

Voicemail Escalation

Feature Description

Voicemail Escalation initiates a call to a configured internal or external telephone number when a message is left in a voicemail mailbox in order to ensure that voicemail messages are promptly handled. The call is repeated periodically (every 10 minutes) until messages from the mailbox are retrieved.

Introduction

A company uses a voicemail mailbox that is to be attended by a person who is not present on the premises (or who is moving around). When a message is left in the mailbox, the attendant wants to receive a call from the voicemail system that would allow him/her to retrieve new messages. Different people can be assigned to the task (to process the voicemail messages) at different times.

From the end user perspective:

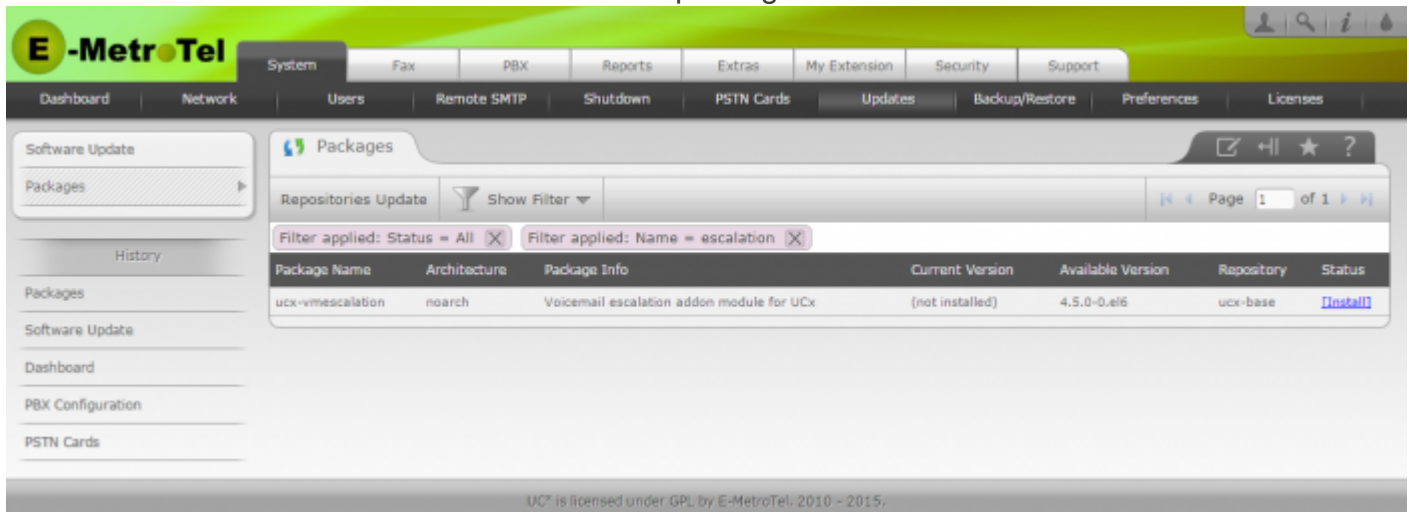
- To configure the telephone number for voicemail escalation, the user/supervisor/administrator invokes the standard **Unconditional Call Forward** feature (by default *720), enters the mailbox number (extension) and then the telephone number of the attendant
- When there is at least one new message in the mailbox, the UCx system calls the configured telephone number.
- If the call is answered, the system first plays a prompt that there are new messages in the mailbox and then transfers the call to voicemail. The attendant is prompted to enter the password for the mailbox in order to retrieve new messages.
- If the call is not answered within 30 seconds or If messages are not retrieved, the call is repeated every 10 minutes.

Pre-Requisites

The Voicemail Escalation module requires a UCx system version 3.0 or higher with up-to-date software. Please ensure you have completed a successful software update before installing the module.

Step One: Install the Voicemail Escalation Module

1. Login to the UCx Web-based Configuration Utility.
2. Navigate to the System - Updates - Packages page.
3. Press the **Repositories Update** button to retrieve updated list of software packages available in online repositories.
4. Press the **Show Filter** button, enter the text **escalation** in the **Name** field and then change the **Status** control to **All**.
5. Press the **Install** link of the **ucx-vmescalation** package to install the module.



Step Two: Create a Virtual Extension for Mailbox

1. Login to the UCx Web-based Configuration Utility.
2. Navigate to the **PBX - PBX Configuration - Extensions** page.
3. Select **None (virtual exten)** as the device type and press the **Submit** button.
4. In the **User Extension** field, enter a number of the extension to be used for the mailbox. Note:

this extension number is used by the Voicemail Escalation feature as the caller ID number for notification calls.

5. In the **Display Name** field, enter the name of the extension. Note: this name is used by the Voicemail Escalation feature as the caller ID name for notification calls.
6. Scroll down to the **Voicemail & Directory** section and set **Status** to **Enabled**.
7. Enter the desired password for the mailbox in the **Voicemail Password** field.
8. Press the **Submit** button to create the extension.

Step Three: Add the Mailbox Number to Monitored Mailboxes

1. Login to the UCx Web-based Configuration Utility.
2. Navigate to the **PBX - Tools - Asterisk CLI** page.
3. Enter the command "**database show VMESCALATION**" to see the current configuration of monitored mailboxes
4. Enter the command "**database put VMESCALATION mailboxes XXXX**" (where XXXX is the mailbox/extension number from the previous step). You can enter multiple mailbox numbers separated by comma (without any spaces!). For example, to monitor mailboxes 5076 and 5079, you would enter the following command:

```
database put VMESCALATION mailboxes 5076,5079
```



This method of configuring monitored mailboxes is used only for the initial release of the Voicemail Escalation module and will be replaced by GUI configuration in the next release.

The following example shows mailbox 611 being configured for monitoring:



Step Four: Configure the Destination Telephone Number for Voicemail Escalation

1. From any telephone, invoke the **Call Forward All Prompting** feature code (*720 by default).
2. When prompted for an extension number, enter the extension number created in the step two (the mailbox number) and press **#**.
3. When prompted for the attendant phone number, enter the telephone number that is to be used for voicemail escalation and press **#**.



To change the configured telephone number, repeat the procedure above.

Administrators/operators can use the page **PBX - Operator Panel** to view

- the configured (unconditional call forward) destination of monitored extension(s)
- information about messages in the monitored mailbox(es)