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Workspace Desktop Edition Deployment Guide

Voicemail

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Voicemail

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Workspace enables SIP agents to access their voicemail boxes through the agent interface by using their hard-phone or soft-phone to dial their voicemail box. When this feature is enabled, a Message Waiting Indicator, a red circle that displays 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 employs the following **privilege** for voicemail support:

- Voice Mail - Can Use

You use the following option in the interaction-workspace section to configure the number to dial to access the voicemail system:

- voicemail.access-number: Specifies the number to call to access your voicemail system.
- voicemail.notification-types: Specifies the types of voicemail boxes, personal and/or group (public) to be included in the count of unread voicemail messages in the Main Window.
- broadcast.system-messages-auto-mark-read: Specifies whether system messages are automatically marked as read so that they are not included in the total messages displayed in the Message Waiting Indicator.

Use the [Enabling an agent to use Team Communicator to call/transfer to an agent group, skill, or Voicemail](#) procedure to enable agents to call or transfer a call to the voicemail box of another agent or agent group.

Related Resources

The following pages provide more information about managing voicemail boxes:

- [Accessing voicemail from the web](#)
- [Provisioning mailboxes](#)