

VOICE MESSAGING OPTIONS

ITEM	DESCRIPTION	COMMENTS
Voice Mailbox - Standard	Create an individual subscriber mailbox for an assigned telephone.	General purpose.
Voice Mailbox - Greeting Only	Create an individual subscriber mailbox that will play a greeting only and not accept messages.	Hotlines, announcements, extended absences.
Voice Mailbox - Shared Extensions	Create multiple mailboxes for the same extension number, up to 9 per extension.	Shared telephones (student organizations, part time employees, dorms)
Departmental or Individual Call Tree	Gives callers the option of up to 9 choices for routing calls. Choices made can be set up to ring extensions, send directly to voicemail boxes, play greetings , or a specific treatment if no choice is made.	Custom application.
Interview Handler	Collect information from callers by playing a series of questions that you have recorded, and then recording the callers' answers. For example, you might use an interview handler to gather information for a support line.	Custom application. Contact Telecommunications at x3881 for pricing information.
Password Reset/Lockout	Unlock mailbox after invalid tries or reset password due to forgotten code	Authentication required. When calling Telecommunications, the user of that extension number will need to call - for verification purposes.
Message Restoral	Retrieve previously deleted messages.	Limit of 45 days from original message delivery.
Mailbox name change/re-assignment	Re-allocate existing mailbox to a new subscriber, generally for when a telephone is taken over by a new user.	Authentication required. Update to listed telephone directory should be emailed to telephone.repair@csuohio.edu .

