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SIP Feature Server Administration Guide

Voicemail notifications

5/5/2025

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Voicemail notifications

The feature supports three types of voicemail notifications:

- Message Waiting Indicator (MWI).
- Email (SMTP) operates through your standard SMTP email server.
- Web (HTTP) enables you to invoke web services to send notifications.

MWI, obviously, helps only when users are near their phones. SMTP and HTTP can notify practically anyone with internet access, and also include message information such as the caller's name, the time of the call, and the message priority.

For email and the web, you configure the notifications as part of a **voicemail profile**, though you also set default values for most fields.

Important

Users who log in dynamically on a phone that is not assigned to them do not receive email or web notifications for that phone's mailbox. Otherwise, users might receive notifications of voicemails left for someone else.

Enabling notifications

After you enable notifications in a voicemail profile, you can enable or disable either type of notification for each user or user group to which you've assigned the profile. Settings at the profile level also determine whether users can control notifications themselves. See **Voicemail profiles** for details.

SMTP and HTTP setup

To use SMTP to generate notifications, you must identify your SMTP server and security protocol by setting the **SMTP configuration options** in Genesys Administrator.

To use HTTP to generate notifications, you must set up your own web services. Then you identify the web service URL to Feature Server, which you do in the Notification defaults detailed below and in your Voicemail Profiles.

Notification defaults

You set notification defaults to serve as values that the system uses if the voicemail profile doesn't contain a value for a given field.

Important

These default values aren't enough to enable notifications. You can enable SMTP and HTTP notifications **only** through a voicemail profile.

To set notification defaults:

- Log into GAX as an administrator (*GAX IP address:port/gax*). Under **Operations > SIP Voicemail & Call Settings > Voicemail**, select **Settings**. Click **Notification Defaults** and complete the settings that apply to your chosen notification method (SMTP or HTTP):

Applies to	Setting	Values (default value in bold)	Description
SMTP	Email From Address	<i>user@domain</i>	The email address from which you want to send notifications. If you are using the TLS or SSL protocol, you must type the same address that you specified as the username in the SMTP configuration options section in Genesys Administrator.
SMTP	Email Subject	Genesys Voicemail Notification: New Message from <CallerID> , any subject line	The Subject line of the notification email. It can contain any of the parameter tokens available in the Email Message Body.
SMTP	Email Message Body	Mailbox <MailboxID> has a new message from <CallerID> , any text	The body of the notification email. It can contain any of the following parameter tokens, which are replaced by actual values in the delivered message. To insert a parameter, type < and select from the list, or type the tag name surrounded by brackets <tagname>. The message also includes any static text you type.

Applies to	Setting	Values (default value in bold)	Description
			<ul style="list-style-type: none"> CallerID is the phone number of the caller MailboxID is the mailbox that contains the message MsgPriority is the message priority set by the caller, if enabled; emails that announce messages marked as Urgent are labeled High Importance (!). MsgReceivedDate is the date on which the caller left the message, formatted according to the mailbox language UserEmail is the email address of the recipient UserPhone is the phone number of the recipient VoicemailAccessURL is the URL that the recipient can click to retrieve their message online VoicemailAccessNumber is the phone number that the user can dial to listen to their message
SMTP and HTTP	FS GAX URL	none , <i>GAX URL</i>	The Feature Server Genesys Administrator Extension URL forms the root of the Voicemail Access URL that the user clicks to go directly to the message. Use the format: <code>http://GAX server host:GAX server port/gax/?login#!</code>

Applies to	Setting	Values (default value in bold)	Description
HTTP	Web Service URL	none , <i>Web Service URL</i>	The URL of the web service you set up to handle HTTP notifications. Use the format: <code>http://host:port</code>
HTTP	Web Service Message Parameters	CallerID=<CallerID> MailboxID=<MailboxID> MessagePriority=<MsgPriority> MessageReceivedDate=<MsgReceivedDate> UserEmail=<UserEmail> UserPhone=<UserPhone> AccessUrl=<VoicemailAccessURL> AccessNumber=<VoicemailAccessNumber>	<p>The parameter tokens available for the web notification message, formatted as key-value pairs (such as <code>caller=<CallerID></code>). Other text is ignored. To insert a parameter, type <code><</code> and select from the list, or type the tag name surrounded by brackets <code><tagname></code>.</p> <ul style="list-style-type: none"> • CallerID (<CallerID> is the phone number of the caller • MailboxID (<MailboxID> is the mailbox that contains the message • MailboxLanguage (<MailboxLanguage> is the language specified for the mailbox, and governs the language of the included tokens • MessagePriority (<MsgPriority> is the message priority (normal or urgent) set by the caller, if enabled • MessageReceivedDate (<MsgReceivedDate> is the date on which the caller left the message • UserEmail (<UserEmail> is the email address of the recipient

Applies to	Setting	Values (default value in bold)	Description
			<ul style="list-style-type: none">• UserPhone (<UserPhone>) is the phone number of the recipient• VoicemailAccessURL (<VoicemailAccessURL>) is the URL that the recipient can click to retrieve their message online• VoicemailAccessNumber (<VoicemailAccessNumber>) is the phone number that the user can dial to listen to their message
HTTP	Web Service Name	External Notification Service , <i>any text</i>	The name you give to identify your web service; for example, Voicemail Notification Service. The user sees this name as a tab in their user profile .