



OmniTouch™ 8400 Instant Communications Suite

OmniTouch 8440 General Announcement User guide

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Enterprise

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1 Introduction

The General Announcement can be played to callers arriving into the voice messaging system. The most frequent case is to play it before a callee's greeting.



Typical use case examples for the General Announcement are:

- Your company wants to reinforce its corporate identity/branding by playing a well known jingle or by creating a generic welcome message with a voice talent known from television and radio spots.
- Your company wants to announce general information to callers reaching the voicemail, for instance opening hours.
- Your company wants to announce general instructions to callers reaching the voicemail, for instance not to leave confidential information.

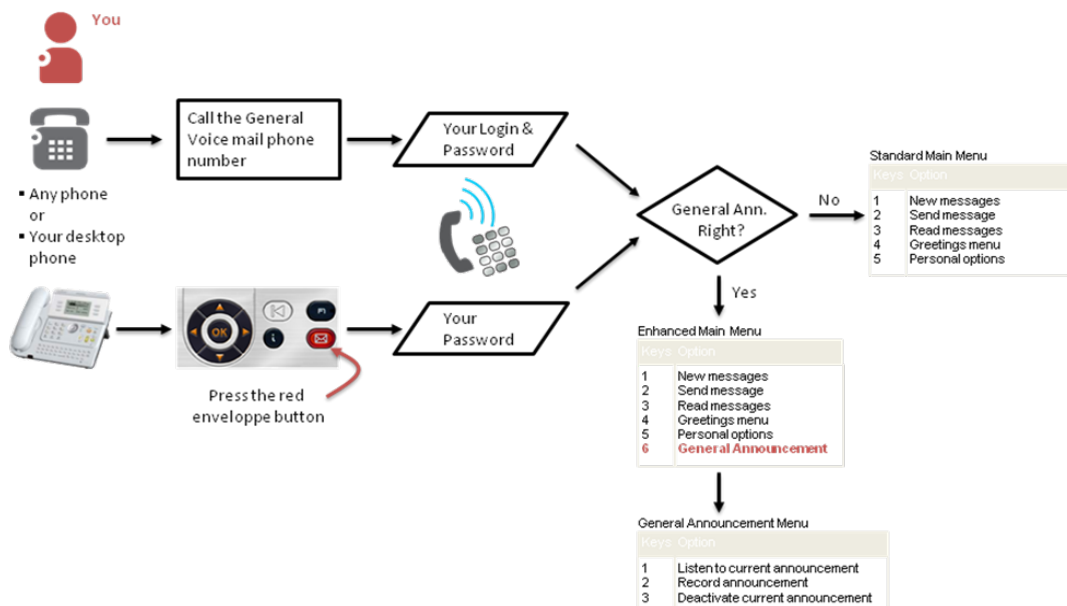
2 Description

The general announcement can be played in different situations. Whether the General Announcement is played in each of them is managed by your system administrator only:

- The General Announcement can be played to external callers when reaching a callee's voice mailbox
- The General Announcement can be played to internal callers when reaching a callee's voice mailbox
- The General Announcement can be played to internal and external callers when calling an Automated Attendant application
- The General Announcement can be played to all voice mailbox owners when they call the general voicemail menu for listening to messages, recording their personal greetings or managing their personal options.

Whether you have the possibility to record and delete the General Announcement from a phone set depends on whether your administrator has granted you with the right to do so.

3 Accessing the General Announcement menu



To access the General Announcement recording menu, you must log into your personal mailbox. You can do this from any phone if your administrator has communicated you the voicemail's general number or from your Alcatel-Lucent desktop phone by pressing the red envelope button. Depending on which way you choose, you will be requested to indicate your login and password or your password only. Once you have passed this authentication step, the system checks whether you have the right to access the General Announcement management menu. If so, you will notice a new entry under number 6 at the end of the main menu. A voicemail user who does not have the right to manage the General Announcement will not be presented with this additional entry.

4 Recording or Deactivating the General Announcement

Access the General Announcement menu as explained in chapter 3. You can:

- Listen to the current General Announcement
- Record the General Announcement. This will erase automatically an already existing General Announcement.
- Deactivate the current General Announcement. When choosing this option, no General Announcement will be played anymore to callers.

