

## Customize Your Voice Mail to Email Messages

You have the capability to customize the email message that customers receive when they are subscribed to Voice Mail to Email. Take advantage of this branding opportunity within the service that you are offering.

The Voice Mail to Email message is simply an HTML file having specific tags within it. These tags are used by the software to remove and substitute real-time, email-specific information. If anything is incorrect with the custom file, then the default email will be sent. With the APMAX, as you are loading a new file, the system is designed to let you know what, if anything is wrong with the file making it easier for you to customize.

### Required Tags:

#### @MESSAGE\_ORIGINATOR

This will be replaced with the phone number, and possibly the name, of the person who left the voice mail message.

#### @MESSAGE\_OPTIONS

This will be replaced with any special options set on this voice mail (e.g. this message has been marked as urgent or private.)

#### @BEGIN\_MESSAGE\_ACTIONS/@END\_MESSAGE\_ACTIONS

This section indicates where the Delete and Save actions are explained and the Delete/Save links will be displayed. If this message should not display these links (e.g. this message is for an email-only mailbox), then this entire section of the email will be omitted.

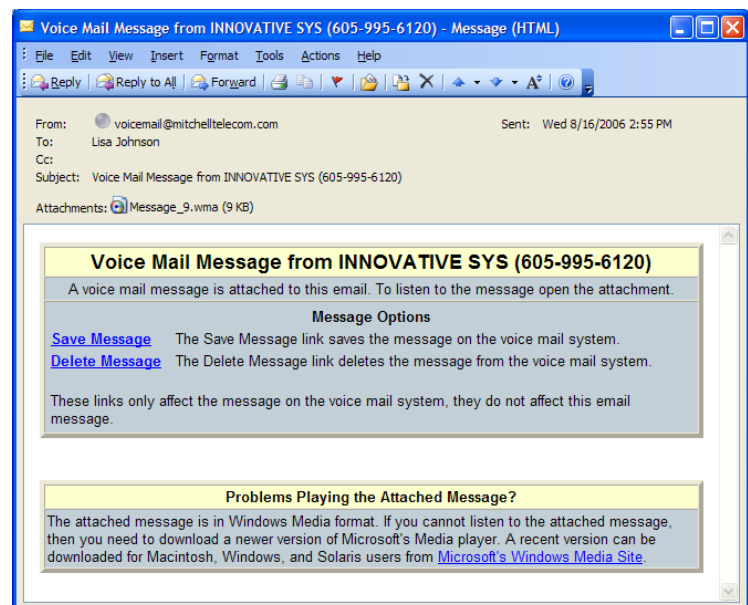
#### @SAVE\_MSG\_LINK

This contains the href information for the Save Message link. This will normally be placed inside of an anchor "<a>" HTML tag.

#### @DELETE\_MSG\_LINK

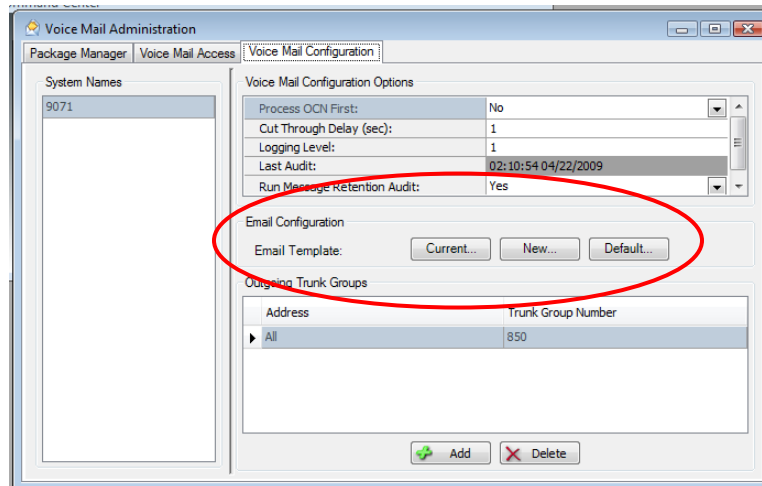
This contains the href information for the Delete Message link. This will normally be placed inside of an anchor "<a>" HTML tag.

Without customization, the default voice mail to email message looks like the sample shown to the right. You may customize the message to use your specific text and company branding.



## Customize Your Voice Mail to Email Message:

1. Create an HTML file with your desired text and graphics.
2. Keep the required tags listed above in the message.
3. Access Voice Mail – Administration from the APMAX Command Center.
4. Click the Voice Mail Configuration tab.
5. In the middle of the screen you will find a section for Email Configuration. Click New and then navigate to your newly created custom template.
6. Click Open.
7. If there is any trouble with the new file, the system will tell you what is missing. The next time a Voice Mail to Email is sent, the system will use your customized message.



### Note on Using Graphics:

There is no way to attach or embed a graphic into the customized message. The reference to any graphics in your html file (such as a company logo) must be made to a web location.

For example, if the graphics for your website are stored at [www.abctelco.com/images](http://www.abctelco.com/images) you would program your HTML file to look to that location for a logo file (such as [www.abctelco.com/images/logo.jpg](http://www.abctelco.com/images/logo.jpg)).