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SIP Feature Server Administration Guide

Voicemail Opt Out

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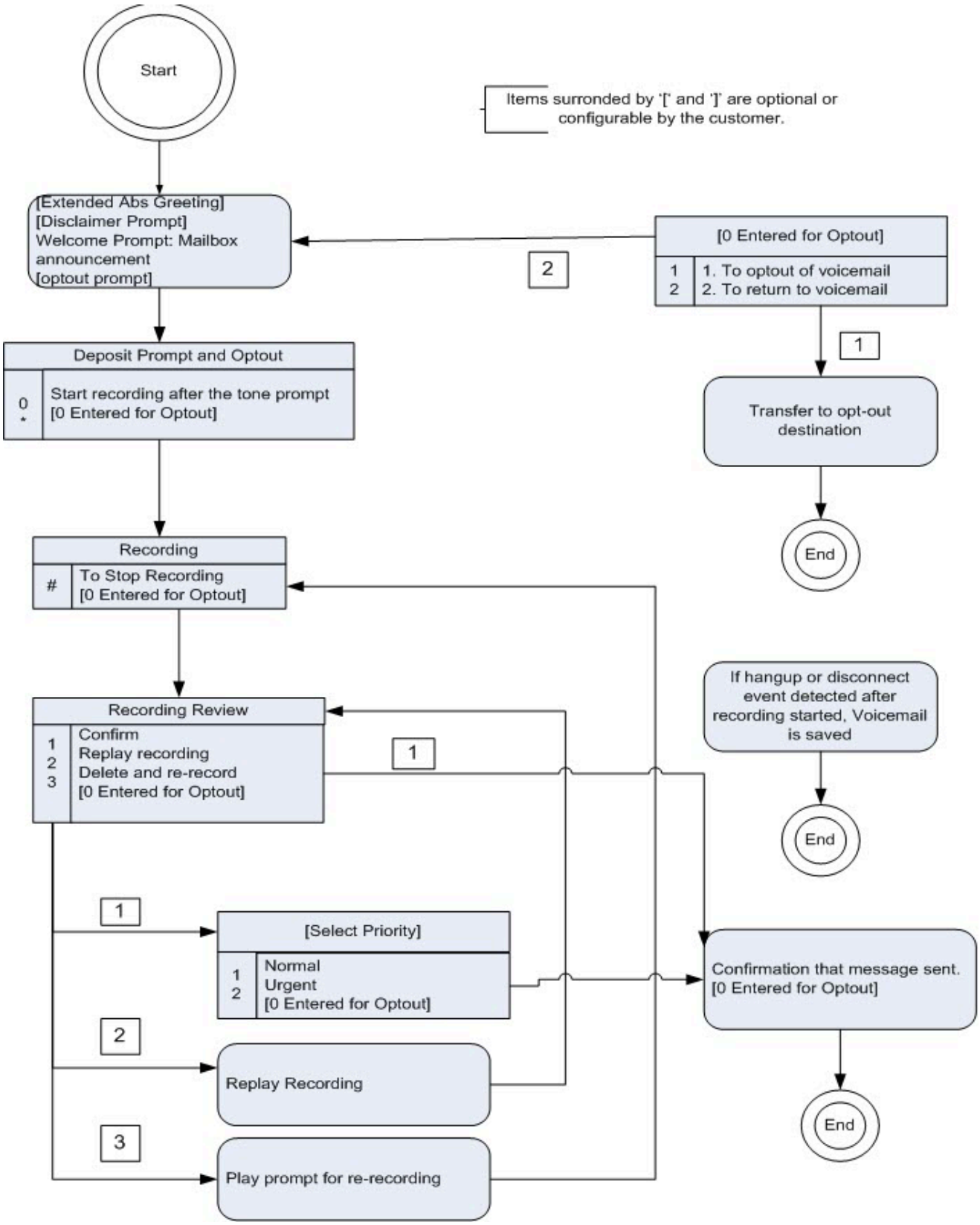
Voicemail Opt Out

The Opt Out feature provides an option for the user to exit the voicemail system and return to a configured destination on the mailbox, application, or switch. An Opt Out prompt is played after the optional disclaimer (like ‘Press zero at anytime to opt out of voicemail’).

Press ‘0’ to opt out of voicemail. The SIP Feature Server provides two options:

- Press 1 - to opt out of the voicemail and transfer to destination.
- Press 2 – to return to voicemail for depositing voicemail.

When the user selects option 1, the transfer out of voicemail to the configured destination is initiated. When the user selects option 2, the main menu of the voicemail is played. The following diagram illustrates the Telephone User Interface of the of the voicemail opt out feature:


Start
Items surronded by '[' and ']' are optional or configurable by the customer.
[Extended Abs Greeting]
[Disclaimer Prompt]
Welcome Prompt: Mailbox announcement
[optout prompt]
[0 Entered for Optout]
1 1. To optout of voicemail
2 2. To return to voicemail
2
1
Transfer to opt-out destination
End
Deposit Prompt and Optout
0 * Start recording after the tone prompt [0 Entered for Optout]
Recording
To Stop Recording [0 Entered for Optout]
If hangup or disconnect event detected after recording started, Voicemail is saved
End
Recording Review
1 Confirm
2 Replay recording
3 Delete and re-record
[0 Entered for Optout]
1
1
[Select Priority]
1 Normal
2 Urgent
[0 Entered for Optout]
Confirmation that message sent. [0 Entered for Optout]
2
Replay Recording
End
3
Play prompt for re-recording