



Information Technology

Recording your custom voicemail greeting

- In Teams, click on the **three dots ____** next to your **profile picture**. Then click on **Settings** 😥 and on the Calls icon.
- In the Voicemail section, select **Configure Voicemail**.
- Next, click on **Record a greeting**. You will be redirected to a call with your voicemail assistant. Follow the prompts to record your message.



Changing the greeting language

- Under " Greeting language " there is a list that allows you to change the language used to play the system greetings.

Greeting language	
Which language should your default greeting be in?	
English (Canada)	\sim
French (Canada)	

Use of Text-to-speech voicemail option

- greeting".

Text-to-spee
Do you want to
Your customise
You have re
Your customise
l am curren

Notes on voicemail priority system

- voicemail message.
- greetings recorded by the user.

Voicemail reference sheet

• This feature allows you to use an automated voice for your voicemail. • To set it up, click the **three dots ...** by your profile picture. Then Settings > Calls > Configure Voicemail.

• From there, you will see "Text-to-speech customized greeting option". • In that section, you can enter the text you would want the message to say under "Your custom greeting". If you want to have a separate message for when you are away, type the text you want under "Your custom out of office

ch customised greeting option

replace the default voicemail greeting with your own text-to-speech greetings? (i)

ed greeting:

eached John Doe. I am currently unavailable so please leave a message.

ed out of office greeting:

ntly out of office. If this is urgent, please contact Helpdesk at 613 123 4567.

• By default, the system greeting is played to the caller leaving the

• If the user recorded a **custom greeting**, the record will be played to the caller.

• The custom **text-to-speech greetings** are only used if there are no custom





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Setting up Voicemail call answering rules

- Those help you define the way you want your calls to be handled when they go to voicemail.
- Then, you can choose from the list under " Call answer rules ".

Call answer rules	
How would you like us to handle your calls when they go to voicemail?	
Let the caller record a message	\sim
Let the caller record a message	\checkmark
Let the caller record a message or be transferred to someone else	
End the call without playing your greeting	
Play your greeting and end the call	
Transfer the call to someone else	

Checking Voicemail on Your computer

- In Teams and on the left side menu, click Calls 🤱
- On the History tab, click on Voicemail.

History	All Missed	Incoming	Voicemail =
NB Forwarded to voicemail	Bonjour ici également, j'espère que vous allez	12s	15:35

Checking Voicemail on your mobile

Voicemail reference sheet **T**

• By selecting a voicemail, you can access details and answer by calling back or message if you want to.

Details	×			
NB	-			
Ø 40 €				
Send a quick message	\triangleright			
Voicemail				
Hello, I hope you are doing fine. Please call me back when you have the time. Thank you.				
0:00	x ~			
Forwarded to voicemail	16:04			

• On the bottom menu, press More and then press Calls.

• At the top right, click the voicemail i

• Select the voicemail you want to listen to.



