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**& Mobile**  
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## VoiceMail V2 Functionality



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## Document management

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2.0	14-07-2005	Final version	J. van der Stelt

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## 1. General

Comsys SpeechFrame supports a professional Voicemail implementation. The current Voicemail release 1 supports a broad range of functionality. Comsys has planned a next release (Voicemail 2) of the product. In this release extended functionality is supported.

This document gives an overview of extended functionality supported in Voicemail release 2.

## 2. Functionality Matrix

### 2.1. General

Functionality description	Release 1		Release 2		Future	
	group	box	group	box	group	box
Default PIN code	√	-	√	-	no change	
Change PIN code	-	√	-	√		
Max. attempts PIN code input	√	-	√	√		
Sorting: play newest message first	√	√	√	√		
Sorting: play oldest message first	√	√	√	√		
Decay period voicemail box	√	-	√	-		
Allow caller to leave message yes/no	-	√	√	√		
Change settings via web UI (admin)	√	√	√	√		
Change settings via web UI (end user)	-	-	-	√		

### 2.2. Message Settings

Functionality description	Release 1		Release 2		Future	
	group	box	group	box	group	box
Max. number of messages per voicemail	√	-	no change		no change	
Max. time recorded messages	√	-				
Max. time personal message	√	-				
Max. time personal voicemail message	√	-				
Decay period new messages	√	-				
Decay period played messages	√	-				
Decay period stored messages	√	-				
Storage of messages allowed	√	-				
Play message date and time yes/no	√	√				

### 2.3. Message Indications

Functionality description	Release 1		Release 2		Future	
	group	box	group	box	group	box
Message waiting via PABX	√		√	√	√	√
E-mail notification	-		√	√	√	√
SMS notification	-		√	√	√	√
MMS notification	-		-	-	√	√
MSN notification	-		-	-	√	√
Outbound call notification	-		-	-	√	√

#### 2.4. Slam Down

Functionality description	Release 1		Release 2		Future	
	group	box	group	box	group	box
Message waiting via PABX	-		√	√	√	√
E-mail notification	-		√	√	√	√
SMS notification	-		√	√	√	√
MMS notification	-		-	-	√	√
MSN notification	-		-	-	√	√
Outbound call notification	-		-	-	√	√
Slam down message in inbox	-		√	√	√	√

#### 2.5. Message Retrieval

Functionality description	Release 1		Release 2		Future	
	group	box	group	box	group	box
Via voicemail extension		√	√	√	√	√
Via random extension		√	√	√	√	√
Via e-mail attachment	-		√	√	√	√
WAV file via web UI	-		√	√	√	√
MP3 file via web UI	-		-	-	√	√
Streaming audio via web UI	-		-	-	√	√

#### 2.6. Transfer Options

Functionality description	Release 1		Release 2		Future	
	group	box	group	box	group	box
Allow caller to be transferred (to mobile)	-		√	√	no change	
Transfer to message CLI during play	-		√	√		

#### 2.7. Memo Recorder

Functionality description	Release 1		Release 2		Future	
	group	box	group	box	group	box
Place memo's in voicemail inbox	-		√	√	√	√
Send memo's to e-mail	-		√	√	√	√
Send URL to e-mail (memo in inbox)	-		-	-	√	√
Send URL to e-mail (memo not in inbox)	-		-	-	√	√

#### 2.8. Virtual Extension

Functionality description	Release 1		Release 2		Future	
	group	box	group	box	group	box
Broadcast message notification	-		√		√	

### 3. Possible functionality

In the future it might very well be possible that the Voicemail product will be extended with even more functionality. For now these are not on the Voicemail roadmap. To provide a complete overview of possibilities, these functions are listed and explained in this chapter.

#### 3.1. Blacklisting

Function to provide the possibility of rejecting calls from certain callers.

#### 3.2. White listing

Function to provide the possibility of accepting calls from certain callers.

#### 3.3. No-CLI screening

Function to provide the possibility of rejecting calls from callers without number presentation.

#### 3.4. Family Voicemail

Can also be called "coporate voicemail group". This provides the functionality of creating sub-voicemail boxes that are linked to one extension. Users can listen to their voicemail by entering their personal code. Callers can leave messages after selecting the appropriate sub-voicemail (person) via a menu.

#### 3.5. Message Broadcasting

To be used by Voicemail owners. Users can leave a message and provide the system with a list of phone numbers to be called. When the call is connected on a called number, the message is played.

#### 3.6. Dormant Message Notification

Lets the system place an outbound call to the voicemail owners extension, an e-mail, etcetera when a new message is not retrieved after a certain period of time.

#### 3.7. Encourage Dormant User

Lets the system place an outbound call to the voicemail owners extension, an e-mail, etcetera when a voicemail box is not used for a certain period of time.

#### 3.8. Call Recording

Place outbound calls via the voicemail box and record these calls.

#### 3.9. Personal Interception

Voicemail users can start a recording at any time during a call by pressing a key or code.

#### 3.10. Content Provisioning

Change and upload welcome message via internet (e-mail, web-UI). Can be implemented in roughly 2 ways:

1. Free service. Users can create own content and upload it to the voicemail system.
2. Via content provider. Users can upload content from content provider to the voicemail system after paying for the content (credit card, premium rate phone number).

### 3.11. Message Memo

Gives the voicemail owners the option to record a memo during retrieval of a voicemail message. The memo is stored related to the message.

### 3.12. Anonymous Call

Voicemail owners can place calls via the system. The system will turn off number presentation for the call.