5.2 Configuring Your Voicemail

Bright Pattern Documentation

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Table of Contents

Listening to Voicemail Messages

If your [voicemail function](#) is enabled, you will receive an email notification every time someone leaves you a message. The system may be configured to attach voicemail recordings as audio files to such emails. Alternatively, the system may only email you a link and ask you to authenticate yourself before you can listen to the message.

If a voicemail recording is delivered to you as an attachment, you can open the attached file directly from within the email message. The file will be opened for playback in your default media player. Subsequent operations with this file may be governed by certain policies of your organization; from the technical standpoint they are not different from operations with any other email attachments that you can open at any time, forward to other people, save on your computer for later use, and so forth.

Links

If the email notification contains a link, click the link.

While logged in to Agent Desktop

If you click the link while logged in to the Agent Desktop application, the system will immediately place a call to [the device that was selected at the time of login](#).

While not logged in to Agent Desktop

- If you are not logged in to the Agent Desktop application, a new browser tab or window will appear with a login dialog.
- Enter your username and password. These are the same username and password that you use to log in into the Agent Desktop application.
- Click the **Log in** button. The system will try to place a call to the phone that is permanently assigned to you in system configuration (default phone).

You will be alerted about the above call as if it were [a regular incoming call](#).

Playback

Playback of the voicemail message will begin as soon as you answer it. You can use the [dial pad](#) of your Agent Desktop application or your regular phone to control the message playback.

The following controls are available to you during playback:

- *To replay the previous 10 seconds of the message, press* **1**
- *To skip the next 10 seconds of the message, press* **3**
- *To replay the previous 30 seconds of the message, press* **4**
- *To pause or resume playback, press* **5**
- *To skip the next 30 seconds of the message, press* **6**
- *To replay the message from the beginning, press* **7**

After the message playback is finished, you can [release](#) the call as if it were a regular phone call. Otherwise, the system will wait for 15 seconds before disconnecting this call automatically. This gives you a chance to replay the message by pressing **7**.

To listen to the message again after the call is disconnected, open the original email notification, and click the link. Even if you are not logged in to the Agent Desktop application, you will not need to re-authenticate yourself provided that you click the link within five minutes of your initial voicemail login.

Storage

By default, the system stores voicemail messages for 90 days. However, since this is a configurable parameter, you should confirm the storage period with your system administrator.

Selecting a Phone Device

During login, it is possible to make a selection of the device you will use to handle phone calls. Your system administrator will advise you about the option you should select on your first login. The selected option will be remembered for subsequent login attempts with this browser on your computer.

To select the device, click the current setting of the **Phone device** property in the login dialog box. A list of phone device options appears.
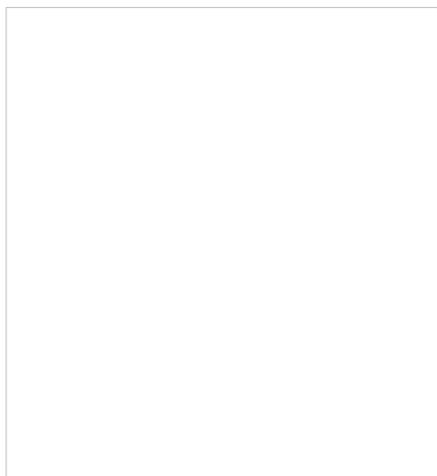
Phone device selection

Phone Device Options

Choose one of the following phone devices to use in the Agent Desktop application.

Softphone with computer headset

This device is a softphone application working as a phone in your computer. A high-quality headset is recommended for this option, such as Plantronics USB DSP series. When you select this option, the extension number assigned to you in configuration will be your phone number for the duration of the login session.

An internal phone

An internal phone is a hardware phone connected directly to the system. This can be a SIP-based phone on your desk, such as Polycom SoundPoint. Enter the desired phone number in the field next to this option.

An external phone

An external phone is any public phone number that can be dialed from the system (e.g., your home or mobile phone when working from home). Enter the desired phone number in the field next to this option.

Depending on your system configuration, once established, your external phone connection may be kept open even when the remote party hangs up. This is normal behavior that is sometimes used to optimize utilization of the established PSTN phone connections. If this option is used in your contact center, you will not need to hang up the phone on your side. Termination of a current active call will be indicated using a special tone. Arrival of the next call will be announced both visually via your Agent Desktop application and via another special tone on your open phone connection. You can accept this call using the **Accept** button on your screen. For more information, see section [How to Answer an Incoming Call](#).

Note that the open line may be automatically disconnected if it stays open for longer than a few minutes without any active calls. If the open line is disconnected automatically or if you release it manually, arrival of the next call will be announced via the regular ringing signal. Your administrator will provide more information about the correct use of the external phone and any configured timeouts.

Default phone

Default phone is a hardware phone permanently assigned to you in the system configuration.

Dial-in and keep line open

Also known as a **nailed connection**, this option allows you to establish a phone connection with the system from any phone upon login and use this established physical connection for handling of all subsequent calls within your login session. If this option is used, the phone number to call for the initial connection will be provided to you by your administrator. Arrival of calls will be announced both visually via your Agent Desktop application and via a special tone on your open phone connection. You can accept these calls using the **Accept** button on your screen. For more information, see section [How to Answer an Incoming Call](#). Termination of active calls will be indicated via another special tone.

Normally, the line will be kept open until you log out of the Agent Desktop application. If your application or browser are closed without a logout while you have a customer call, the system will wait for this call to be released by the remote party before closing the nailed connection. See section [How to Terminate Your Working Session](#) for more information.

No phone

You can use this option if you plan to work with text-based interactions only (i.e., chat and email).

Call Forwarding

You can use the call forwarding function to redirect incoming calls that you cannot answer to another designated number where they are more likely to be answered. You can specify the forwarding number and activate/deactivate call forwarding via your Agent Desktop application at any time.

Note that call forwarding only works for direct calls, and it is always turned off for queued calls. Queued calls are always directed to the phone number that you are logged in with (even if forwarding is configured for that number).
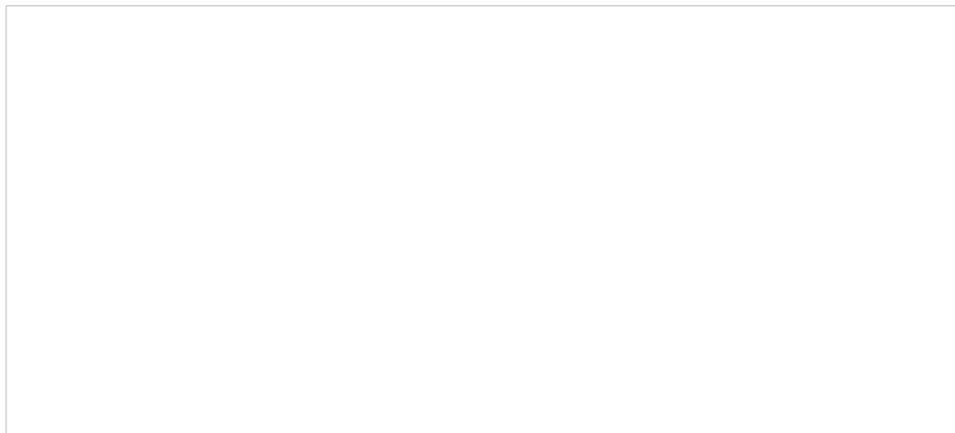
Call Forwarding and Voicemail Settings

Screen Properties

Forward all calls for ext...

This checkbox indicates whether call forwarding is activated for your *phone extension.*

Note that call forwarding takes priority over voicemail. If you have had voicemail enabled (see below), activation of call forwarding will automatically disable the voicemail function.

to

The *to* field represents the phone number to which incoming calls will be forwarded. The phone number must be specified if the *Forward all calls to ext...* checkbox is selected.

Forward on no answer after

Forward on no answer after is the time (in seconds) after which incoming calls will be forwarded to the number specified if you are logged on and do not answer. The amount of time must be specified if the *Forward all calls to ext...* checkbox is selected. For immediate (unconditional) forwarding, set the timeout to 0.

If you are busy or logged out, incoming calls will be forwarded to the specified number immediately, regardless of this setting.

Enable voicemail

The *Enable voicemail* checkbox indicates whether the voicemail function is enabled for you.

Note that call forwarding takes priority over voicemail. The voicemail function cannot be enabled if the you already have call forwarding activated. If you have had voicemail enabled, a temporary activation of call forwarding will automatically disable the voicemail function; however, the voicemail configuration (the *No Answer* timeout and current greeting) will be preserved and will take effect as soon as call forwarding is deactivated.

Send to voicemail after

Send to voicemail after is the time in seconds after which an incoming call will be forwarded to voicemail if you are logged on and do not pick up the call. The amount of time must be specified if the *Enable voicemail* checkbox is selected.

If you are busy or logged out, incoming calls will be sent to the user's voicemail immediately, regardless of this setting.

Use the following greeting for voicemail

This option lets you upload or record up to three different personal voicemail greetings and select which one should be used. For more information, see section Configuring Your Voicemail of the *Agent Guide*.

How to Configure and/or Activate Call Forwarding

1. Click **Settings**, select **User Profile**, and click the **Forwarding and Voicemail** tab.
2. Use **Forward all calls for ext... to** to specify the forwarding number.
3. Use **Forward on no answer after** to specify the no-answer timeout (i.e., the time in seconds after which an incoming call will be forwarded when you are logged in and cannot answer it). When you are logged out or if you are logged in with option No phone, incoming calls will be forwarded immediately regardless of this setting.
4. Select the **Forward all calls for ext...** checkbox. The forwarding function is now activated.

Additional Information

Your personal call forwarding settings will work for all phone device options except *internal phone* and *default phone*. For *internal phone* and *default phone*, forwarding settings configured for the corresponding hardphone numbers will be applied. You can check those settings with your system administrator.

All call forwarding settings can be preconfigured for you and changed at any time by your system administrator. This includes the forwarding number, the no-answer timeout, and activation and deactivation of the forwarding function.

Call forwarding settings take priority over the voicemail settings. A temporary activation of call forwarding will automatically disable the voicemail function; however, your existing voicemail configuration (the no-answer timeout and current greeting) will be preserved and will take effect as soon as call forwarding is deactivated.