Voice Mail Directory Choices for IPedge, VIPedge, or App-Server Voice Mails

Overview:

In your auto attendant prompts you may suggest the caller press a desired key to access the company directory. If the voice mail is separated into departments or companies, they may each have a separate directory with its own style (below). If you have multiple companies (or departments) sharing the voice mail you have the option of combining the directories and being able to dial any extension in in the Auto Attendant or limiting the directory and extension input to a specific company/department. Users may customized to be in more than one department or company directory. Users may be customized to add nicknames (Tom, Tommie, Thomas, Tomy, Tommy that all match one user).

Directory Styles:

Normal

"To find your party's extension, you may enter the first few letters of their first or last name. For Q, press 7.   For Z, press 9.

Lists names and extensions that match, "first last, press n n n (e.g. n n n for ext 315 would be "press three one five") after each entry. User may enter an extension at any time.

Pre-Recorded

"To find your party's extension, you may enter the first few letters of their first or last name. For Q, press 7. For Z, press 9. For a complete listing press #."

If you enter characters corresponding to an employee's name, the names and extensions that match the characters entered will be listed. Callers may then press e x t after each entry. User may enter an extension at any time. If you press #, you will then hear the department linear directory system prompt (prompt 29dept, eg dept 3 is prompt 293) . It can be interrupted by entering an extension.

List

"To find your party's extension, you may enter the first few letters of their first or last name. For Q, press 7. For Z, press 9. For complete listing press #."

If you enter characters, the names and extensions that match will be listed, then says press n n n after each entry. User may enter an extension at any time.   If you press # then you hear the department generated in numerical order using mailbox names .

Pre-Recorded Only

The department linear directory plays.

It can be interrupted by entering an extension. System prompt 29 dept (eg Dept 4 is prompt 294)

List Only

The department directory is generated in numerical order using mailbox names.

It can be interrupted by entering an extension.

Dial by Name

"To find your parties extension, you may enter the first few letters of their first or last name. For Q, press 7, For Z press 9, For complete listing press #."

If you enter characters it lists names and extensions that match, then says "To transfer to this person press 1, to continue press 2 (also can wait). If you press # then you hear the department linear directory system prompt. It can be interrupted by entering an extension.

Automatic Dial by Name

"To find your parties extension, you may enter the first few letters of their first or last name. For Q, press 7, For Z press 9, For complete listing press #."

If you enter characters it lists names and extensions that match, then says "To transfer to this person \ press 1, to continue press 2 (also can wait). If you press # then you hear the department linear directory system prompt. It can be interrupted by entering an extension.