# BCP: Voice Mail Introduction and Greetings

## Summary:

Provides information on the Business Class Phone Feature Voice Mail Greetings.

## General Guidelines:

* There are three types of Voice Mail:
  + Voice Mail (Single mailbox). Voice messaging for a single BCP telephone number. (One mailbox per telephone number)
  + Voice Mail (Group mailbox). Voice messaging which provides multiple mailboxes from a single BCP telephone number. Up to 9 additional mailboxes per line (10 per telephone number)
  + Voice Mail (Shared mailbox). Voice messaging which provides a single mailbox from multiple BCP telephone numbers. Up to 5 telephone numbers may go to one mailbox.

## Restrictions:

None

## Quick Links:

[FAQs](#FAQ) [Voice Mail Greeting](#VM) [Setting Business Hours](#Setting)

## Related Links:

* Voice Manager Portal Instructions
* Troubleshooting Voice Mail
* Voice Mail Access Numbers
* Voice Mail Touch Tone Menu Tree
* Voice Mail Configuration
* Adding Voice Mail - Order Entry Process
* Star (\*) Codes, restrictions, and interaction with other features

**FAQs**

What is the maximum length of a voice mail message?

The maximum length for a voice mail is 180 seconds (3 minutes). Callers will hear a warning message at 150 seconds letting them know that there are 30 seconds remaining.

What is the maximum size of a voice mailbox?

Each mailbox will hold approximately 40 minutes of stored messages.

When are voice messages deleted?

There is no automatic purge of messages; they will be held indefinitely in the mailbox.

**Voice Mail Greeting**

There are various types of greetings which can be employed by a Business Class Phone customer. When initializing the voice mailbox for the first time, the All Calls greeting is established. This is required for the mailbox to receive messages. However, other options which are very useful for Business Class customers exist. One of the most useful is the After Hours Greeting. A customer can set standard business hours and record a greeting which always plays during the "after hours" period. This is particularly useful for doctors' offices, clinics, and other types of facilities where an alternative or emergency number is given to callers. The chart below lists the various types of greetings which can be recorded. All of them are accessible from the Administer Greetings menu (3 from the main menu).

***Voice Mail Greeting – Continued***

|  |  |  |
| --- | --- | --- |
| **Greeting to Administer** | **Number to Press** | **Notes...** |
| All-calls | 1 | Use this to set your personal greeting for all calls.  You can hear, re-record, use, stop using, or erase this greeting by following the prompts. |
| No-answer | 2 | Use this greeting when you cannot answer a call because you are on another line or away from your desk, etc.  You can hear, re-record, use, stop using, or erase this greeting by following the prompts. |
| Busy | 3 | This is the greeting played when your line is busy.  You can hear, re-record, use, stop using, or erase this greeting by following the prompts. |
| Out-of-Hours | 4 | This greeting is played when you are closed.  You can hear, re-record, use, stop using, or erase this greeting by following the prompts. |
| Extended Absence (Listen only) | 5 | You can hear, re-record, use, stop using, or erase this greeting by following the prompts.  If this greeting is in use, no messages can be left by an incoming caller.  Therefore, it is important to cancel this greeting when user returns from an extended absence.  Some useful applications of this greeting type include providing directions, hours, inclement weather notices and/or other static information which a company wishes to store with their end users. |
| Record name (System Greeting) | 6 | Use this option to record your name for the automated greeting. |
| Specialized greetings used for inbound call management | 7 | This option will be used to record the Group voicemail and Auto Attendant greetings. |

**Setting Business Hours**

To establish Business Time for the Out of Hours greeting, the days/hours must be set using the TUI. The steps to do this are as follows:

| STEP | ACTION |
| --- | --- |
|  | Access voicemail by pressing \*98, dialing the voice mail access number of dialing the Business Class Phone number. Enter PIN when prompted. |
|  | Press 4 to access the Mailbox Administration menu. |
|  | Press 6 to enter the Business Hours set-up. |
|  | Press 1 to set Business Days; Press 2 to set Business Hours. To use a standard schedule of Monday – Friday 8 a.m. – 5 p.m., press \*3. |

Request for Seasonal Service: Although Time Warner Cable does not currently offer seasonal service, a customer who wishes to keep his/her telephone number(s) can request outbound call restrictions be enabled to protect their financial interests. The call restriction, combined with a VM extended absence greeting, provides a seasonal-like solution for an end user. The telephone numbers and service are maintained so no price adjustments will be made. Service can be restored to full capability at any time.

## Review / Change / Approval Log

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| --- | --- | --- | --- |
| Version | Author  (List Role / Names) | Date | Review Outcome |
| 1.0 | KM Team – Jim Pasinski | 09/29/2014 | Finalized Document |