



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services and Applications Configuration Guide

Voicemail

5/11/2025

# Voicemail

## voicemail.access-number

- Default Value: " "
- Valid Values: Any Valid DN
- Changes take effect: When the session is started or restarted.
- Description: Specifies the number the agent can call to access the voicemail system.

## voicemail.notification-types

- Default Value: `personal, public`
- Valid Values: A comma-separated list of action names from the following list: `personal, public`
- Changes take effect: When the session is started or restarted.
- Description: Specifies the types of voicemail boxes included in the count of unread voicemail messages in the Main Window. `personal` refers to the voicemail box that is identified as the personal voicemail box of the agent; `public` refers to the group voicemail boxes to which the agent has access.

## voicemail.request-timeout

- Default Value: 1
- Valid Values: An integer
- Changes take effect: When the session is started or restarted.
- Description: Specifies the time, in seconds, to wait for voicemail messages from Feature Server. If no voicemail messages are received during this timeout, a request is sent to Feature Server to get them.

## privilege.voicemail.can-use

- Default Value: `false`
- Valid Values: `true, false`
- Changes take effect: When the session is started or restarted.
- Description: Allows agents to use the voicemail functionality. This privilege is required to control and monitor voicemail boxes. Depends on `privilege.voice.can-use`.