



IVR Voicemail to Email



Product Update

Universe - Voicemails from IVRs now accessible on Email

Firstcom Europe's unified communication product, Universe, now allows voicemail messages from IVRs (intelligent voice routing) to be accessed by email. Voicemails for IVRs have been only accessed in the Recordings section of the Selfcare Portal previously. Now an additional option is available, voicemails from IVRs can be sent to an email, or to multiple emails or group emails for retrieval.

For individual users the voicemail messages received are sent to their individual mailboxes or retrieved by dialing 0333 023 7999. This is unchanged, as are Recordings of calls.

1. How it works

- Go to your selfcare portal and log in (selfcare.voip.co.uk/login) with your credentials.
- Select the Administrator View in the dropdown box beneath your name.
- Go to My IVRs in the top menu and choose your IVR (if there are more than one)
- Click on the Record icon within your IVR. The data entry box will appear



IVR name

[Save IVR](#)

Name of recordings

Voicemail mode

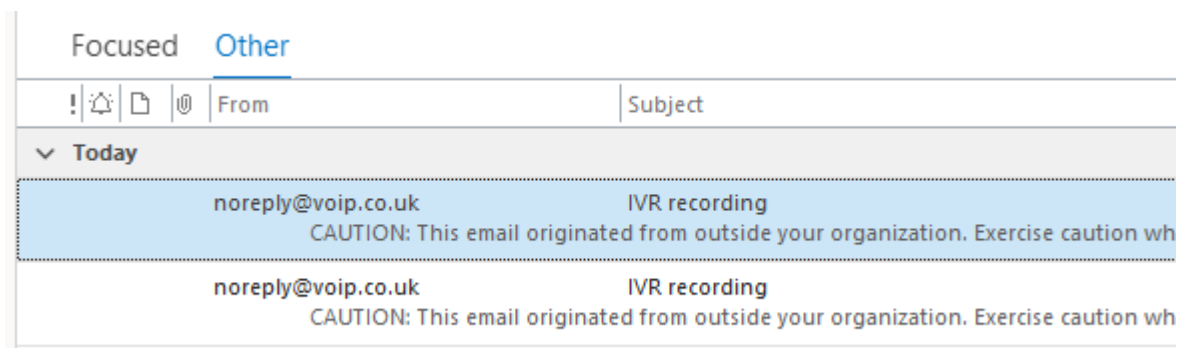
Email recordings to

- × Tony Robinson (tony.robinson@firstcom)
- × paul.mcewan@firstcomeurope.co.uk

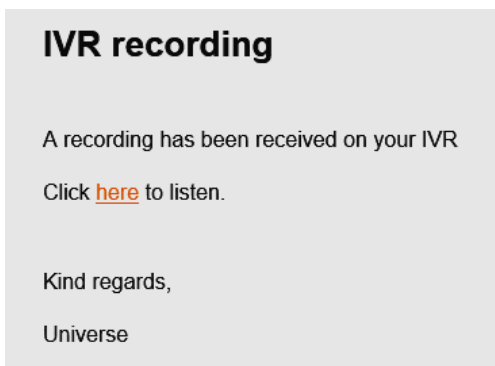
[Save module](#)

- Select "Voicemail mode" and then add the email addresses you wish the emails to be sent to.
- Do not forget to save both Module and the IVR once you have listed the changes to this box

Here is what your IVR Voicemail emails will look like when they arrive;



All you need to do is open the email and click on "here"



Now you will have two ways of accessing your IVR Voicemails.

- (i) Via the Selfcare Portal (Administrator View => My IVRs => Recordings)
- (ii) Through the selected email addresses

2. What to look put for

- Trail your changes. If the emails are going to spam (Or if using Outlook, "Other" as opposed to your main email "Focussed") then right click the email in "Other" and select "Always Move to Focussed"
- Firstcom Europe can accept no responsibility for the security of emails that are stored on the servers of Internet Service Providers

If you need any help with this product, please contact your account manager or call 0333 023 7000 option 1