

# VOICEMAIL

A voicemail system that helps staff work more efficiently

VTSL's sophisticated voicemail system helps callers and staff alike. Staff are able to record two unique greetings that they can switch between, for example, a normal greeting and holiday greeting. They can also enable the Dial '0' option which allows callers to press '0' to be transferred to another party. Voicemail to email creates a record of messages, and email notifications help staff stay on top of calls.

## BENEFITS

**Effortless access.** Users don't need to remember a number to call in order to retrieve their voicemails, they simply press the voicemail button on their desktop phone, or dial their own number if they are out of the office and press \*.

**Email notifications.** By ticking a box in the VTSL Portal, users can have a notification sent to their email address every time they receive a voicemail.

**Voicemail to email.** Users have the option of having their voicemails sent to their email address as audio files.

**Dial '0' option helps callers.** By pressing '0' callers can be transferred to another staff member, call group or auto-attendant.

**Two saved greetings for easy switching.** Users can record two greetings - a standard one and a holiday one for example - that they can switch between.

**Receiving Voice Mail**

---

When I receive a new Voice Mail:

Use phone Message Waiting Indicator (if available)

Send email notification(s) to:

Send copies of the voicemail as an email attachment to:

and  the copy on the Voice Mail system.

---

**Dial-0 destination**

Enable Dial-0 option

When a caller to My Voice Mail presses "0", redirect the call to:

My Co-worker:

Call Group:

Auto Attendant:

Change voicemail options with ease in the intuitive VTSL Portal. Users can change their voicemail pin, time zone, notification preferences and more.

