

# Voicemail for Small Business

## ❖ Basic Features

### ❖ Time of Day Routing

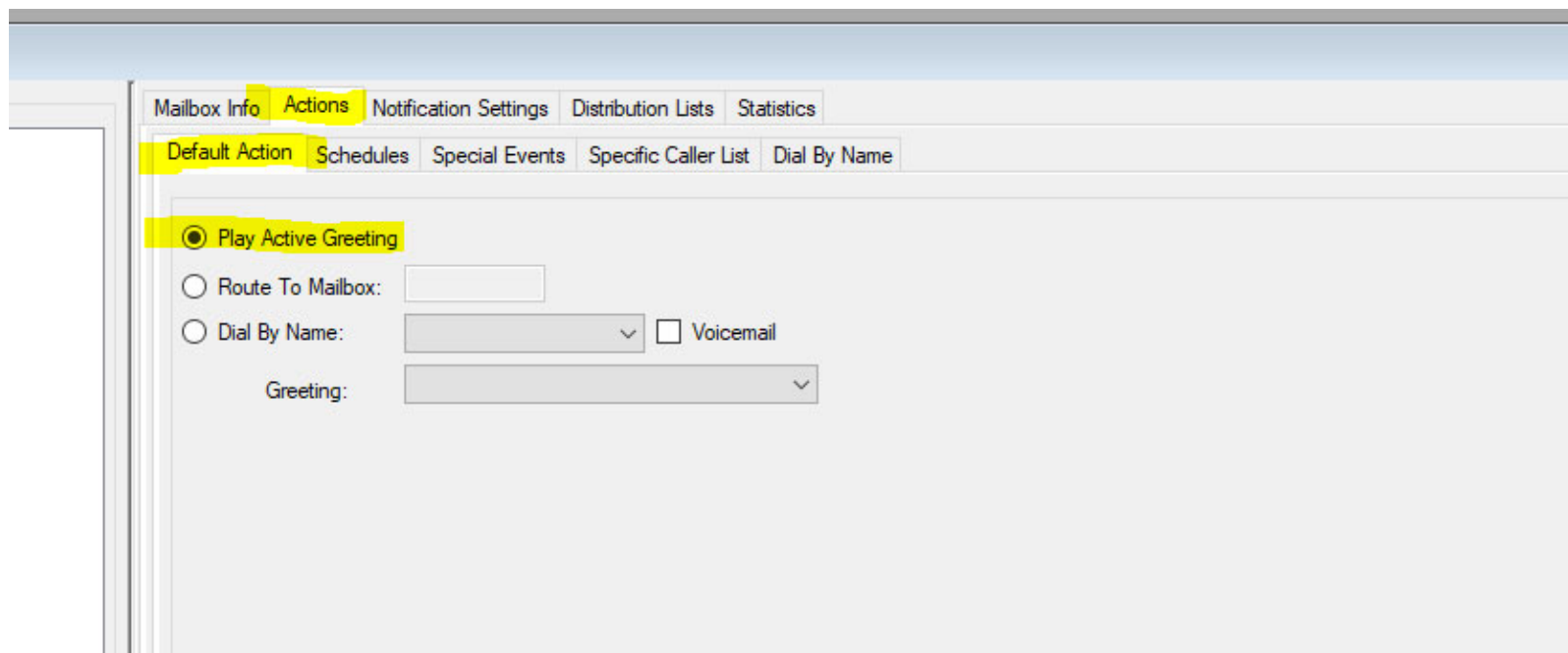
- ❖ Default Action
- ❖ Schedules
- ❖ Special Events
- ❖ Specific Caller List

### ❖ Notification Settings

- ❖ Email Notification
- ❖ Text Notification
- ❖ MMS Notification

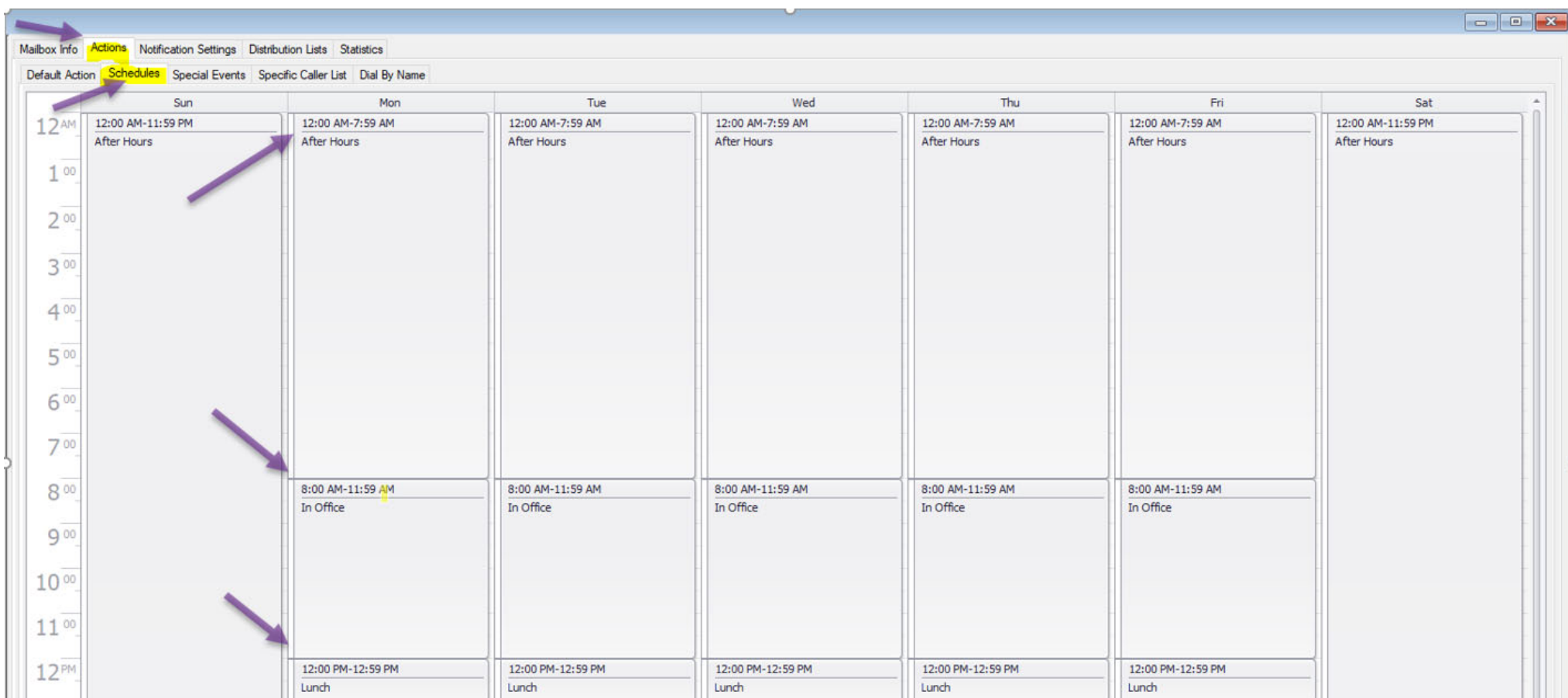


# Time of Day Routing



The screenshot shows a web-based configuration interface for a system. At the top, there are several tabs: "Mailbox Info", "Actions", "Notification Settings", "Distribution Lists", and "Statistics". The "Actions" tab is currently selected. Below this, there are sub-tabs: "Default Action", "Schedules", "Special Events", "Specific Caller List", and "Dial By Name". The "Default Action" sub-tab is selected. The main content area contains three radio button options: "Play Active Greeting" (which is selected), "Route To Mailbox:", and "Dial By Name:". The "Route To Mailbox:" option has an empty text input field next to it. The "Dial By Name:" option has a dropdown menu and a checkbox labeled "Voicemail". Below these options, there is a "Greeting:" label followed by a dropdown menu.

# Time of Day Schedules



# Time of Day Routing Web Portal



ManageMyVMail

Greetings Schedules Events Callers

Sunday  
After Hours: All Day

Monday  
After Hours: 12:00 AM -

Thursday  
After Hours: 12:00 AM

Setup Schedule

Description:

Enter a Description

Day:

Saturday

All Day:

Yes

Action:

Greeting

Greeting:

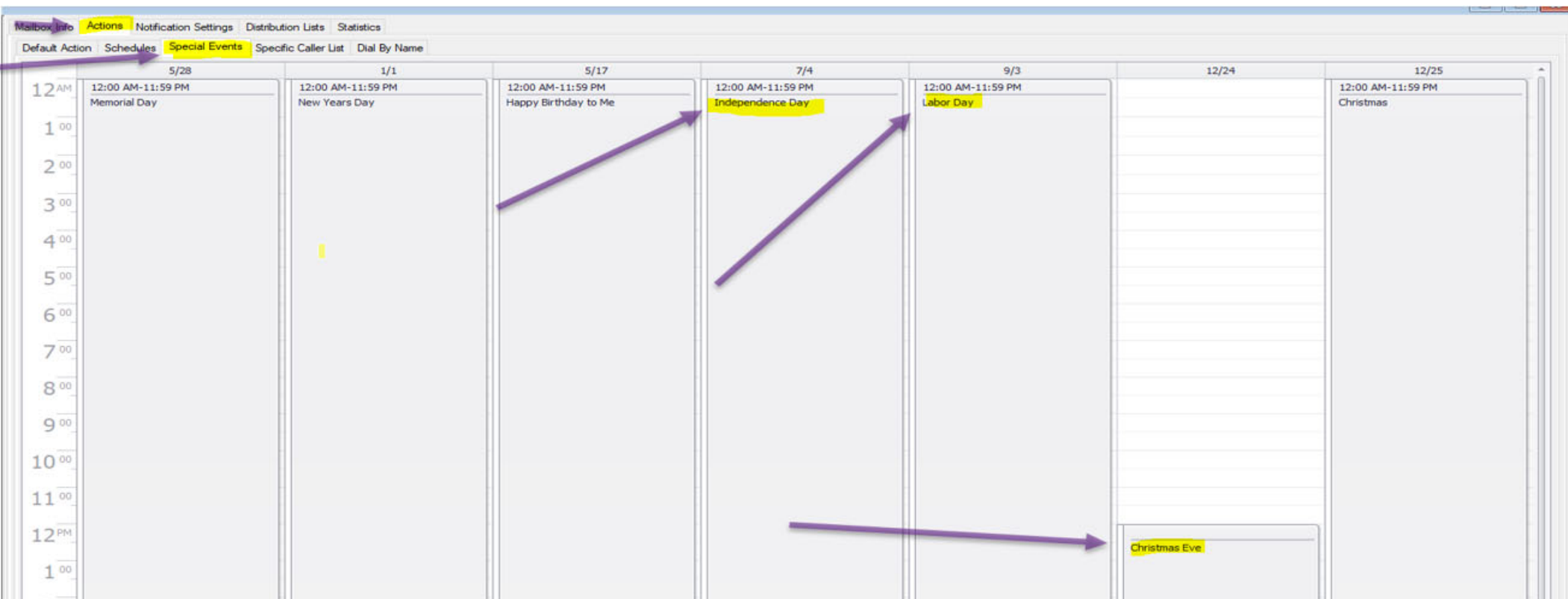
After Hours.wav

Save

Cancel



# Time of Day Special Events



# Time of Day Special Events Web Portal



≡

ManageMyVMail

Greetings

Schedules

Events

Calls

1/1

★ New Years Day: All Day

5/17

★ Happy Birthday to Me: All Day

5/28

★ Memorial Day: All Day

7/4

★ Independence Day: All Day

9/3

★ Labor Day: All Day

12/24

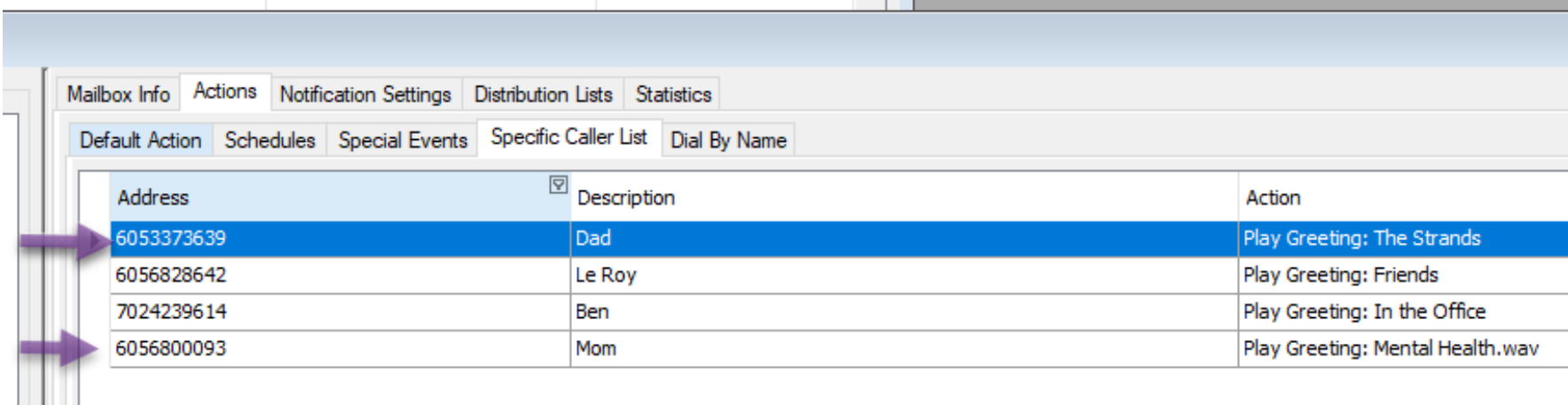
★ Christmas Eve: 12:00 PM - 5:00 PM

12/25

★ Christmas: All Day



# Time of Day Specific Caller List



| Address    | Description | Action                           |
|------------|-------------|----------------------------------|
| 6053373639 | Dad         | Play Greeting: The Strands       |
| 6056828642 | Le Roy      | Play Greeting: Friends           |
| 7024239614 | Ben         | Play Greeting: In the Office     |
| 6056800093 | Mom         | Play Greeting: Mental Health.wav |

# Time of Day Specific Caller List Web Portal



| ManageMyVMail         |           |
|-----------------------|-----------|
| Greetings             | Schedules |
| Events                |           |
| Callers               |           |
| 702-423-9614 - Ben    |           |
| 605-337-3639 - Dad    |           |
| 605-682-8642 - Le Roy |           |
| 605-680-0093 - Mom    |           |



# Notification Settings

## ❖ Email Notification

- ❖ Email customer the message
  - ❖ Allow them to Save and Delete messages
  - ❖ Listen to message without calling mailbox
  - ❖ Alternative notification beside MWI/MWIL

## ❖ Text Notification

- ❖ Receive message on cell phone(s) via text message

## ❖ MMS Notification

- ❖ Receive message on cell phone(s) with audio file
- ❖ The ability to Save or Delete messages



# Notification Settings

## ❖ Email Notification

- ❖ Allow them to Save and Delete messages

 Reply
  Reply All
  Forward
  IM

Mon 8/6/2018 11:53 AM


 Travis Strand <strand517@...>

Fwd: Voice Mail Message from (605-995-6120)

To:  Travis Strand


 Voicemail Message 5b687bd3024668.mp3  
 43 KB


 Voicemail Message 5b687bd3024668.mp3  
 43 KB

From:   
 Sent: Monday, August 6, 2018 11:48:45 AM  
 To: strand517@...  
 Subject: Voice Mail Message from (605-995-6120)

You have a new Voice Mail message from (605-995-6120)!

A Voice Mail Message is attached to this email. Open the attachment to listen to the message.

[Save Message](#) | [Delete Message](#)

The Save Message link saves the message on the voice mail system. The Delete Message link deletes the message on the voice mail system. These links apply only to the voice mail system. The links do not affect this message or the attached message.

### Are you having problems playing the attached message?

The attached message is in Windows Media format. If the attached message will not play, you need to download an updated version of Microsoft's Media player. This can be downloaded for Macintosh, Windows, and Solaris from [Microsoft's Windows Media Site](#).

# Notification Settings

## ❖ Text Notification

- ❖ Receive message on cell phone(s)  
via text message

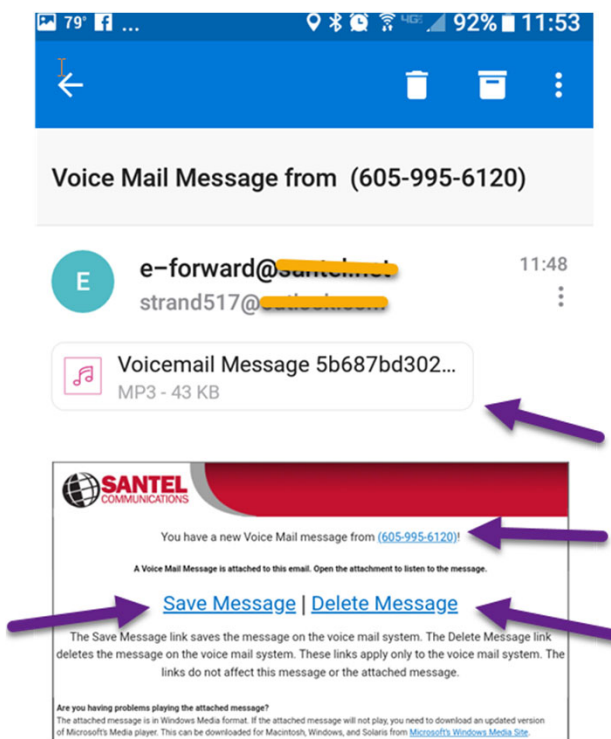
(Voice Mail from (605-995-6120)) You have a new voice mail message  
in mailbox 605236\_\_\_\_\_.



# Notification Settings

## ❖ MMS Notification

- ❖ Receive message on cell phone(s) with audio file
- ❖ The ability to Save or Delete message

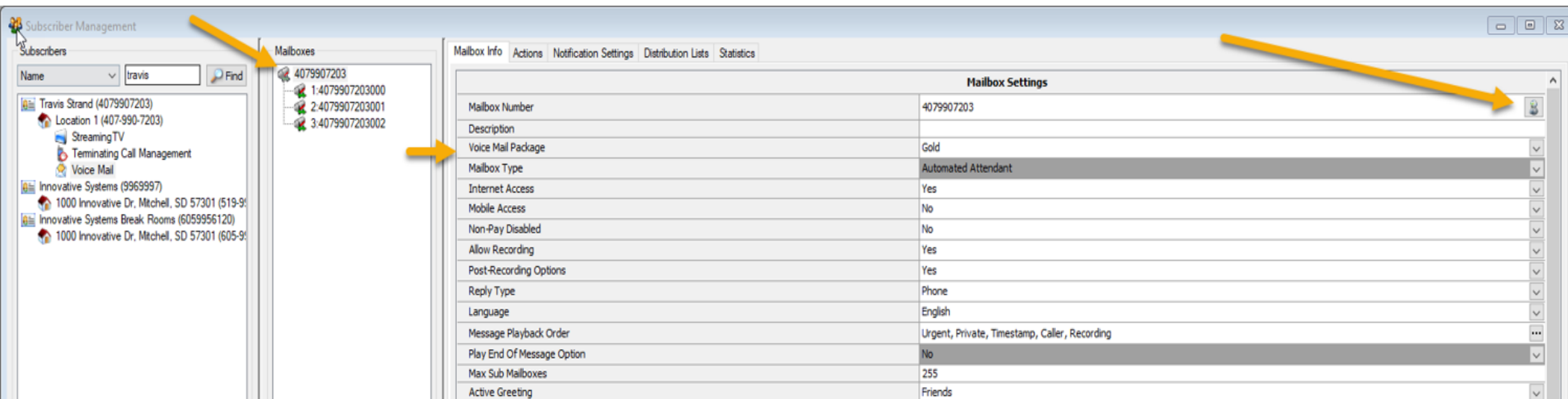


# Auto Attendant

Small business use case



# Auto Attendant



**Subscriber Management**

**Subscribers**

Name:

**Mailboxes**

- 4079907203
  - 1:4079907203000
  - 2:4079907203001
  - 3:4079907203002

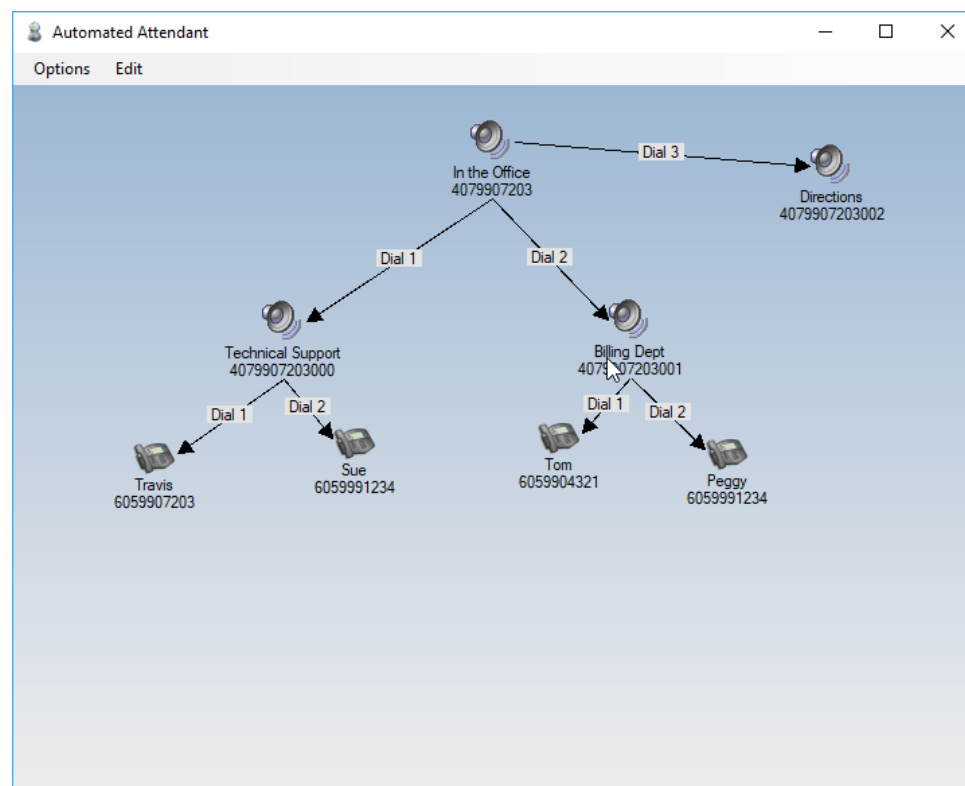
**Mailbox Info** | Actions | Notification Settings | Distribution Lists | Statistics

**Mailbox Settings**

|                            |                                               |
|----------------------------|-----------------------------------------------|
| Mailbox Number             | 4079907203                                    |
| Description                |                                               |
| Voice Mail Package         | Gold                                          |
| Mailbox Type               | Automated Attendant                           |
| Internet Access            | Yes                                           |
| Mobile Access              | No                                            |
| Non-Pay Disabled           | No                                            |
| Allow Recording            | Yes                                           |
| Post-Recording Options     | Yes                                           |
| Reply Type                 | Phone                                         |
| Language                   | English                                       |
| Message Playback Order     | Urgent, Private, Timestamp, Caller, Recording |
| Play End Of Message Option | No                                            |
| Max Sub Mailboxes          | 255                                           |
| Active Greeting            | Friends                                       |

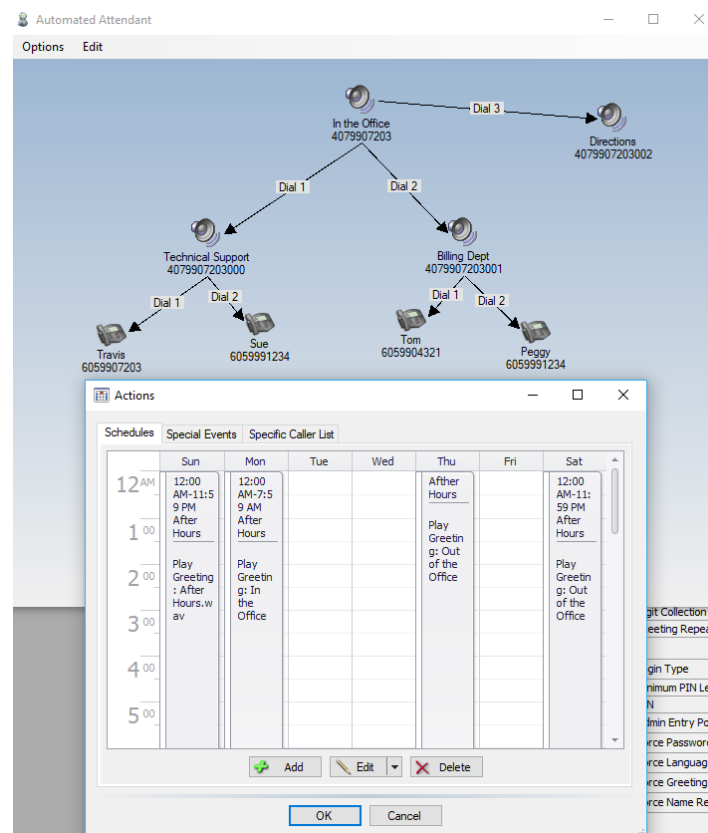
# Auto Attendant

- ❖ A small business use case
  - ❖ More than 1 department
  - ❖ Time of Day
  - ❖ End User management via Web Portal



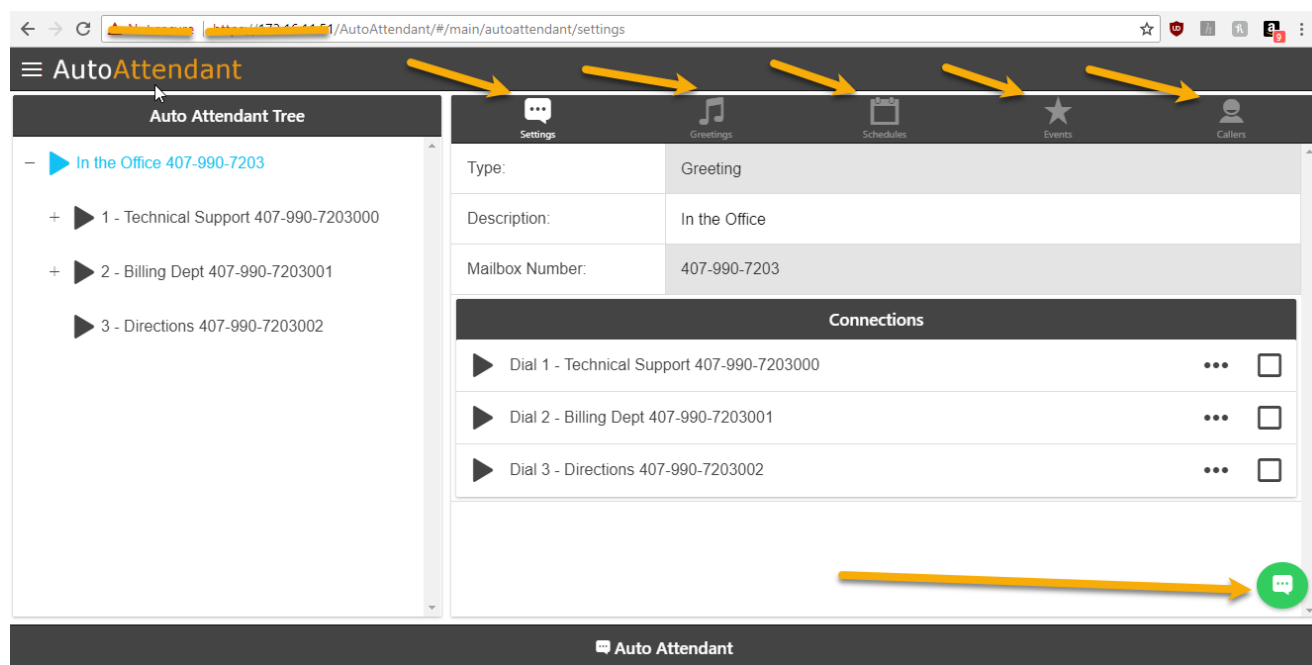
# Auto Attendant

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# Auto Attendant

- ❖ A small business use case
  - ❖ More than 1 department
  - ❖ Time of Day
  - ❖ End User management via
    - ❖ Web Portal



# Questions?

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We invite you to take time to stop by our demos set up in the lobby. Come and see:

- ✓ 4K TV
- ✓ Streaming TV
- ✓ IS IPTV Middleware
- ✓ HTML5 IPTV Web Portal & MyTVs app
- ✓ Some of the latest devices supported by APMAX ACS

