

Voicemail Operator Option

The operator option is designed to allow callers to route to a pre-determined location once they reach one's voicemail. Either an extension within the Absolute VOICE system, or a personal number (such as a cell phone) can act as the destination, though only one destination can be chosen.

How to Setup

1. Log on to the portal and go to Users.
2. Find the user that this is being provisioned for, and double click to open their user settings.
3. In the voicemail options section, Operator is the fifth field down and right above Prompts.
4. Click on "None" in the drop down menu, and choose extension or personal number, whichever is the appropriate selection. Any extension within the account can be chosen, as well as any personal number.
5. Once a selection is made, click on the icon that appears to the right and find the right extension/personal number, then double click or hit the "Select" button.
6. Navigate back to the main users section to save the change, and enable the Operator Option.

Note: The operator option must be mentioned *during* the voicemail prompt, as it is only active for the duration of the voicemail prompt. Once the system prompt comes on ("record your message after...") it is too late.

