

Additional Use Cases

Use Case #1, Forward a Message to a Specified Mailbox:

1. The mailbox owner carries out Log in.
2. The mailbox owner selects the “retrieve your messages” menu option.
3. The voice mail system plays the message menu:
 - Enter 1 to listen to the current message.
 - Enter 2 to save the current message.
 - Enter 3 to delete the current message.
 - Enter 4 to forward the current message to a specified mailbox.
 - Enter 5 to return to the mailbox menu.
4. The mailbox owner selects the “forward the current message to a specified mailbox” option.
5. The voice mail system plays the forward message prompt.
 - Enter the mailbox number that you would like to forward the message to, followed by #. If you would like to return to the Message Menu, please dial 0 followed by #.
6. The mailbox owner dials the mailbox number he would like to forward the current message to, followed by #.
7. The voice mail system places the current message in the recipient’s mailbox.
8. Continue with Step 3.

Variation #1, Mailbox owner’s mailbox is empty:

- 1.1 After step 4, the mailbox speaks:
 - No messages to forward.
- 1.2 Continue with Step 3.

Variation #2, Mailbox owner enters invalid extension number:

- 2.1 In Step 6, the mailbox owner dials an invalid extension number.
- 2.2 The voice mail system speaks:

Incorrect mailbox number.

Enter the mailbox number that you would like to forward the message to followed by #. If you would like to return to the Message Menu, please dial 0 followed by #.

2.3 Continue with Step 6.

Variation #3, Mailbox owner does not wish to forward the message:

3.1 In Step 6, the mailbox owner dials "0#".

3.2 Continue with Step 3.

Variation #4, Mailbox owner hangs up:

4.1 In Step 6, the mailbox owner hangs up.

4.2 The mail system does not forward the current message, and the connection is reset.

Use Case #2, Broadcast a Message to All Mailboxes:

1. The caller dials the main number of the voice mail system.
2. The voice mail system speaks a prompt.
Enter mailbox number followed by #. If you would like to broadcast a message to all mailboxes, please enter 00 followed by #.
3. The caller dials "00#"
4. The voice mail system speaks the broadcast all prompt:
Please leave a message for all mailbox users.
When you are finished recording, please hang up.
5. The caller speaks the message.
6. The caller hangs up.
7. The voice mail system places the recorded message in all mailboxes.

Variation #1, Caller hangs up without speaking a message:

1.1 After Step 4, the caller hangs up without speaking a message.

- 1.2 The voice mail system discards the empty message, and resets the connection.

Variation #2, Caller dials '#' after the mail system speaks the broadcast all prompt:

- 2.1 After Step 4, the caller dials '#' at any point before or after speaking the message.

- 2.2 The mail system does not add the '#' to the current recording, and then speaks:

You entered a bad key. I will ignore your mistake. Please continue with your message. Please hang up when you are finished.

- 2.3 Continue with Step 5 (the current recording is not affected)