



## Voicemail 2.0 Infosheet

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LiveVox Voicemail 2.0 features two types of voicemail boxes - an agent's personal voicemail and a group voicemail. While group voicemail can be accessed by many agents, the agent's personal voicemail is specific only to that agent. With Voicemail 2.0, agents can view, play, and download voicemail messages directly from the agent desktop. Administrative users can configure unavailable messages through the call flow editor and check group voicemails through the Voicemail Recording Report which is available on the LiveVox portal.

## Upgrade Requirements

The Voicemail 2.0 feature is available with LiveVox U13 or later versions. If you are on LiveVox U13 (or a later version) and using computer-based audio, it is recommended that you take advantage of the new voicemail feature. Contact LiveVox Customer Care for assistance with scheduling your upgrade.


### Before Upgrading:

All voicemails (personal or group) are deleted during the migration to Voicemail 2.0. Old voicemails are no longer available after the upgrade. To save voicemail messages:

- Review and clean up your voicemails before requesting a the upgrade.
- Back up your existing voicemails with the help of the LiveVox Customer Care Team. The LiveVox Customer Care Team can help you back up your voicemails to a .zip file and provide instructions on how to download the file.
  - "Day of" voicemails may not be included in this .zip file process.
- If your site is already on Voicemail 1.0, then the configuration steps outlined below should not need to be performed post-upgrade to Voicemail 2.0.

## Features

Voicemail 2.0 contains the following features:

Feature	Description
Download	Ability to download voicemails in MP3 format.
Personal Agent Greeting	Ability to record or upload a personal greeting message (supported file format: .WAV).  <div style="border: 1px solid orange; padding: 5px; margin-top: 10px;"> <p> This feature is available in U15 or later version</p> </div>
Storage	Voicemail storage capacity of up to 500 MB.
Visual Voicemail	Access to voicemail is visual. You can perform all actions through the Agent Desktop. The phone number of the caller (Caller ID) is available on the screen. You can listen to voicemail messages in any order, and also play the messages in your browser.
Voicemail Recording Report	Users can access group voicemails through the LiveVox portal by navigating to <b>Review &gt; Agent Reports &gt; Voicemail Recording Report</b> . For more information about the Voicemail Recording Report, see the <a href="#">Voicemail Recording Report</a> section in this document.

# Configuring Voicemail 2.0 Functionality

## Personal Agent Voicemail

Once Voicemail 2.0 is enabled by LiveVox Customer Care then the following steps can be used to configure Voicemail 2.0 features:

1. Navigate to **Configure > Agents > Agents**. Under the **General** tab. Double-click the agent row for which you want to configure the personal voicemail 2.0. The **Agent Details** window is displayed.

The screenshot shows the 'Agent Details' configuration window. The 'General' tab is active, displaying the following fields:

- General:** ID: 1197006, Logon ID: AGENT, First Name: Agent, Last Name: Bbendale, Email / SIP Address: bbendale@livevox.com, Wrapup Time: (empty), Home Agent: , Cost Per Agent-Hr: 0.
- Phone:** Audio Path (Out): 9176754178, Direct Line for Agent: 2763000153, Extension: (empty), Voicemail: .
- Channels:** Voice, SMS, Email, Chat (all icons are present).

At the bottom of the window, it shows 'Created By: Bhavana Bendale - 05/28/2019, 06:13 AM' and 'Last Modified By: SallMounika Pidugu - 22 minutes ago'. There are 'OK' and 'Cancel' buttons at the bottom right.

2. Specify the **Direct Line for Agent** by using the search option to select the Agent's DID or enter the Agent's **Extension**.
3. Select the **Voicemail** checkbox to enable the personal voicemail for the agent.
4. Click the **OK** button and **Save** button to save the agent's information.

- To configure the inbound message, navigate to **Configure > Services > Services editor > Phone Numbers** tab.

The screenshot shows the 'Phone Numbers' configuration page. At the top, there are dropdown menus for 'Call Center' (set to 'Call Center') and 'Service' (set to 'agent vm service'). Below these are tabs for 'General', 'Campaigns', 'Change History', 'Inbound', 'Messaging', 'Phone Numbers' (selected), 'Routing', 'Settings', and 'Termination Codes'. The 'Phone Numbers' section includes fields for 'Phone Number to TTS', 'Agent Call In Number' (4158442628), 'Operator Phone', 'Caller ID - Package ID' (Select One), 'Inbound Message' (agent vm test), 'Voicemail' (checkbox), and 'PIN'. Below this is a 'Caller ID List' table with columns 'Phone Number' and 'Default'. The 'Default' column has a green checkmark for the number 4156599170. To the right is an 'Inbound Phone Number' table with columns 'Inbound Number', 'Number Type', 'Inbound Message', 'LCID Package', and 'Active'. The 'Active' column has a green checkmark for the number 2763000153. At the bottom, there are buttons for 'Add Caller ID', 'Delete Caller ID', 'Associate Service', 'Disassociate Service', 'Delete', 'Change Call Center', 'Copy Service', 'Save', and 'Cancel'.

- Select the required call center and inbound service from the **Call Center** and **Service** drop-down menus respectively.
- From the **Inbound Message** drop-down list, select the corresponding inbound message where Voicemail has been configured.
- Click the **Save** button to save the configuration.

## Group or Service Voicemail

Complete the following steps to configure the group Voicemail 2.0 feature:

1. Navigate to **Configure > Services > Services editor > Phone Numbers** tab.

The screenshot shows the 'Services' configuration interface. At the top, there are dropdown menus for 'Call Center' (set to 'Call Center') and 'Service' (set to 'agent vm service'). Below these are tabs for 'General', 'Campaigns', 'Change History', 'Inbound', 'Messaging', 'Phone Numbers' (selected), 'Routing', 'Settings', and 'Termination Codes'.

The 'Phone Numbers' section contains several input fields: 'Phone Number to TTS', 'Operator Phone', 'Inbound Message' (set to 'agent vm test'), 'Agent Call In Number' (4158442628), 'Caller ID - Package ID' (Select One), 'Voicemail' (checkbox), and 'PIN'.

Below the input fields are two tables:

- Caller ID List:** A table with columns 'Phone Number' and 'Default'. It shows two entries for '4156599170', with the second entry having a green checkmark in the 'Default' column.
- Inbound Phone Number:** A table with columns 'Inbound Number', 'Number Type', 'Inbound Message', 'LCID Package', and 'Active'. It shows one entry for '2763000153' with 'AGENT\_DIRECT' as the number type, 'agent vm test (105060)' as the inbound message, and a green checkmark in the 'Active' column.

At the bottom of the page, there are buttons for 'Add Caller ID', 'Delete Caller ID', 'Associate Service', 'Disassociate Service', 'Delete', 'Change Call Center', 'Copy Service', 'Save', and 'Cancel'.

2. Select the required call center and inbound service from the **Call Center** and **Service** drop-down menus respectively.
3. From the **Inbound Message** drop-down list, select the corresponding inbound message where Voicemail has been configured.
4. Select the **Voicemail** checkbox to allow callers to leave a group voicemail with a corresponding contact flow.
5. Click the **Save** button to save the configuration.

**i**

- The group voicemail PIN for Voicemail 2.0 is not applicable. Access to Group Voicemail is configured by Service assignment in the Agent Editor.
- You can configure the group voicemail unavailable messages within the voicemail module of the Contact Flow Engine, using the Prehold Prompt Phrase option in



the **Message Properties** tab.

The screenshot shows a configuration window titled "voicemail - Property(s)". At the top, there is a "Module Name" field containing "voicemail" and a checkbox labeled "Is First Module?". Below this are three tabs: "Message Properties" (selected), "Call Flow Properties", and "Connectors". The "Message Properties" tab contains a table with two columns: "Display Name" and "Value".

Display Name	Value
Prehold Prompt Phrase	
Hold Prompt Phrase	

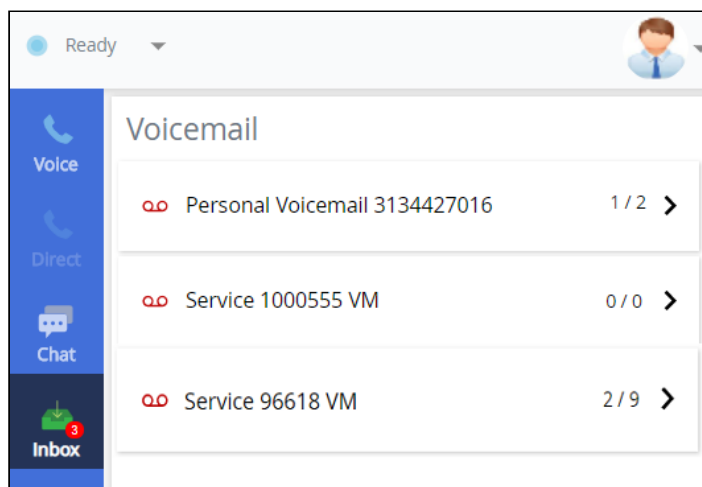
At the bottom right of the window are "Ok" and "Cancel" buttons.

## Checking Voicemail 2.0 from the Agent Desktop

Agents can access personal and group voicemails from the **Inbox** tab of the Agent Desktop. This tab also provides access to a group or personal SMS and e-mail. To check group or personal voicemail on the agent desktop, follow the below procedure:

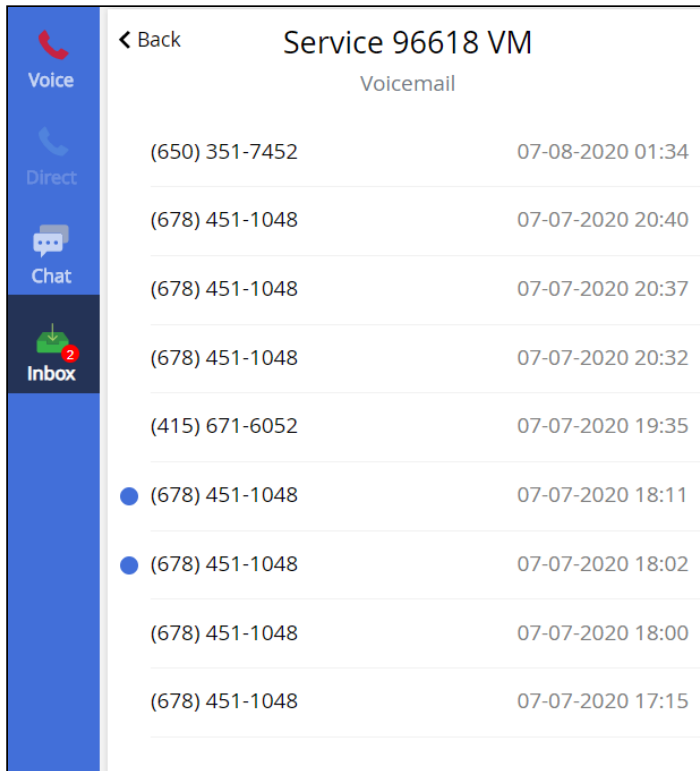
1. Click the **Inbox** tab to access voicemail. The tab displays the personal and group voicemail boxes to which you have access and the number of unheard messages out of the total message count.

⚠️ Only messages from the current and previous months are displayed to agents.

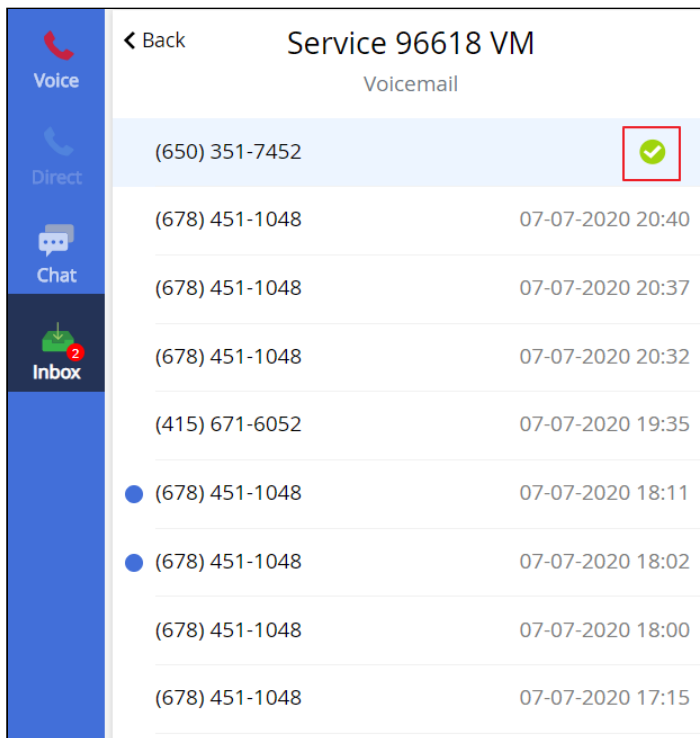


2. Select the desired mailbox from the list of personal or group voicemails.

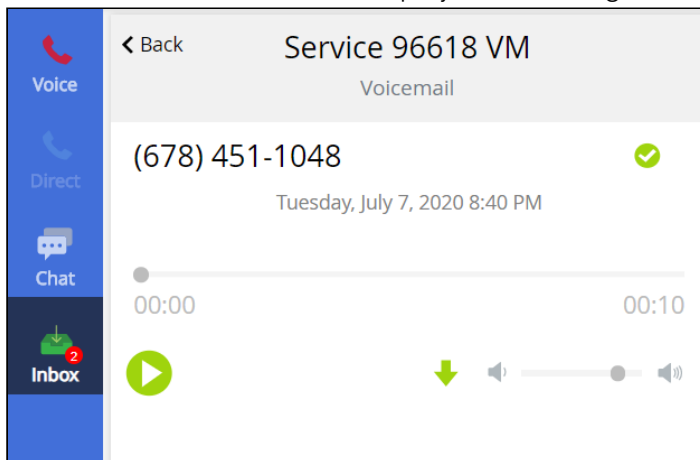
3. The caller ID, date, and time are displayed on the agent desktop.






4. Hover over the number to display the resolve (✔) icon. You can click on the resolve icon to resolve the voicemail from the list.



5. Click on the voicemail row to display the following screen with playback and download options:

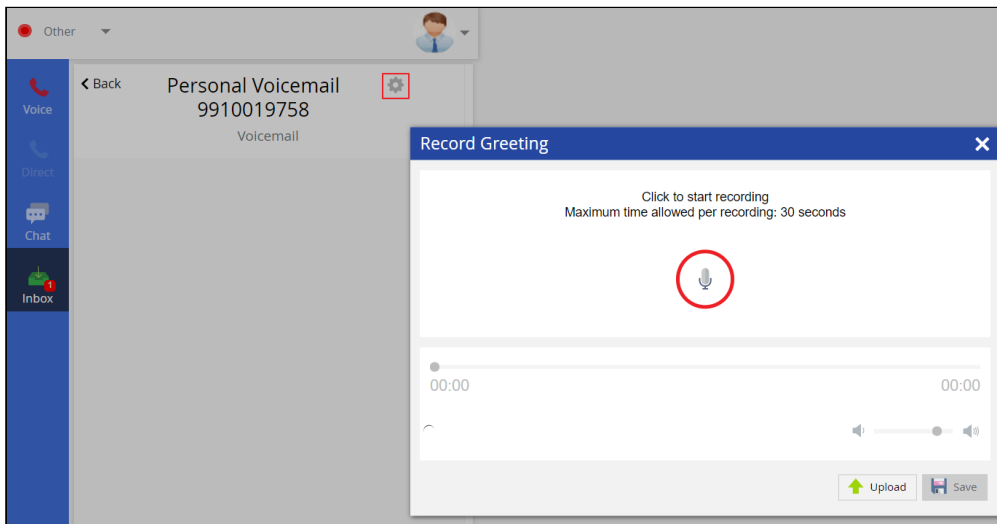


- Click the play button (  ) to play the audio.
- Click the download button (  ) to download the .mp3 formatted voicemail.
- Adjust the volume using the volume slide bar next to the download button.

 The agent's personal voicemail box can only be accessed by that Agent through the LiveVox Agent Desktop.

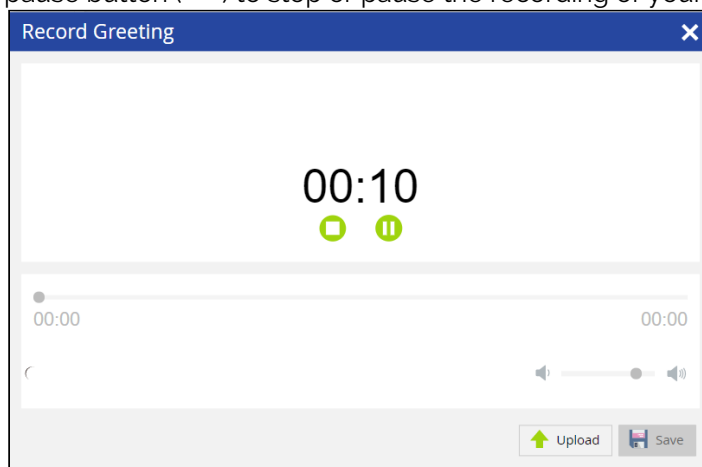
## Recording a Personal Greeting

You can record or upload a personal greeting message (supported file format: .WAV) for your personal voicemail greeting. To record/upload a personal greeting message, go to your personal voicemail inbox. Click the cog icon (⚙️). The Record Greeting window is displayed.



To record a personal greeting:

1. Click the microphone button (🎤) to start recording your greeting. Use the stop button (⏏) or pause button (⏸) to stop or pause the recording of your greeting.

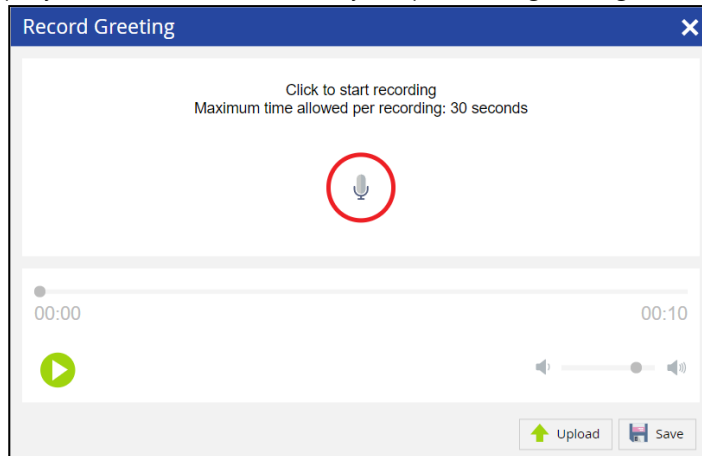


2. Click the stop button (⏏) once you finish recording. The maximum time allowed for the recorded greeting is 30 seconds.

**i** The following notification is displayed at the 20-second mark.

The recording of greeting message is about to wrapup (10 seconds left) X

- Once you click the stop button (■), you can playback the greeting you just recorded. Click the play button (▶) to listen to your personal greeting.



- Once you are satisfied with your recorded greeting, click the **Save** button. The below confirmation message will appear indicating the recorded greeting was successful.

Greeting message saved for mailbox: 9910019758 X

To upload a personal greeting:

- Click the **Upload** button from the Record Greeting window.
- Select the file from your computer that you want to upload (supported file format: .WAV).
- Click the **Save** button. The below message appears:

Greeting message saved for mailbox: 9910019758 X

## Voicemail Recording Report

The Voicemail Recording Report is a standard report available to users through the LiveVox Portal. The Voicemail Recording Report is generated depending on the search criteria. Users can play and download the Group Voicemail recordings from the list of records in the Voicemail Recording Report. However, users cannot play or download an agent's personal voicemail recordings from the Voicemail Recording Report. The agent's personal voicemail recordings are only available for them to access through the Agent Desktop Voicemail Inbox.

**⚠** If a Group Voicemail is resolved by an Agent in the Agent Desktop, then that Group Voicemail recording will no longer be available in the Voicemail Recording Report. However, the corresponding Group Voicemail metadata will be reflected in the report.

You can use the following search criteria to generate the Voicemail Recording Report:

- Dates
- Call Center
- Phone Dialed
- Sort By
- Service Type
- Service
- Contact
- Transfer Connect Duration

The screenshot shows the 'Voicemail Recording Report' interface. It features a search filter section with the following fields:

- Dates (MM/DD/YYYY):** From 03/15/2022 To 03/31/2022
- Call Center:** Select One
- Service:** Select One
- Phone Dialed:** [Empty text field]
- Contact:** [Empty text field]
- Sort By:** Voicemail Start Time
- Transfer Connect Duration:** Between [Empty text field] and [Empty text field]
- Service Type:** Select One

At the bottom right, there are four action buttons: 'Generate Report', 'Export', 'Print', and 'Bulk Download'.

The Voicemail Recording Report contains the following columns:

- Mailbox
- Contact
- Phone
- Date
- Start Time
- Duration
- Status

- Audio Play / Download

Results ⚙️

Mailbox	Contact	Phone	Date	Start Time	Duration	Status	Audio Play / Download
			03/15/2022	5:02:27 AM	8		
			03/15/2022	7:10:08 AM	4		
			03/15/2022	7:28:33 AM	28		
			03/15/2022	1:02:09 PM	4		
			03/15/2022	1:31:05 PM	17		
			03/15/2022	1:33:52 PM	13		
			03/15/2022	2:53:55 PM	5		

Previous Page  of 88 Next Total records: 612

- The Voicemail Recording Report can be generated with a start and end date range no greater than 90 days.
- You can export the Voicemail Recording Report to PDF, Excel and CSV formats by clicking on the **Export** button. However, you cannot access the voicemail recordings from within these exported files. The links to the sound files are available only from the LiveVox Portal.
- To download up to 5 recordings at a time from the generated report, select the recordings using the CTRL key and click on the **Bulk Download** button. The output will be a zip file.