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# SIP Feature Server Administration Guide

Voicemail profiles

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# Voicemail profiles

Voicemail profiles determine how long Feature Server keeps voicemails for a user or user group before deletion. Voicemail profiles use a Class of Service model to enable the quick assignment of voicemail notifications and retention limits to user groups or specific collections of users.

You can create profiles that set retention limits of 1 to 10,000 days, or use **No Limits** to set voicemails not to expire. You can effectively disable voicemail profiles by keeping the default Retention Limit value of the System Profile, **No Limits**, and assigning no other profile to your users.

## Important

Remember not to assign a mailbox to multiple users or user groups.

The System Profile applies only when none of the users or user groups assigned to a mailbox has an assigned profile.

A new retention limit value in an assigned profile applies to all subsequent voicemail deposits in mailboxes associated with users and user groups the profile is assigned to. To apply a new value or a newly assigned profile to previously deposited voicemails, you run the [Apply Message Retention Limits script](#). You can also run the script when you assign a new profile to a user or user group.

## Managing voicemail profiles

To create and manage voicemail profiles:

1. Log into GAX as an administrator (**GAX IP address:port/gax**). Under **Operations > SIP Voicemail & Call Settings > Voicemail**, select **Profiles**.
2. To create a new profile, select **New**. To edit an existing profile, select it from the list.  
The Retention Limit column displays the limit for each profile, in number of days. The Email Notification and Http Notification columns display a check mark for the profiles that have those notification protocols enabled.
3. Uniquely name or rename the profile to identify the group or type of users to associate with it. For example: **Tier 1 agents** or **Branch Office Wealth Managers**. These names do not need to map directly to your defined user groups, because you can assign profiles to any individual or collection of users.
4. Set a Retention Limit, in number of days from **1** to **10000**. Select **No Limits** to retain voicemails until the user deletes them manually.
5. Optionally, set up [email or web notifications](#).
6. [Assign profiles](#) to users and user groups.
7. If you have assigned new profiles or reassigned profiles and want to apply them retroactively, [run the Apply Message Retention Limits script](#).

## Assigning profiles

You can assign voicemail profiles directly to individual users or user groups, and to collections of users through Bulk Assignment.

| Assign to...              | Procedure  |
|---------------------------|--|
| A single user             | <ol style="list-style-type: none"><li>1. Log into GAX as an administrator (<b><i>GAX IP address:port/gax</i></b>). Under <b>Operations &gt; SIP Voicemail &amp; Call Settings</b>, select <b>User</b>. Search for and click the user name of the user that you want to provision.</li><li>2. Select a Voicemail Profile from the menu.</li></ol>                                       |
| A user group              | <ol style="list-style-type: none"><li>1. Log into GAX as an administrator (<b><i>GAX IP address:port/gax</i></b>). Under <b>Operations &gt; SIP Voicemail &amp; Call Settings</b>, select <b>User Group</b>. Search for and click the user name of the user group that you want to provision.</li><li>2. Select a Voicemail Profile from the menu.</li></ol>                           |
| Multiple individual users | <ol style="list-style-type: none"><li>1. Log into GAX as an administrator (<b><i>GAX IP address:port/gax</i></b>). Under <b>Operations &gt; SIP Voicemail &amp; Call Settings</b>, select <b>User</b>.</li><li>2. Select <b>Voicemail Profile</b> from the <b>Bulk Assignment</b> menu.</li><li>3. Create and upload a csv file as instructed in the Bulk Assignment window.</li></ol> |

## Applying retention limits to existing voicemails

To apply new or changed retention limits to existing voicemails, you must run the **applyMessageRetentionLimits.py** python script. The script can run in two modes: information mode, which only reports on mailboxes and their associated voicemail profiles, and execution mode, which applies the new or changed retention limits. Information mode enables you to resolve conflicts (where one mailbox is associated with multiple users or user groups with different profiles) before running in the execution mode.

If you previously installed SIP Feature Server 8.1.201.18, you might see two similarly named retention limit scripts in the **python** folder. The correct script to use is **applyMessageRetentionLimits.py**.

### Important

Because the retention limit for a mailbox depends on the associated profile of the longest duration, running this script can cause the immediate deletion of voicemails. For example, if you change a user's profile, lowering their retention limit from 100 to 30 days and resetting the longest retention limit of anyone associated with their mailbox to 30 days, running the script immediately deletes any voicemails older than 30 days from the mailbox.

See [Python Scripts](#) for information on how to deploy and run the **applyMessageRetentionLimits.py** script.

### Sample command line

A sample command line to run the script:

```
java -jar <jython-version>.jar applyMessageRetentionLimits.py script input parameters
```

where the script input parameters are:

- **-H** Identifies the Cassandra host name (default: **localhost**)
- **-p** Identifies the Cassandra port (default: **9160**)
- **-o** Names the output file (default: **result.log**); changing this value enables you to store multiple log files
- **-e** Activates the execution mode
- **-y** Overwrites an existing output file of the name specified by the **-o** parameter (optional, but when you omit this parameter, the script does not successfully complete if an output file already exists)

## Notifications

You set up [Voicemail notifications](#) in the Notifications tab.

To configure email and web notifications for a selected or new profile:

1. To enable email (SMTP) notifications, set **Email Notification Enabled** to **Yes**.
2. To allow users and user group administrators to turn email notifications on or off for themselves, and to specify the recipient email address, set **Email Notification Allow User Setup** to **Yes**. A value of **No** means that only administrators can control user and user group settings.
3. To enable web (HTTP) notifications, set **Web Service Notification Enabled** to **Yes**.
4. To allow users and user group administrators to turn web notifications on or off for themselves, and to specify the recipient phone number, set **Web Service Notification Allow User Setup** to **Yes**. A value of **No** means that only administrators can control user and user group settings.
5. Complete the notification settings that apply to your notification method, email (SMTP) or web (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 <b>SMTP configuration options</b> section in Genesys Administrator.   |
| SMTP       | Email Subject      | <b>Genesys Voicemail Notification: New Message from &lt;CallerID&gt;</b> , 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 | <b>Mailbox &lt;MailboxID&gt; has a new message from &lt;CallerID&gt;</b> , any text         | <p>The body of the notification email. It can contain any of the following parameter tokens. To insert a parameter, type &lt; and select from the list, or type the tag name surrounded by brackets &lt;tagname&gt;. The message also includes any static text you type.</p> <ul style="list-style-type: none"> <li>• CallerID is the phone number of the caller</li> <li>• MailboxID is the mailbox that contains the message</li> <li>• MsgPriority is the message priority set by the caller, if enabled</li> <li>• MsgReceivedDate is the date on which the caller left the message</li> <li>• UserEmail is the email address of the recipient</li> <li>• UserPhone is the phone number of the recipient</li> </ul> |

| Applies to | Setting                        | Values (default value in bold)   | Description  |
|------------|--------------------------------|--|--|
|            |                                |  | <ul style="list-style-type: none"> <li>VoicemailAccessURL is the URL that the recipient can click to retrieve their message online</li> <li>VoicemailAccessNumber is the phone number that the user can dial to listen to their message</li> </ul>   |
| HTTP       | Web Service URL                | <b>none</b> , <i>Web Service URL</i>   | The URL of the web service you set up to handle HTTP notifications. Use the format:<br><i>http://host:port</i>   |
| HTTP       | Web Service Message Parameters | <b>CallerID=&lt;CallerID&gt;</b><br><b>MailboxID=&lt;MailboxID&gt;</b><br><b>MessagePriority=&lt;MsgPriority&gt;</b><br><b>MessageReceivedDate=&lt;MsgReceivedDate&gt;</b><br><b>UserEmail=&lt;UserEmail&gt;</b><br><b>UserPhone=&lt;UserPhone&gt;</b><br><b>AccessUrl=&lt;VoicemailAccessURL&gt;</b><br><b>AccessNumber=&lt;VoicemailAccessNumber&gt;</b> | <p>The parameter tokens available for the web notification message, formatted as key-value pairs (such as <i>caller=&lt;CallerID&gt;</i>). Other text is ignored. To insert a parameter, type <i>&lt;</i> and select from the list, or type the tag name surrounded by brackets <i>&lt;tagname&gt;</i>.</p> <ul style="list-style-type: none"> <li>CallerID (<i>&lt;CallerID&gt;</i>) is the phone number of the caller</li> <li>MailboxID (<i>&lt;MailboxID&gt;</i>) is the mailbox that contains the message</li> <li>MailboxLanguage (<i>&lt;MailboxLanguage&gt;</i>) is the language specified for the mailbox, and governs the language of the included tokens</li> <li>MessagePriority (<i>&lt;MsgPriority&gt;</i>) is the message priority</li> </ul> |

| Applies to    | Setting                 | Values (default value in bold)                  | Description  |
|---------------|-------------------------|---|--|
|               |                         |   | <p>(normal or urgent) set by the caller, if enabled</p> <ul style="list-style-type: none"> <li>MessageReceivedDate (&lt;MsgReceivedDate&gt;) is the date on which the caller left the message</li> <li>UserEmail (&lt;UserEmail&gt;) is the email address of the recipient</li> <li>UserPhone (&lt;UserPhone&gt;) is the phone number of the recipient</li> <li>VoicemailAccessURL (&lt;VoicemailAccessURL&gt;) is the URL that the recipient can click to retrieve their message online</li> <li>VoicemailAccessNumber (&lt;VoicemailAccessNumber&gt;) is the phone number that the user can dial to listen to their message</li> </ul> |
| HTTP          | Web Service Name        | <b>External Notification Service</b> , any text | The name you give to identify your web service; for example, Voicemail Notification Service. The user sees this name as a tab in their <b>user profile</b> .   |
| SMTP and HTTP | FS GAX URL              | <b>none</b> , GAX URL                           | 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>   |
| SMTP and HTTP | Voicemail Access Number | any number                                      | The phone number that users dial to access   |



| Applies to | Setting | Values (default value in bold) | Description  |
|------------|---------|--------------------------------|--|
|            |         |                                | voicemail. Sets the VoicemailAccessNumber parameter token that you can include in the email or web message body. |