

MacPhersons Voicemail Specification - rev 0.1 2012-12-07

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6:29 AM

The objective is to create a centralized Asterisk voicemail system for both local and remote users.

PBX environment:

1. Emeryville, CA - main PBX (with failover)
 - a. Main customer service ACD queue
 - b. ATT SIP trunk
 - c. Sigma IAX trunk
 - d. Voicemail system
 - e. 58 phones
2. Atlanta, GA
 - a. Backup ACD customer service
 - b. ATT PRI
 - c. Sigma IAX trunk
 - d. 28 Phones
3. Elgin, IL - warehouse
 - a. 26 Phones
 - b. Portable phones and overhead paging
4. Reno, NV - warehouse
 - a. 29 Phones
 - b. Portable phones and overhead paging

The voicemail system will have the follow capabilities:

1. Menuing system based on the attached diagram
2. Voicemail database
 - a. Users defined in database
 - i. PIN for authentication
 - ii. AutoLogin local extension
 - iii. AutoLogin caller-id
 - iv. Email address (with optional audio file attached)
 - v. Pager email address (email with short email)
 - b. Broadcast mailbox
3. Recording/Forwarding voicemail messages
 - a. When forwarding a message it can be sent to
 - i. Single mail box
 - ii. List of mailboxes
 - iii. Pre-defined broadcast mailbox
4. Message Waiting Indication (MWI)
 - a. Remote phones register to their local PBX
 - b. When a call needs to be sent to voicemail the caller is transferred to Emeryville to leave the message
 - c. MWI state needs to be sent to the remote PBX to light the MWI light on the local phone

MacPherson's Voice Messaging System vers. 2.3

