Voicemail

Overview

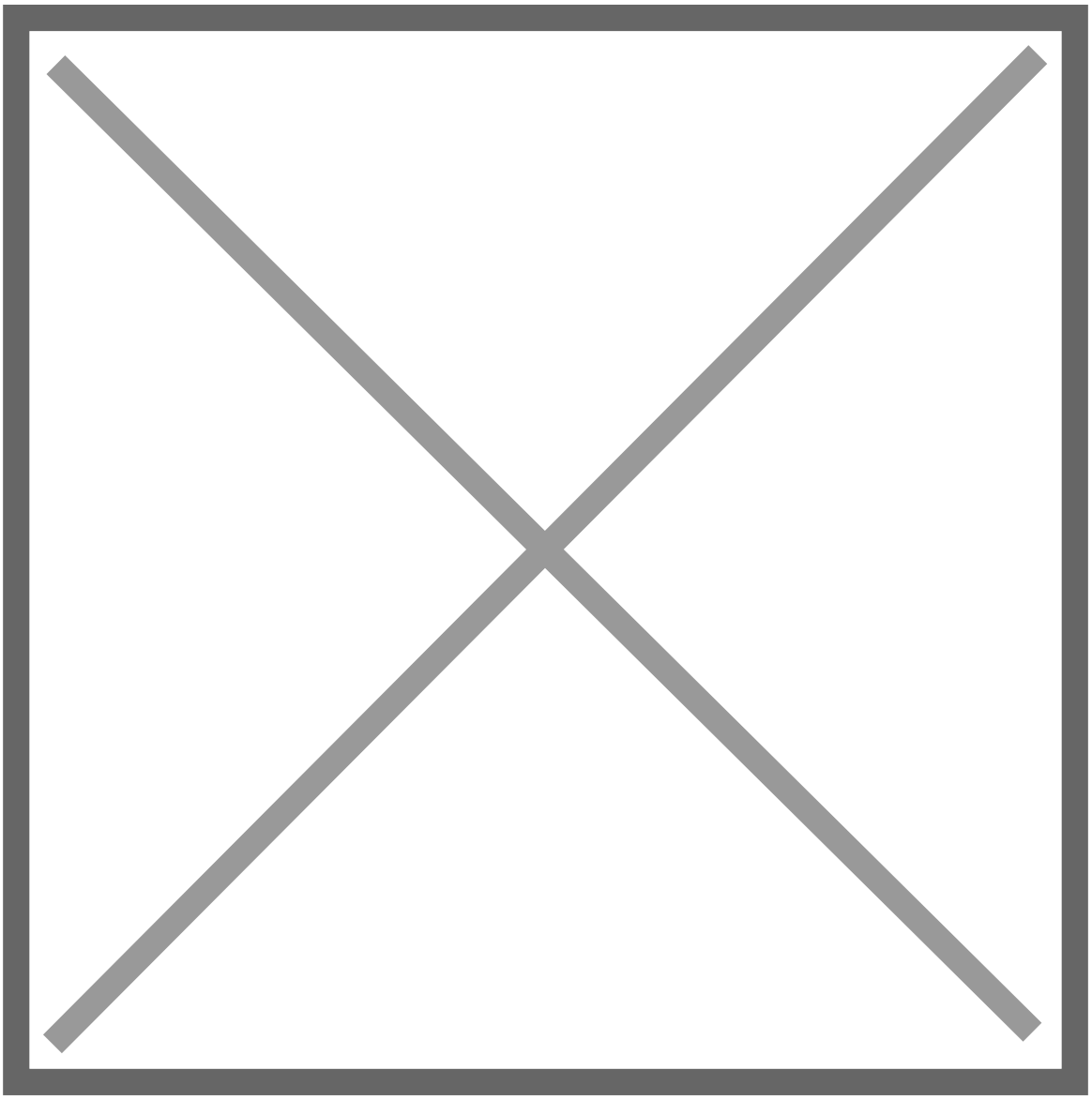
The **Voicemail** screen is for looking at organization-wide voicemail boxes as well as your own. The voicemail boxes you have access to will be dependent on your **User permission settings** as defined in the **Users** screen.

- General Voicemail Overview

General Voicemail Overview

Select the **Voicemail Box** you wish from the drop-down menu labeled **Selected Voicemail Box**. This can be found at the very top of the screen under the **Voicemail** tab. From here a list of all the **Voicemails** you have access to will appear. The **Voicemail Boxes** will depend on your **User Permissions**.

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Next, on the left side of the screen, depending on the **User's** voicemail box setup they will have multiple folders available. These will depend on the user's/organization's needs or preferences. For this example, we select the voicemail box of **INBOX.**

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Afterwards a list of all the available voicemails to be listened to will populate. Several columns will display information about the specifics of the voicemail. See the table below as a reference to each of the column's functions.

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Column	Description
Time	The time the message was received.
Message Number	Message number in accordance with it's order received in the Voicemail Box

Column	Description
From CallerID	Name or Number from which the caller originated
Locale	Location (usually will be a City, State) where the call originated.
Department	Customer-specific, you may not have this view.
Case Number	Customer-specific, you may not have this view
Duration	Length of the recorded voicemail

On the far right, you will see a list of actions you can take on the voicemail.

Action	Description
Play	Play the recording for the row selected.
Save	Saves the recording to local storage as a .WAV
Archive	Places the call in a separate folder for later viewing.
Delete	Permanently deletes the call from the voicemail box.

To play the **voicemail** click the **Play** button.

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When you play a voicemail, its duration will appear in a status bar in the toolbar, it is possible to click throughout the status bar to skip to different portions of the voicemail, as well as alter the volume as needed.

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When you are finished, you can leave the voicemail alone, or you have the option to **Save, Archive, or Delete** the voicemail. See the table above.

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When deleting a voicemail you will always be prompted with a pop-up confirming your selection, as always if you wish to delete the item click **OK**, otherwise click cancel. In this particular circumstance, this is an archived voicemail that has been moved to a separate folder, it renames the voicemail with the date and voicemail number.

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