

## 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.
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.

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 <a href="mailto:telephone.repair@csuohio.edu">telephone.repair@csuohio.edu</a>
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