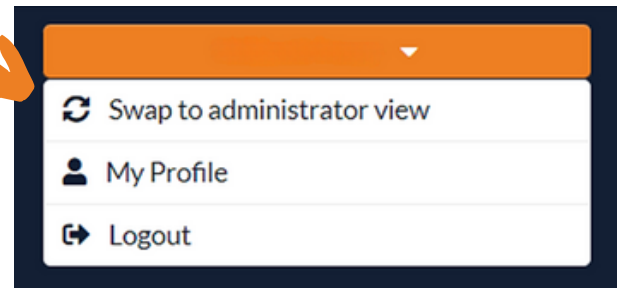


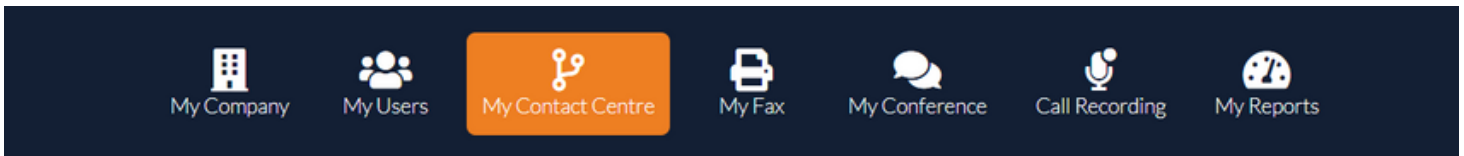
How to access voicemails

1.) Login to the universe portal using this web address: <https://selfcare.thisisuniverse.io>
(if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

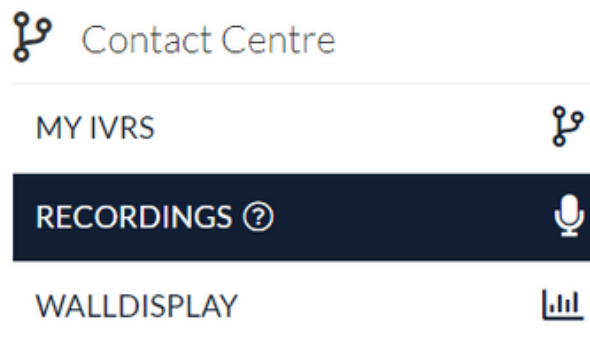
2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



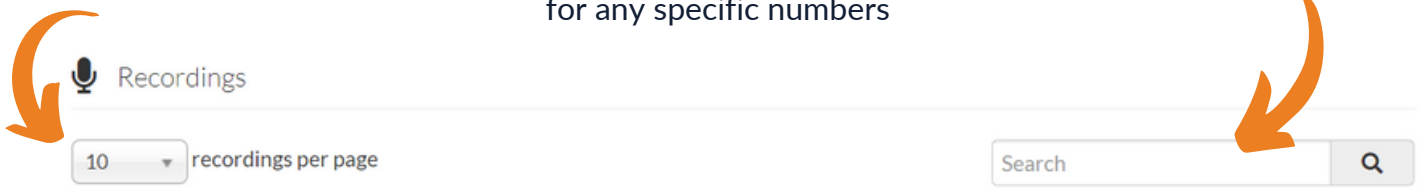
3.) Select **"My Contact Centre"**



4.) On the left, select **"Recordings"**



5.) Any voicemails left will be displayed here and you can filter the amount you want to see per page from the drop down on the left and you can also use the search box on the right for any specific numbers

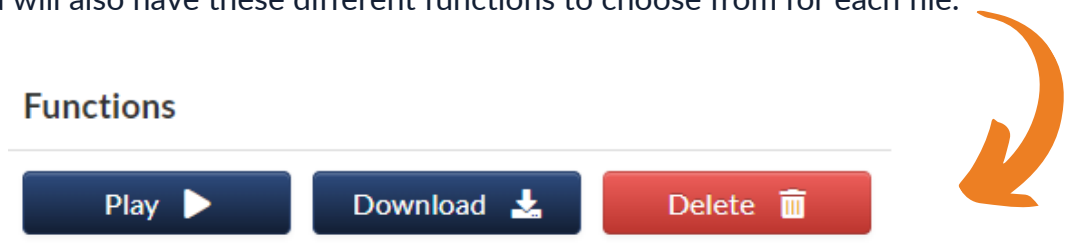


6.) Any results will look like the example below:

The screenshot shows a table with the following columns: From, To, Name, Recorded, and Length. An orange arrow points to the 'Length' column header. The table contains one row of data.

From	To	Name	Recorded	Length
01234567890	IVR	Voicemail	11.15 01/01/2024	00:00:20

7.) You will also have these different functions to choose from for each file:



If you have any questions or problems regarding voicemails please get in touch and a member of our faults team will be able to assist you

0333 023 7000
faults@firstcomeurope.co.uk