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# Web Services and Applications Configuration Guide

Voicemail

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# 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`.