# Shared Voicemail in Five9

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**Description:** Provides steps for using Shared Voicemail in Five9.

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| About Shared Voicemail |

Some teams have shared voicemail (VM) set up for members to call. This is used on a limited basis. If you are unsure if your team uses shared VM, reach out to your supervisor.

Shared VM allows members to reach out at any time (during office hours or after hours) to leave a message. The greeting that the member hears is customized by each team managing the mailbox, and the shared VM is a assigned a number to provide to members/callers.

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| Setting Up or Changing the Voicemail Pin Number |

A pin number must be set up to check messages and manage the VM Teams will first be provided a pin number, which should be used to change the pin number to something unique for your team.

Complete the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Dial **(877) 807-7339**.  **Note:** Colleagues can do that from their Five9 softphone or any other application such as Teams. |
| **2** | Enter the assigned User Extension. |
| **3** | Follow the prompts to change the Pin number.  Ensure that the Pin number is contained in a secure area and only provided to colleagues who are responsible for checking voicemail. Pin numbers should be changed anytime there are staffing changes to the team responsible for checking voicemail. |

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| Adding or Changing a Greeting |

To create or change a greeting, complete the following steps (ONLY after the Pin number has been set up):

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| --- | --- |
| **Step** | **Action** |
| **1** | Dial **877-807-7339**.  **Note:** Colleagues can do that from their Five9 softphone or any other application such as Teams. |
| **2** | Enter the User Extension provided for your shared VM. |
| **3** | Enter the Pin number. |
| **4** | Follow the prompts to record a greeting or change one. |

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| Retrieving Voicemails |

Complete the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Dial **(877) 807-7339**.  **Note:** Colleagues can do that from their Five9 softphone or any other application such as Teams. |
| **2** | Enter the User Extension provided for your shared VM. |
| **3** | Enter the VM Pin # that was previously setup. |
| **4** | Follow the prompts to access and listen to VM’s. |

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| Email Notification for Shared Voicemails |

Shared VM can be customized to include an email notification distro when a new VM is received. This allows the receiver to be notified via email when a new voicemail is left. The email does not include information on who the voicemail is from or the nature of it, it simply notifies the receiver that a new voicemail is waiting.

The email distro is established when the shared VM is configured. If changes are needed to the distro, a Modify Phone ticket can be submitted. When opening the Modify Phone ticket, ensure that comments reflect what changes are needed and include the impacted shared VM phone number that members/callers dial.

When an email address is tied to a shared VM, you must take care to exclude Five9 emails from auto notification or out of office email replies. Failure to do that will result in receiving multiple Five9 administrator email delivery failure notifications.

Complete the steps below to exclude Five9 from receiving your automatic replies:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | In Outlook, click **File** and then click **Automatic Replies (Out of Office)**.  **Result:** Automatic Replies pop-up displays. | |
|  | Select **Send automatic replies** and set up the time range if needed. | |
|  | Compose your out of office message.  **Example:** | |
|  | Click **Rules**.     * Click **Add Rule**.     **Note:** You will only have to add the rule once when setting up for the first time. Once the rule is created, you can add it to future automatic replies.  **Result:** The Edit Rule pop-up displays. | |
|  | Configure the rule set-up. | |
| **Step** | **Action** |
| **1** | Add [voicemail-noreply@five9.com](mailto:voicemail-noreply@five9.com) to the “From” field.  **Note:** This excludes Five9 from receiving your out of office automatic reply. |
| **2** | Add your email in the “Sent To” field and click the boxes for **Sent directly to me** and **Copied (CC) to me**. |
| **3** | Customize how Outlook should perform these actions.    **Notes:**   * If you forward the emails to a colleague who is not sending automatic replies, you would not receive the initial notification email from Five9. * If you choose Delete, the Five9 notification is deleted and is not sent to anyone.   **Reminder:** The emails do not convey who left a voicemail, only that a voicemail email has been received. |
| **4** | Select **OK**.  **Result:** Automatic Reply Rules pop-up displays, and the newly created rule appears in the list of available rules. |
|  | Select the rule and click **OK**.    **Result:** Automatic Replies pop-up displays. | |
|  | Select **OK**.    **Result:** Five9 will not receive your out of office message while the automatic reply is active. | |

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| Related Documents |

[Five9 Document Index for Agents](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23)

**Parent Documents:**  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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