GENESYS™

Web Services and Applications Configuration Guide

Voicemail

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Voicemail

Workspace Web Edition enables SIP agents to access their voicemail boxes through the agent interface. When this feature is enabled, Workspace displays a Message Waiting Indicator, a red circle that show the total number of unread messages, including system messages, in all voicemail boxes that are configured to be connected to Workspace.

Refer to the following Genesys documentation for information about setting up voicemail boxes in your Genesys system:

- Genesys SIP Voicemail (voicemail deployment, administration, and use)
- Feature Server Deployment Guide (mailbox configuration)

Workspace uses the following privileges to enable voicemail functionality:

- privilege.voicemail.can-use

You can use the following options in the **[interaction-workspace]** section to configure voicemail:

- voicemail.access-number — number the agent can call to access the voicemail system
- voicemail.notification-types — types of voicemail boxes included in the count of unread voicemail messages
- voicemail.request-timeout — time to wait for voicemail messages from Feature Server