Confirmation
 Use Prompt to ask for customer ID
 System Default

Script
None

FAQ
None

Priority
Normal

Route caller to | Prefix Routing | Options

Workgroup HouseMaster

Route to Workgroup Agent

Route to Workgroup Fax

Agent Voicemail, Voicemail

Route to Agent Phone
admin, admin
Rusco, Lois
Rusco, Tom
Stone, Leslie
Voicemail, Voicemail

Route to Agent Fax

Menu

OK Cancel Apply

NOTE: You need a **project** for **EACH** schedule you create.

1. **Click Schedules** from Navigation Pane.
2. **Click Add** (to create new schedule).
3. **Enter a Schedule Name.**
4. **Enter Description** for new Schedule.
5. **Select default Project** from drop down menu. This is the project you want to change to go to voicemail.
6. **Select Scheduled Project** from drop down menu in Default section. This would be the new voicemail **project**.
7. **Select time Zone**
8. **Select Start Time.**
9. **Select days of week** for this project to be activated.
10. **Click OK.**

Schedules >> New Item

Schedule Name
Straight to Voicemail

Description
New Voicemail Schedule

Default

Select default Project Go straight to Voicemail

Phone 1172867535982

Scheduled

Select Scheduled Project Go straight to Voicemail

Select Time Zone (GMT-05:00/DST+00:00) Eastern Standard Time; EST

Start Time 0 hr, 0 min.

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

OK Cancel Apply

NOTE: You need to create a schedule for each project you want to identify different working days/hours.