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(54) **SENDING A VOICE CLIP AS A SHORT MESSAGE SERVICE (SMS) MESSAGE IN PLACE OF A VOICEMAIL MESSAGE**

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(57) **ABSTRACT**

Systems and methods for sending a voice clip as a short message service (SMS) message in place of a voicemail providing include a provider device including an options screen, a cell site, and message management circuitry communicatively coupled to the cell site and a contact center. The provider device is structured to call a receiving device. If the provider device fails to receive an answer, the user of the provider device is presented with multiple options: leave a video recording in a text message, leave the voice clip in a text message, transcribe voice clip to text message, or leave a voicemail. The user of the provider device then selects one of the multiple options on the provider device. The provider device then transitions from a dialer to a message application and delivers the message to the receiving device.

