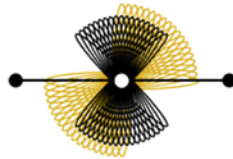


Interaction Mail™ User Guide

Voice, Fax, and E-mail Messaging

Customer Interaction Center® 3.0
Vonexus Enterprise Interaction Center® 3.0



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Interaction Center Platform Statement

This document may describe Interaction Center (IC) features that are not available or licensed in your IC product. Multiple products are based on the IC platform, and some features are disabled or unavailable in some products. Products based on the IC platform include:

- Customer Interaction Center® (CIC)
- Vonexus Enterprise Interaction Center™ (Vonexus EIC)
- Messaging Interaction Center™ (MIC)

Since these products share common features, this document is intended for use with all IC products, unless specifically stated otherwise.

How do I know if I have a documented feature?

Here are some indications that the documented feature is not available in your version:

- The menu, menu item, or button that accesses the feature appears grayed-out.
- One or more options or fields in a dialog box appear grayed-out.
- The feature is not selectable from a list of options.

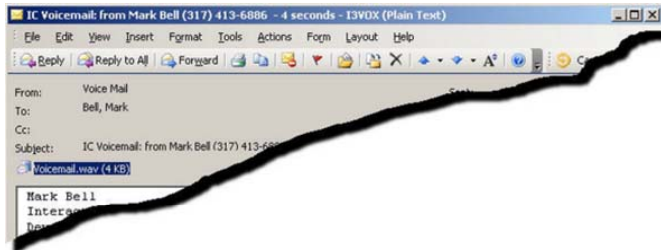
If you have questions about feature availability, contact your vendor regarding the feature set available in your version of this product.

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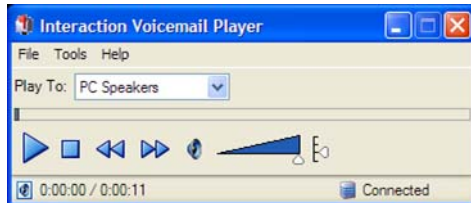
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Using the Interaction Voicemail Player

When someone leaves a voicemail for you, IC sends an email message to you with the voicemail .wav file attached to it. This message appears in your email client (e.g., Microsoft Outlook, Microsoft Outlook Express, Lotus Notes, etc.) with an attached .wav file. The Microsoft Outlook form is shown here:



To play the attached file, double-click or download it and then open it. The voicemail message plays in either the Interaction Voicemail Player or your selected media player, depending on your configuration settings in the Voicemail Player Options dialog box. If you are using the Interaction Message Store, just double-click on the voicemail .wav and the Interaction Voicemail Player, shown in the following image, plays the message.



By default, voicemail messages begin to play automatically through your computer's speakers. If you want the voicemail messages to play only when you click on the Play button, in the Interaction Voicemail form, from the **Tools** menu, select **Options** and clear the **Play voicemail automatically on open** checkbox.

Configure the Interaction Voicemail Player

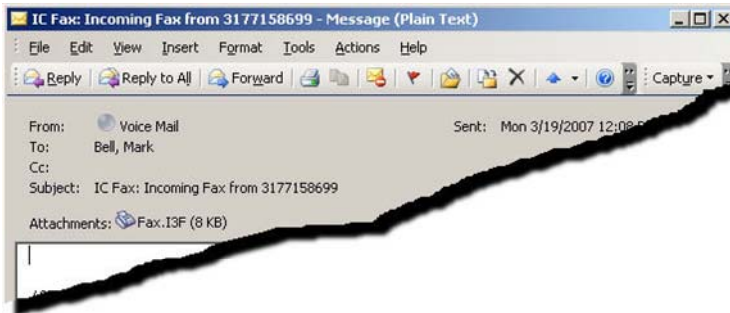
The Interaction Voicemail Player not only plays voicemail messages but also allows you to control the playback of the message and your message indicator light. You can also configure Interaction Voicemail Player to play voicemail messages back to devices such as PC speakers, a station phone on your desk or to a remote telephone number.

You can play, replay, rewind, fast forward, save, and change the volume of the message by opening your voicemail message in your email Inbox. You can forward the message to another person, just as you would any other email message. In addition, you can configure the alerts you receive for new voicemail messages. You can also listen to and manage your voicemail messages by using the voicemail features on your telephone. See the Interaction Voicemail Player online help for details on these settings.

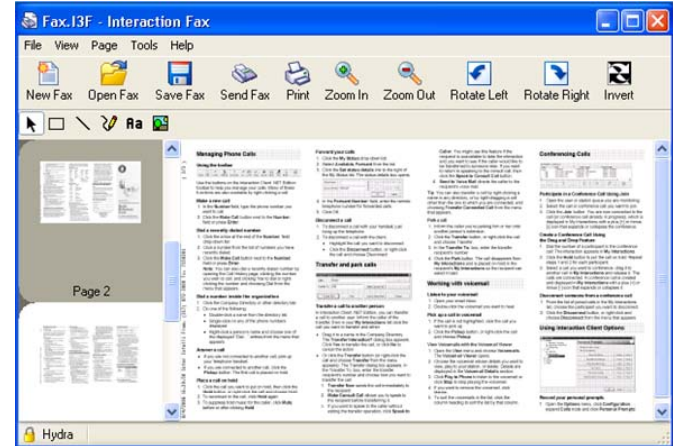
To configure voicemail playback, open the **Tools** menu, choose **Options**, and then determine your startup options for the voicemail player. You choose the playback device when you open the Interaction Voicemail Player from the **Play To:** pull-down menu.

Using Interaction Fax Viewer

Receiving and sending faxes in the Interaction Fax Viewer is as easy as opening an email message or printing a document. When you receive a fax, it appears as an attachment to an email message in your Inbox. The Unified Messaging Client must be installed on your workstation before you can use Interaction Fax Viewer. Contact your IC administrator if you do not have the Unified Messaging Client.



Double-click the fax attachment to launch Interaction Fax Viewer. From there you can view, export, email, or direct the fax any way you like. Interaction Fax Viewer has its own Help system that includes instructions for all of these operations.



To send a fax from any Windows application that allows printing:

1. Open the Windows application and create the fax.
2. From the **File** menu, click **Print**, and in the Printer Name list box, select **Interaction Fax**.
3. Click **OK**. Interaction Client .NET Edition converts the document to a fax and displays it in Interaction Fax Viewer.
4. From the Interaction Fax Viewer, from the **File** menu, click **Send Fax**.
5. In the Send Fax dialog box, fill in the appropriate fields and click **OK**, and after sending the fax click Exit.

Managing remote messages

Interaction Mail lets you access and manage voicemails, faxes, and emails from any phone in the world. To start:

1. Dial the main IC (corporate) phone number from a remote telephone. _____
Or dial * from a station connected directly to IC.
2. Immediately dial (without waiting for prompts):
99 + your extension + your password + #
(e.g., 99 355 1553 #). _____

Interaction Mail prompts you with input selections. You do not have to wait for prompts to enter commands.

Many Interaction Mail features described in this manual assume a text-to-speech (TTS) engine is properly installed and available to the xIC server. If no TTS engine is installed, you may hear silence in certain areas in the system where a TTS engine would normally read information.

Such areas include, but are not limited to, email and email folder access features, calendar access, envelope information and body text of a voicemail or fax, listening to Interaction Attendant schedule names when activating schedules, hearing custom status names that have not been recorded, and user names that have not been recorded. See your administrator if you have questions about whether or not you have a properly installed TTS engine.

Common shortcuts:

Listen to new voicemail: **1 + 1**

Listen to saved voicemail: **1 + 2**

After listening to new or saved voicemail, you can:

Forward to an extension: **2 + *extension*¹ + 1**

Reply to an outside caller: **5 + 4 + *number* + #**

Check the arrival of new faxes: **2 + 1**

Check the arrival of saved faxes: **2 + 2**

Listen to new (or saved) email: **3 + 1 (or 2)**

Set status to "Out of the office": **5 + 1 + 12**

Set phone to forwarded number*: **5 + 2 + 1 + *number#* + 1**

* for first time access

Record an "Out of office" greeting: **5 + 5 + 1**

Activate "Out of office" greeting: **5 + 5 + 7**

¹To forward voicemail to multiple extensions, separate the extensions with # and end the list with ##.

Enter the main voicemail menu

Enter the system

Dial **99** followed by:
Your **extension** _____
Your **password** _____
(to complete password)
IC will not prompt for extension and password.

Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu	*
Finish a key entry	#

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Manage voice messages

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages**
- 2 Manage Fax Messages**
- 3 Manage Email Messages**
- 4 Send Voicemail**
- 5 Manage Personal Options (and Deleted Messages)**
- 6 Access the Private Company Directory**
- 7 Initiate an Office-Wide Alert**
- 8 Access Another Mailbox Folder**
- 9 Access Outlook Options**

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

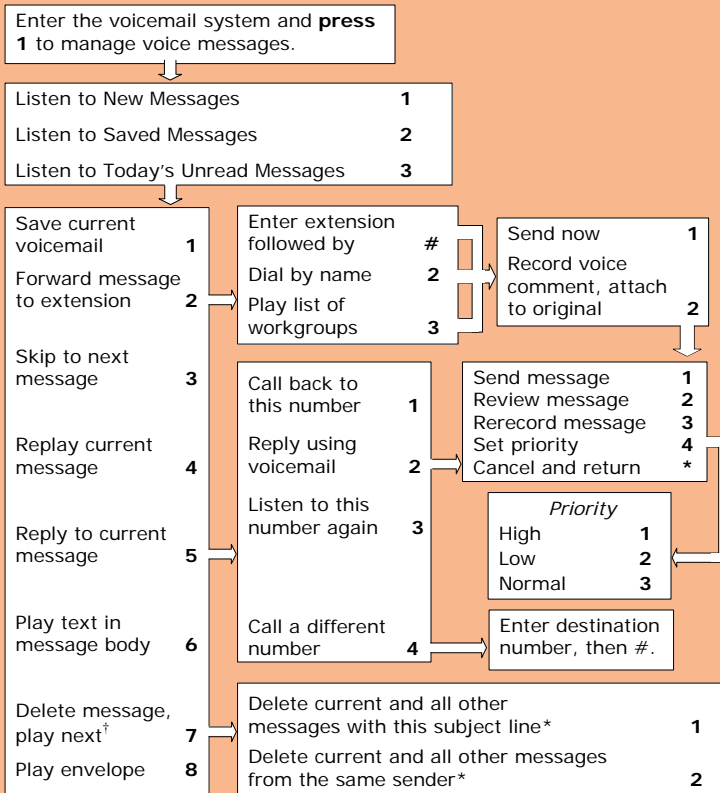
Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Manage voice messages - press 1



[†] To undo the last message (or group of messages) you deleted during this call, press 77 at any time while managing voice messages.

* These prompts are not played but the commands are functional.

Manage voice messages

Manage fax messages

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 **Manage Voice Messages**
- 2 **Manage Fax Messages**
- 3 **Manage Email Messages**
- 4 **Send Voicemail**
- 5 **Manage Personal Options (and Deleted Messages)**
- 6 **Access the Private Company Directory**
- 7 **Initiate an Office-Wide Alert**
- 8 **Access Another Mailbox Folder**
- 9 **Access Outlook Options**

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Manage fax messages - press 2

Manage fax messages

Enter the voicemail system and **press 2** to manage faxes.

- Listen to New Faxes **1**
- Listen to Saved Faxes **2**
- Listen to Today's Unread Faxes **3**

- Save current fax **1**
- Forward fax to extension **2**
- Skip to next fax **3**
- Receive current fax **4**
- Play envelope **6**
- Delete this fax† **7**
- Listen to text of fax message **8**

- Enter extension followed by # **1**
- Dial by name **2**
- Play list of workgroups **3**

- Send now **1**
- Record voice comment, attach to original **2**

- Send message **1**
- Review message **2**
- Rerecord message **3**
- Set priority **4**
- Cancel and return *****

Enter destination number followed by #

- Priority*
- High **1**
 - Low **2**
 - Normal **3**

- Delete current and all other messages with this subject line * **1**
- Delete current and all other messages from this sender * **2**

† To undo the last message (or group of messages) you deleted during this call, press 77 at any time while managing fax messages.
 * These prompts are not played but the commands are functional.

Manage email messages

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu *

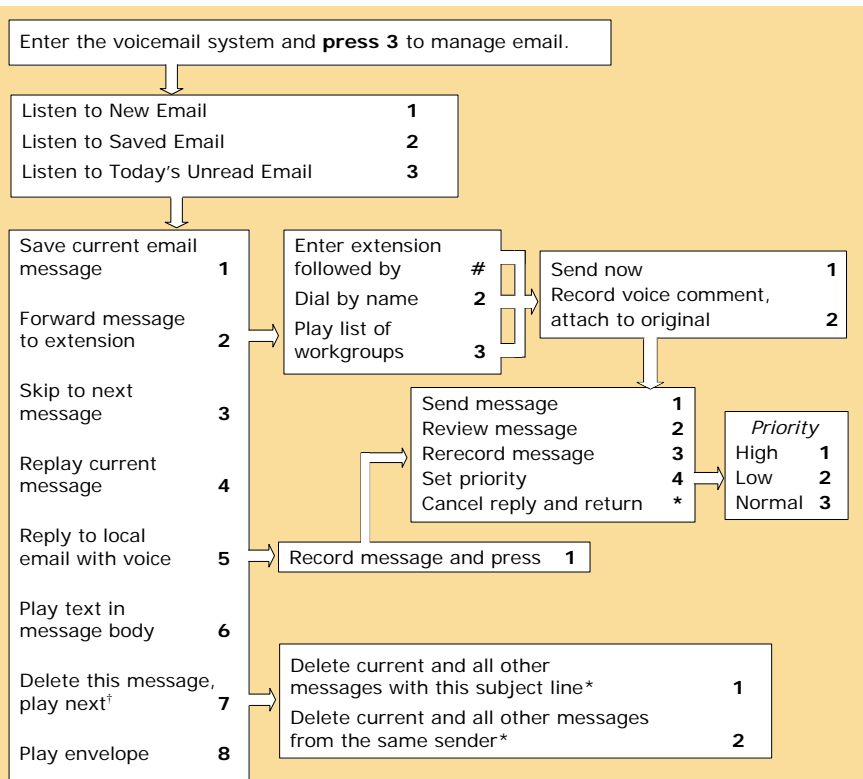
Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Manage email messages - press 3

Manage email messages



[†] To undo the last message (or group of messages) you deleted during this call, press 77 at any time while managing email messages.

* These prompts are not played but the commands are functional.

Send voicemail

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
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- 3 Manage Email Messages
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- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

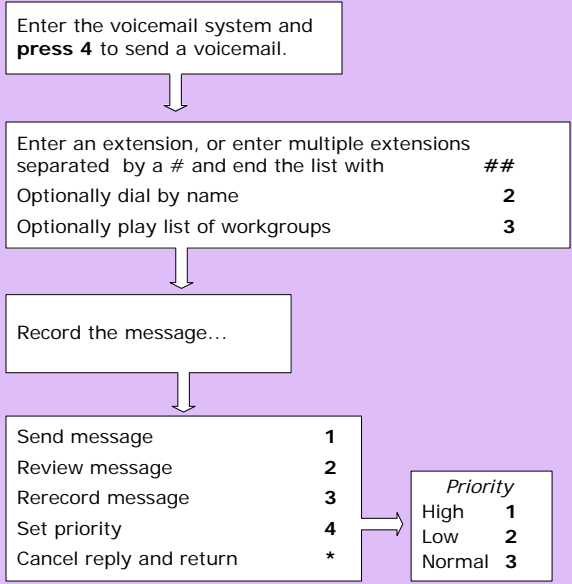
Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Send voicemail - press 4



Manage personal options (and deleted messages) *Options 1 through 3*

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.

Main Menu

- 1 **Manage Voice Messages**
- 2 **Manage Fax Messages**
- 3 **Manage Email Messages**
- 4 **Send Voicemail**
- 5 **Manage Personal Options (and Deleted Messages)**
- 6 **Access the Private Company Directory**
- 7 **Initiate an Office-Wide Alert**
- 8 **Access Another Mailbox Folder**
- 9 **Access Outlook Options**

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu *

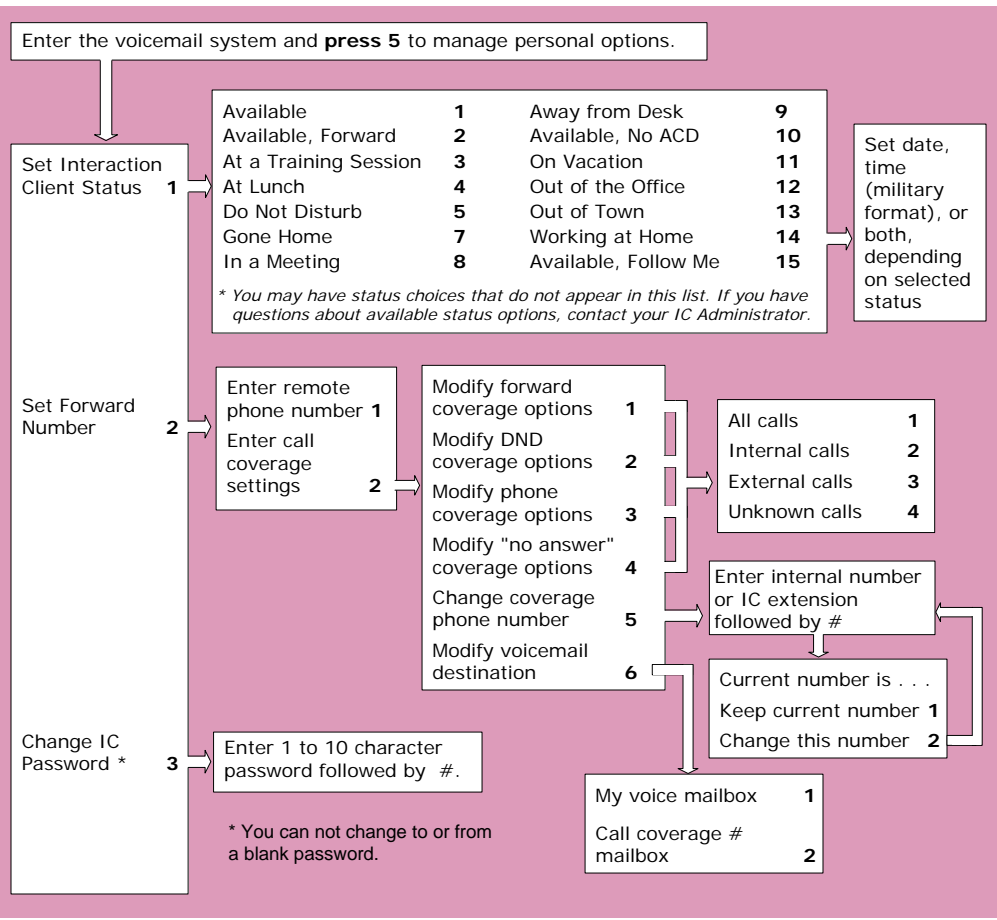
Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Manage personal options (and deleted messages) *Options 1 through 3*

Manage personal options (and deleted messages) *Options 1 through 3* **5**



Manage personal options (and deleted messages) *Options 4 through 6*

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
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- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

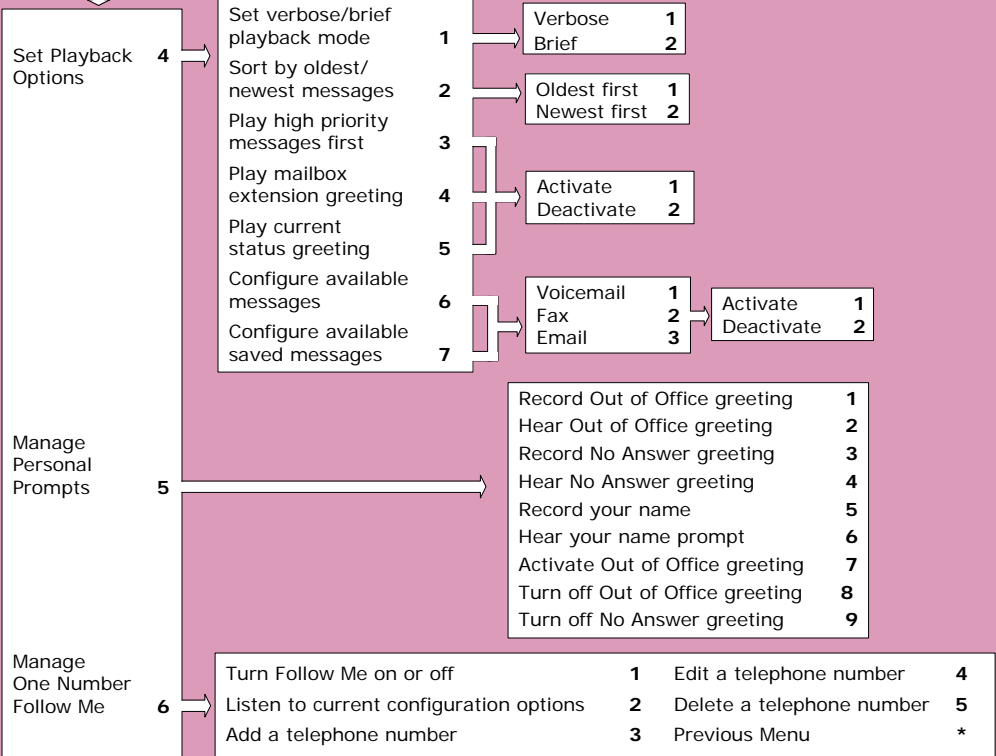
† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Manage personal options (and deleted messages) *Options 4 through 6*

Manage personal options (and deleted messages)
Options 4 through 6

5

Enter the voicemail system and **press 5** to manage personal options.



Manage personal options (and deleted messages) *Option 7*

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
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- 5 **Manage Personal Options (and Deleted Messages)**
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- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu

*

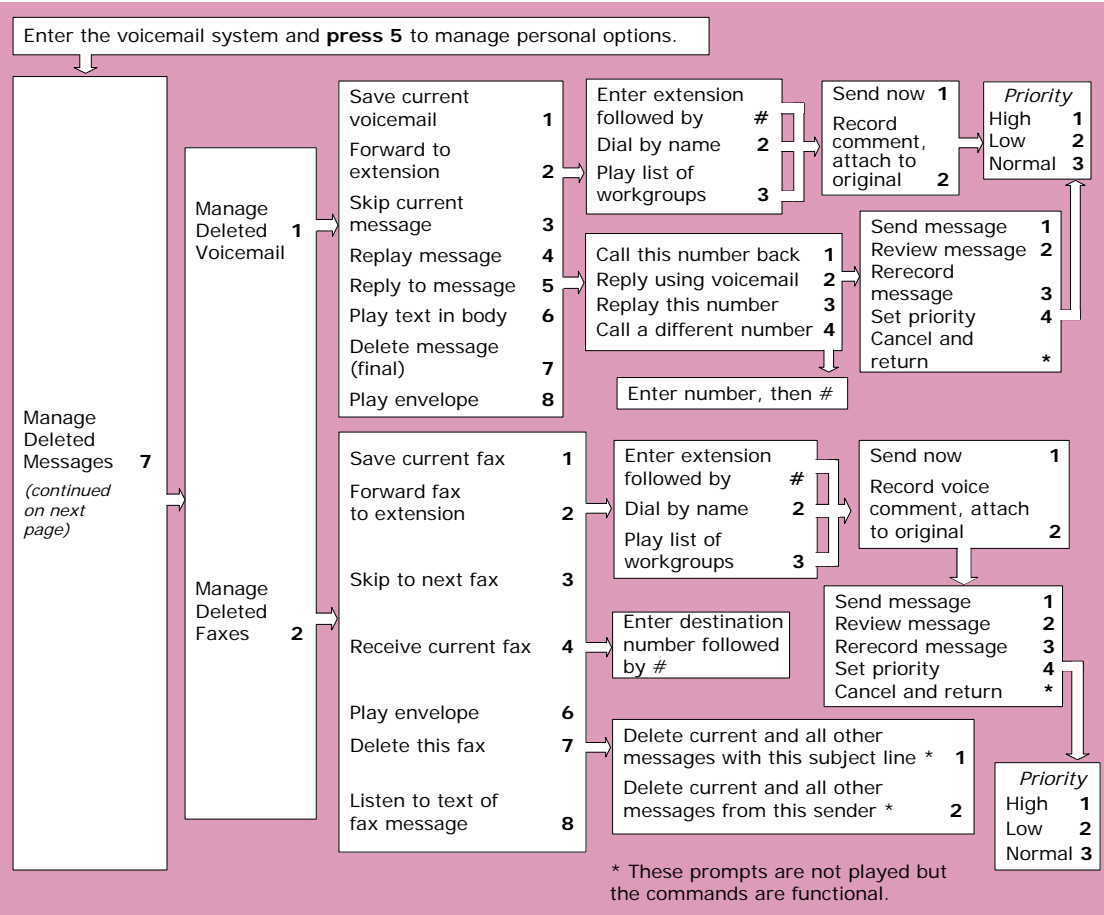
Finish a key entry

#

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Manage personal options (and deleted messages) *Option 7*



Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
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- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu *

Finish a key entry #

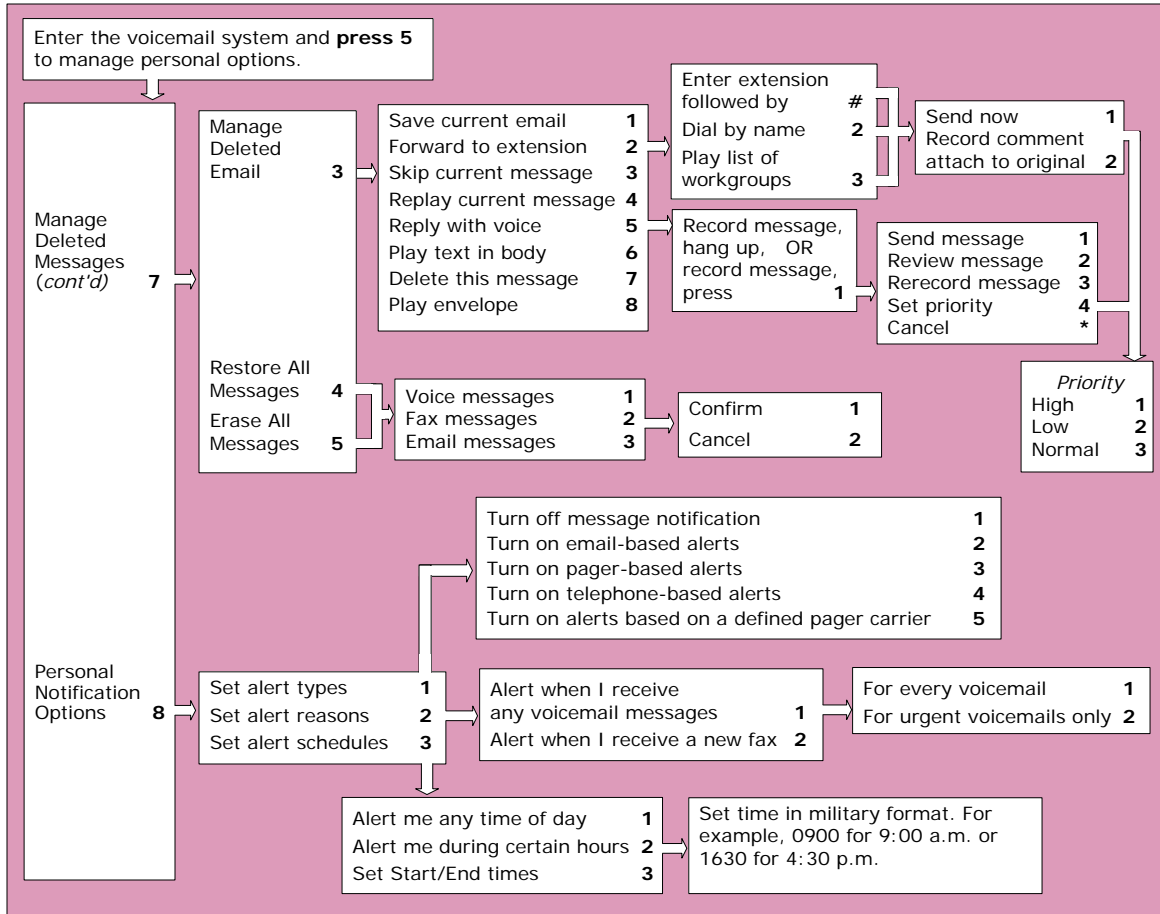
To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Manage personal options (and deleted messages) *Option 7 (cont'd) and Option 8*

Manage personal options (and deleted messages)
Option 7 (cont'd) and Option 8

5



Access the private company directory

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
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- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Access the private company directory - press 6

Access the private company directory

Enter the voicemail system and **press 6** to access the company directory.

Enter extension followed by **#**
Optionally dial by name **2**

Dial this person's extension **1**
Dial this person's home telephone **2**
Dial this person's mobile number **3**

6

Initiate an office-wide alert

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.

Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
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- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu *

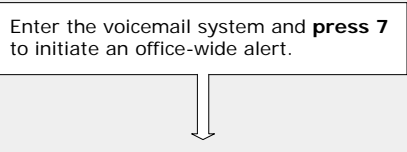
Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Initiate an office-wide alert - press 7

Enter the voicemail system and **press 7** to initiate an office-wide alert.



You can use this option to initiate an office-wide search for an available extension.

After you **press 7**, CIC or EIC will search all extensions with a status set to "Available" or "Available, No ACD", and will route your call to each extension consecutively until someone answers.

Access another mailbox folder

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
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During message playback, you can:

Save current message	1	Fast forward 6 seconds	6†
Forward message to extension	2	Delete current message	7
Skip to next message	3	Decrease volume	8†
Replay current message	4	Increase volume	9†
Rewind 6 seconds	5†		

Commands always available:

Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

† These options are not available by default. Administrators can see the IC System Administration Guide for instructions to enable them.

Access another mailbox folder - press 8

Enter the voicemail system and **press 8** to access another mailbox folder.



You can use this feature to dial into the system and gain access to other Inbox subfolders*. By default, your Inbox is always opened upon entering the system. When you **press 8** from the main menu, the system queries all subfolders in your Inbox and creates a dynamic menu for these subfolders. The system also creates menu options to access Sent Items and Deleted Items.

Note

Your menu options may vary, depending on the number of subfolders created below your Inbox folder. Press 0 at any time to return to the Inbox.

For example, assume you have three subfolders beneath your Inbox: Administration, Personal, and Support. After you press 8 from the main menu, IC presents you with the following menu options:

Administration	1	Personal	3	Deleted Items	5
Support	2	Sent Items	4	Return to Inbox	0

Follow these prompts to access your custom subfolders, Sent Items folder, or Deleted Items folder.

* Subfolders must contain messages to be listed.

Access Outlook options

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

IC will not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

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Commands always available:

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Finish a key entry #

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