

Manage Voice Portal Options

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Introduction

This document describes the options of the **Location Voice Portal** and the flow to configure each one.

Prerequisites

Requirements

Cisco recommends that you know these topics:

- Location Voice Portal
- User Voice mail feature configuration

Components Used

The information in this document is based on these software and hardware versions:

- Webex Calling
- Webex Calling Location

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

The **Voice Portal** provides an entry point for end users to access, use, and configure services via any phone interface such as **Voice Messaging** and **Personalized Name Recording**. The **Voice Portal** can also be used to record **Auto Attendant (AA)** greetings remotely. The **Voice Portal** can be reached from any phone. Each party uses their own configurable passcode to access their respective menu of services.

Options when Accessing the User Voice Portal

Location Voice Portal

To enter the **Location Voice Portal**:

Step 1. Dial your **Voice Portal** number or extension

Step 2. Enter your **Voice Portal** passcode prompt, and press *

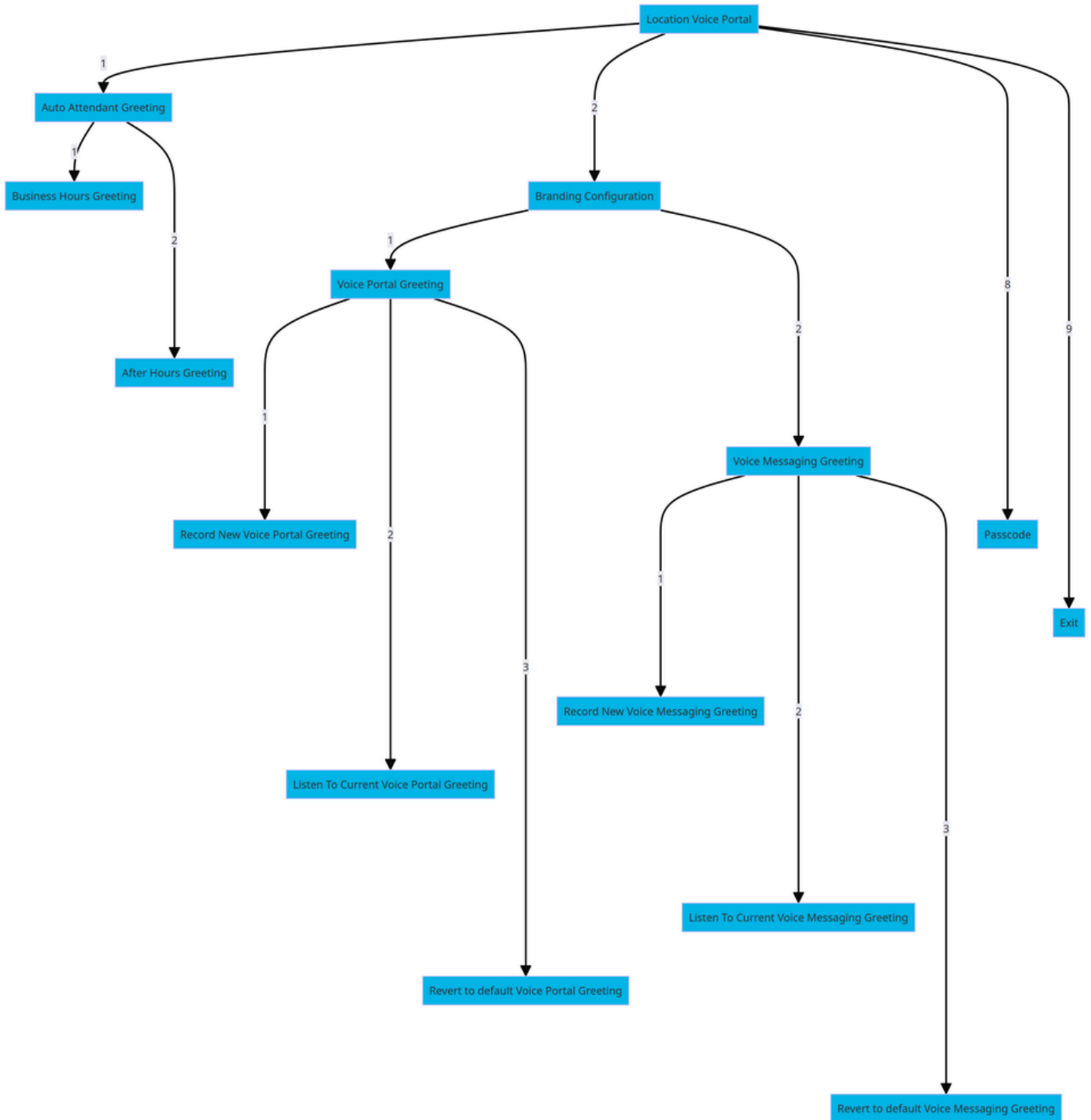
Step 3. Enter your mailbox ID, enter the **Voice Portal** extension, or phone number followed by #

Step 4. Enter passcode prompt, enter **Voice Portal** Admin passcode followed by #

IVR (Interactive Voice Response) Options:

- **(1) Auto Attendant Greeting** (If your location has more than one Auto Attendant configured, the greeting prompts: Please enter the Auto attendant number followed by #. Enter the Phone number or extension assigned to the AA you would like to modify.)
 - (1)Business Hours Greeting
 - (2)After Hours Greeting
- **(2) Branding Configuration**
 - (1) Voice Portal Greeting
 - (1) Record New Voice Portal Greeting
 - (2) Listen To Current Voice Portal Greeting
 - (3) Revert to default Voice Portal Greeting
 - (2) Voice Messaging Greeting
 - (1) Record New Voice Portal Greeting
 - (2) Listen To Current Voice Portal Greeting
 - (3) Revert to default Voice Portal Greeting
- **(8) Passcode**
- **(9) Exit**

This diagram shows the complete flow of the **Location Voice Portal**.



Menu Command Tree

User Voice Portal

To enter the user **Voice Portal**:

Step 1. Call your **Voice Portal**.

Step 2. Enter your **Mailbox ID** (usually, the user extension), followed by the Pound (#) key.

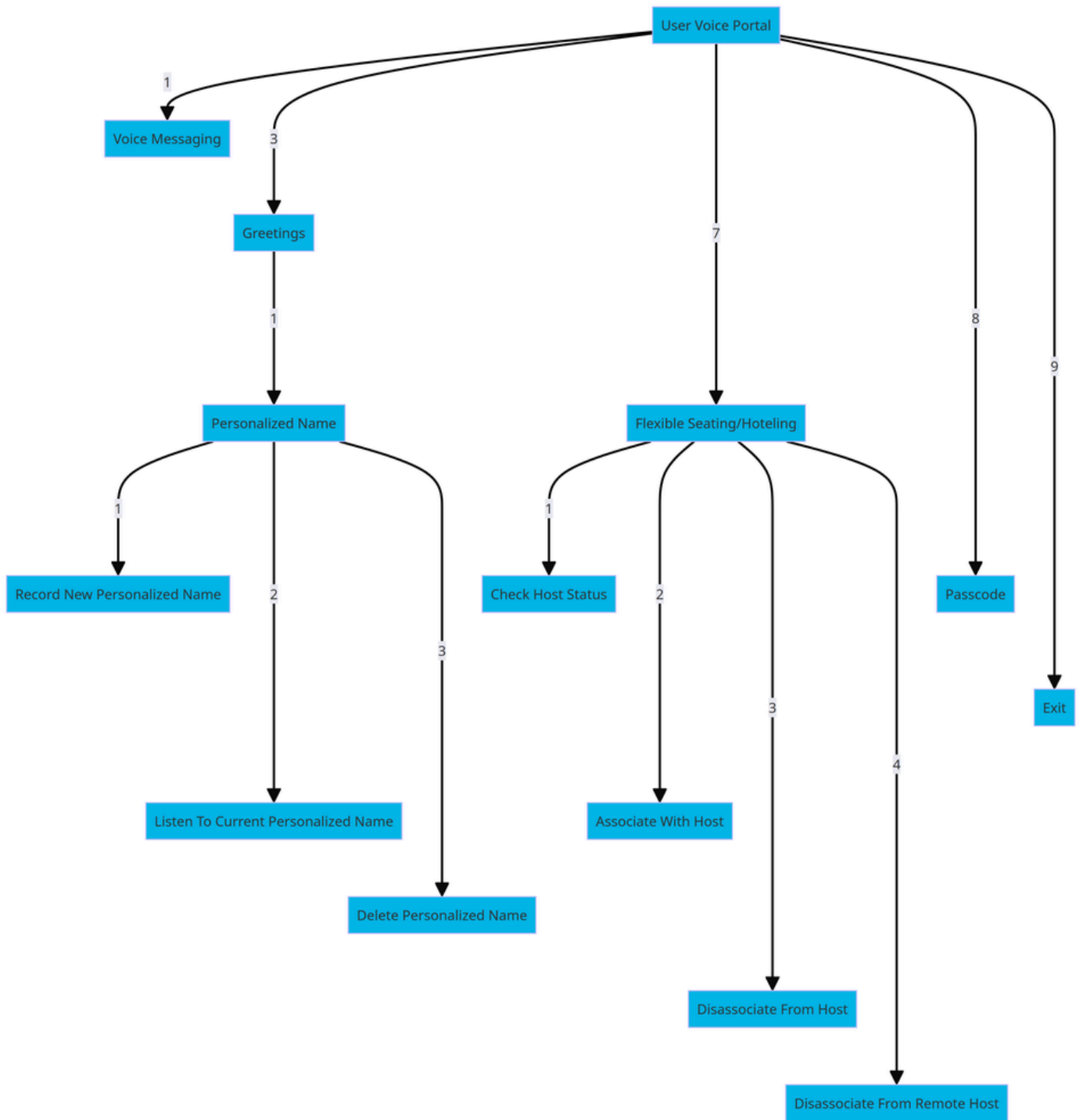
Step 3. Enter your **passcode**.

Step 4. The prompt for the voicemail menu options begins.

IVR Options:

- **(1) Voice Messaging**
- **(3) Greetings**
 - Personalized Name
 - (1) Record New Personalized Name
 - (2) Listen To Current Personalized Name
 - (3) Delete Personalized Name
 - **(7) Flexible Seating/Hoteling**
 - (1) Check Host Status
 - (2) Associate With Host
 - (3) Disassociate From Host
 - (4) Disassociate From Remote Host
 - **(8) Passcode**
 - **(9) Exit Voice Portal**

This diagram shows the complete flow of the user **Voice Portal**.



Menu Command Tree

Related Information

- [Configure Your Voicemail Settings](#)