GENESYS™

Interaction Voicemail Player

Printed Help

PureConnect powered by Customer Interaction Center® (CIC)

Last updated August 21, 2018

Abstract

This document is a printable version of the Interaction Voicemail Player Help.

Table of Contents

Interaction Voicemail Player

Interaction Voicemail Player Help

Important: Customer Interaction Center (CIC) supports two interaction management client applications. This documentation uses the term "CIC client" to refer to either Interaction Connect or Interaction Desktop. The full product name appears at the top of each help topic. The full product name may also be used in a help topic when necessary to distinguish between CIC clients.

You can use Interaction Voicemail Player to play voice mail messages on your computer. Any time a caller leaves a voice mail message for you, the voice mail message is attached to an email message and sent to your email account. You can access this voice mail message in three ways:

- From the Voicemail List in the CIC client

- From the telephone user interface (TUI)

- By playing the sound file using Interaction Voicemail Player

Using Interaction Voicemail Player

When someone leaves a voice mail message for you, Customer Interaction Center (CIC) sends you an email message with the voice mail *.wav file attached to it. This message appears in your email client (for example, Microsoft Outlook®) with an attached .wav file. When you play this attached file, by double-clicking it or downloading and then opening it, the voice mail message plays in Interaction Voicemail Player. If you are using the Interaction Message Store, double-click the voice mail *.wav and Interaction Voicemail Player plays the message.

Interaction Voicemail Player not only plays voice mail messages but also enables you to control the playback of the message and your message-waiting indicator light. You can play voice mail messages on devices such as PC speakers, a SIP Soft Phone, a station phone on your desk, or a remote telephone. The SIP Soft Phone must be installed and configured.

Interaction Voicemail Player and *.wav files

Each delivered voice mail .wav file has information embedded in it to indicate that it is a voice mail message. When you open a voice mail file, Interaction Voicemail Player reads this information, determines that it is a voice mail message, and then plays the file. When you open .wav files without the voice mail designation, they open in your default *.wav player (for example, Windows Media Player©).

Interaction Voicemail Player allows you to:

- Play voice mail messages directly from email

- Control the playback of voice mail messages

- Clear a message waiting indicator light

CIC 2018 R4, August 21,2018

What's New

Note: The CIC product suite has a new distribution model with new naming, faster release cycles, and higher quality. CIC 4.0 SU 6 was the last release using the older model. CIC 2015 R1 is first of the new releases. CIC 2015 R1 or later can be applied to any CIC 4.0 SU.

How to use Interaction Voicemail Player

How to Use Interaction Voicemail Player

This section contains information on using Interaction Voicemail Player, which provides the following functionality:

- Listening to Voice Mail Messages

- Updating Interaction Voicemail Player

- Closing Interaction Voicemail Player

- Clearing Message Light

- Setting Voice Mail Playback Options

- Configure Outlook Interaction Messaging

Logging on to Interaction Voicemail Player

Interaction Voicemail Player uses the same connection data (user name and server name) as the CIC client. If you selected **Save Password** in the CIC client Logon dialog box, it also uses the same password. If you have ever successfully logged on to the CIC client, then this same connection data is **automatically** used to log on to Interaction Voicemail Player.
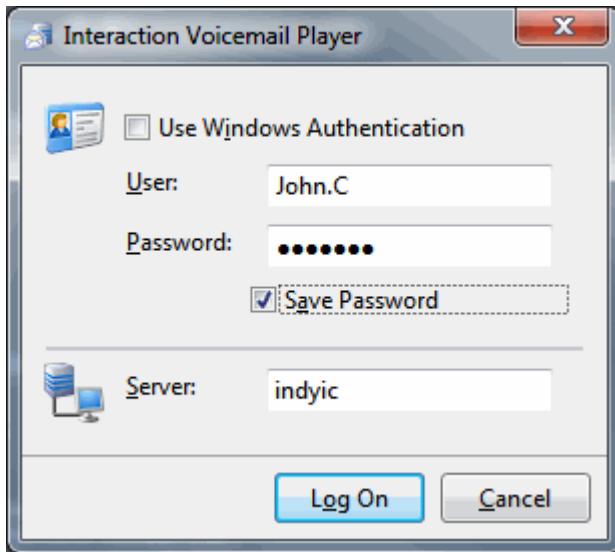
If you do not log on automatically, you can log on manually if you fail to connect.

To log on to Interaction Voicemail Player manually:

1. If you fail to connect and want to log on, click the **Disconnected** link in the Interaction Voicemail Player window.
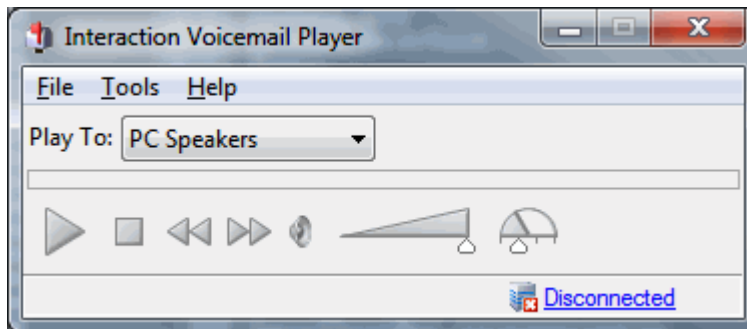
Result: The Logon dialog box appears.

2. To log on using a different Windows domain account or CIC user name, clear the **Use Windows Authentication** check box.

   Note: The CIC administrator enables you to log on using Windows Authentication by linking Windows user names and the CIC client user names in Interaction Administrator.

3. In **User**, enter one of the following:

   - A Windows domain account name in the format *domain\user.name*.

   Or

   - A Customer Interaction Center (CIC) user name.

4. Enter the corresponding Windows or CIC user **Password**.

   Note: Some secure systems require you to enter your password every time you log on. On other systems, if you select **Use Windows Authentication**, this field can be dimmed.

5. To connect to a different server, enter a different name in **Server**.

   Note: The host is the machine running Session Manager. For most installations, the IC server is the host.

6. Click **Logon**.

   Result: In a secure system, a User Agreement dialog box similar to this one appears.
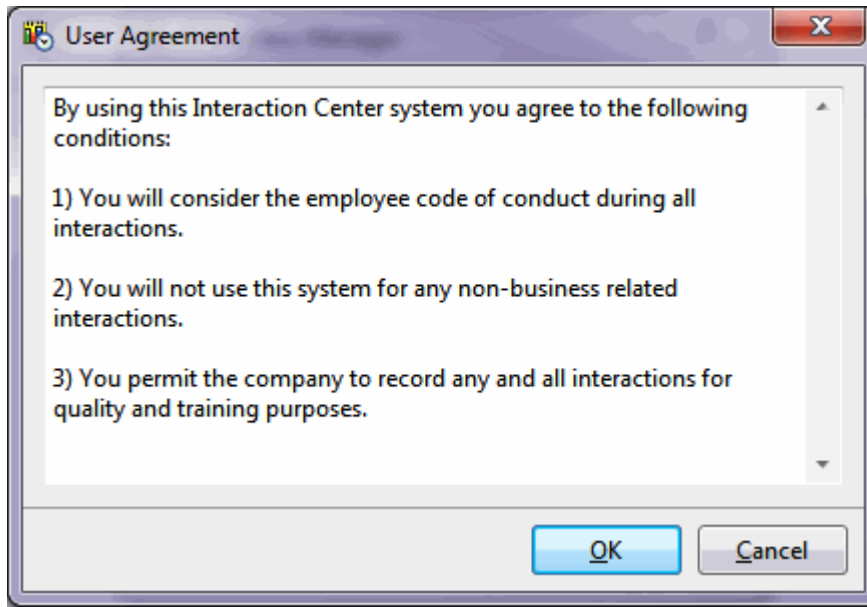
7. Click **OK**.

Related Topics

Connecting to Session Manager

Connecting to Session Manager

Interaction Voicemail Player must connect to Session Manager. This connection enables Interaction Voicemail Player to:

- Play voice mail messages to a remote phone number
- Play a voice mail message to a station
- Control a message waiting indicator light
- Check for updates of Interaction Voicemail Player

The connection can be authenticated using Windows authentication, explicit authentication, or receiving credentials from another Genesys application.

Related Topics

Logging on to Interaction Voicemail Player

Listening to Voice Mail Messages

You can play, replay, rewind, fast forward, save, and change the volume of a message when you open the message in your email Inbox. And, you can forward the message to another person, just as you would any other email message.

In addition, you can configure the alerts you receive for new voice mail messages. You can also listen to and manage your voice mail messages by using the voice mail features on your telephone.

> **Tip:** By default, voice mail messages begin to play automatically through the last playback device you selected. To play voice mail messages only when you click the **Play** button, from the **Tools** menu, select **Options,** and clear the **Play voice mail automatically on open** option.

To listen to your voice mail through your email Inbox:

1. Open your email Inbox.

2. Open the email containing the voice mail message.

> **Note:** If you haven't logged on to the CIC client or your Windows logon account isn't associated with your CIC user ID, log on to Interaction Voicemail player. See Logging on to Interaction Voicemail Player.

3. Double-click the voice mail message.

   Result: You use either Interaction Voicemail Player or your selected media player to play back your message, depending on your selection in the Interaction Voicemail Player Options dialog box. For more information, see Interaction Voicemail Player Controls.

> **Note:** DirectX 9.0 is required to play voice mail messages through your computer speakers. If needed, install Microsoft DirectX from the IC_CLIENTPREREQS share on the CIC server.

Related Topics

Clear Message Light command (Tools menu)

Configure Outlook Interaction Messaging

Closing Interaction Voicemail Player

Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Interaction Voicemail Player Shortcuts

Setting Voice Mail Playback Options

Updating Interaction Voicemail Player

Updating Interaction Voicemail Player

Interactive Update automatically installs Interaction Voicemail Player software updates, based on your system administrator's Interactive Update configuration settings.

For more information, see the Interactive Update Technical Reference in the PureConnect Documentation Library.

Related Topics

Closing Interaction Voicemail Player

Clearing Message Light Command (Tools Menu)

Configure Outlook Interaction Messaging

Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Listening to Voice Mail Messages

Setting Voice Mail Playback Options

Closing Interaction Voicemail Player

To close Interaction Voicemail Player:

- From the **File** menu, select **Close**. The Interaction Voicemail Player closes.

Shortcuts:

- **Mouse:** Click the application's **Close** button in the upper right corner of the window.

- **Keys: ALT** + **F4**.

Related Topics

Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Interaction Voicemail Player Shortcuts

Clearing the Message Waiting Indicator Light

You can force the message waiting indicator light on your telephone to turn off after you've finished listening to all your voice mail messages. There is a server process that periodically checks the status of your messages and then automatically turns off the indicator light after you have listened to your voice mail messages. In between times, you can use this command to force the light to turn off.

To clear the Message Waiting Indicator Light:

- From the **Tools** menu, click **Tools** >> **Clear Message Light**.

  Result: The **Message Waiting Indicator Light** is cleared.

  > **Note:** If you use this command and still have messages that you haven't listened to, the message waiting indicator light does not turn off.

Related Topics

Closing Interaction Voicemail Player

Configure Outlook Interaction Messaging

Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Listening to Voice Mail Messages

Setting Voice Mail Playback Options

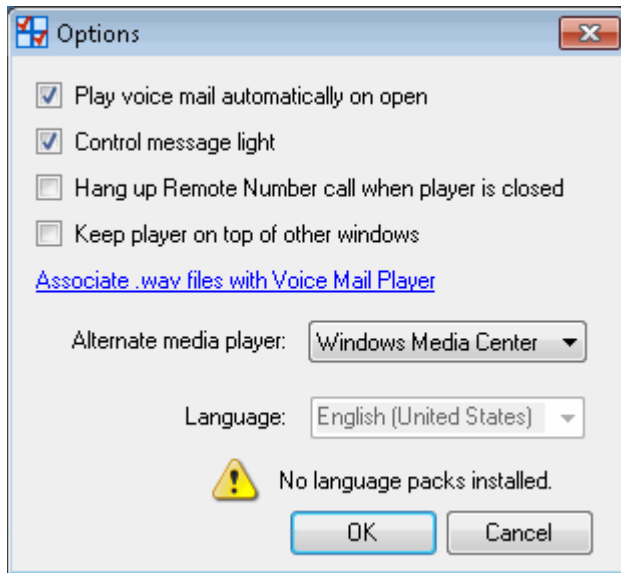Updating Interaction Voicemail Player

Setting Voice Mail Playback Options

To select your voice mail playback settings before you begin voice mail playback, use the **Options** dialog box

To set voice mail playback options:

1. From the **Tools** menu, select **Options**.

2. In the **Options** dialog box, select your voice mail playback options.

   Tip: For more information, see Interaction Voicemail Player Playback Settings.

3. To save the voice mail playback settings, click **OK**.

Related Topics

Closing Interaction Voicemail Player

Clearing Message Light Command (Tools Menu)

Configure Outlook Interaction Messaging

Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Listening to Voice Mail Messages

Updating Interaction Voicemail Player

Configure Outlook Interaction Messaging

For Microsoft Outlook users, there is an add-in that provides more features in Interaction Voicemail Player. The add-in consists of an "Interaction Messaging" configuration tab within Outlook. This tab

enables you to play voice mail messages automatically and set Interaction Voicemail as your default voice mail message player.

To configure Outlook Interaction Messaging:

1. Open Microsoft Outlook.

2. Do one of the following:

   - In Outlook 2007, from the **Tools** menu, select **Options**. In the Microsoft Outlook Options dialog box, click the **Interaction Messaging** tab.

   - In Outlook 2010, in the **File** ribbon, select **Options**, and then select **Add-ins**. Click the **Add-in Options** button.

3. To use Interaction Voicemail Player to play a voice mail message automatically, select the **Automatically play voice mail messages** check box.

   Result: When you open an Outlook email with a voice mail attachment, you are not required to double-click the voice mail attachment (.wav file) to play the message.

4. To use Interaction Voicemail Player for **all** voice mail messages in Outlook, select the **Always use the Interaction Voicemail Player** check box.

   Result: If selected, your Windows media player default setting is ignored. If not selected, the default *.wav file player is used to play voice mail messages.

Related Topics

Clear Message Light command (Tools menu)

Closing Interaction Voicemail Player

Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Listening to Voice Mail Messages

Setting Voice Mail Playback Options

Updating Interaction Voicemail Player

Menu Commands and Player Controls

Menu Commands and Player Controls

This section contains information on menu commands and includes the following topics:

- File Menu

- Tools Menu

- Help Menu

- Interaction Voicemail Player Controls

- Interaction Voicemail Playback Settings

- Interaction Voicemail Player Shortcuts

File Menu Commands

The **File** menu includes the following commands:

- **Open**

   This command opens an existing voice mail message.

- **Close**

   This command closes and exits Interaction Voicemail Player.

Related Topics

Help Menu Commands

Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Interaction Voicemail Player Shortcuts

Listening to Voice Mail Messages

Tools Menu Commands

Tools Menu Commands

The **Tools** menu includes the following commands:

- **Clear Message Light**

   To turn off the message waiting indicator light on your telephone after you've finished listening to all your voice mail messages, use this command. For more information, see Clearing the Message Waiting Indicator.

- **Options**

   To open the **Options** dialog box and configure Interaction Voicemail Player, use this command. For more information, see Setting Voice Mail Playback Options.

Related Topics

File Menu Commands

Help Menu Commands

Interaction Voicemail Player Controls

Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Listening to Voice Mail Messages

Help Menu Commands

The **Help** menu includes the following commands:

- **Help Topics**

  This command displays the opening screen of Help. From the opening screen, you can jump to step-by-step instructions for using Interaction Voicemail Player or various types of reference information.

- **Genesys**

  This menu enables you to provide feedback, and access the Genesys website, PureConnect Customer Case website, and the Genesys PureConnect Community Forum.

- **About**

  This command displays the copyright notice and version number of your copy of Interaction Voicemail Player. The About dialog box also provides links to PureConnect Customer Care and Feedback. For more information, see Providing Feedback and Accessing PureConnect Customer Care.

Related Topics

File Menu Commands
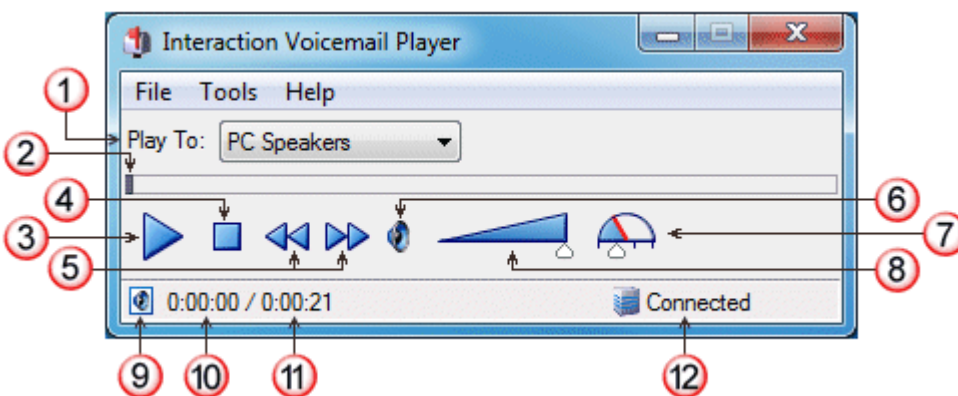
Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Interaction Voicemail Player Shortcuts

Listening to Voice Mail Messages

Tools Menu Commands

Interaction Voicemail Player Controls

The Interaction Voicemail Player controls function like other media player controls for voice mail message playback.

1	Play To	Select the device for playing your voice mail messages.
		Note: If you restart the CIC client, this defaults to the device you selected for your last voice mail message.
		PC Speakers
		Selecting a playback device other than PC Speakers can result in slower startup times.
		Remote Telephone
		Selecting this device causes Customer Interaction Center (CIC) to dial the specified number and play voice mail messages.
		Tip: If the remote telephone is a DID phone number enabled for fax detection, CIC plays the voice mail immediately after calling the number. CIC does not wait until you pick up and answer. If you miss the beginning of voice mail playback, you can stop and restart the voice mail playback from the beginning. Or you can ask your CIC administrator to disable fax capability on your User record.
		Note: A DID (Direct Inward Dial) phone number is one that an external caller can reach by dialing a seven-digit phone number.
		Telephone Handset
		Selecting this causes voice mail messages to play back through your telephone receiver.
2	Slider	To move to a specific point in the voice mail message, move the slider control left or right to locate that point in the message.
3	Play or Pause	Click to play the voice mail message. This control then changes to a Pause button.
4	Stop	Click to stop playing the voice mail message and reset to the beginning of the message.
5	Rewind / Fast Forward	Click to rewind or fast forward 5 seconds.
6	Mute	Click to mute playback.
7	Speed Control	Set the slider to the wanted playback speed. The speeds available are half speed (0.5), usual speed (1.0), one and a half times speed (1.5), and double speed (2.0).

8	Volume Control	Set the slider to the wanted volume.
9	File	Point to this icon to see the name and location of the voice mail message file.
10	Elapsed Time	Elapsed time increments during voice mail message playback.
11	Total Time	Length of the voice mail message.
12	Connection Status	Interaction Voicemail Player uses the same connection data (user name and host name) as the CIC client. If you lose your connection, click the **Not Connected** link that appears here and log on. See Logging on to Interaction Voicemail Player.

Related Topics

File Menu Commands

Help Menu Commands

Interaction Voicemail Player Playback Settings

Interaction Voicemail Player Shortcuts

Listening to Voice Mail Messages

Tools Menu Commands

Interaction Voicemail Player Playback Settings

The **Options** dialog box enables users to define their voice mail message playback settings. For more information, see Setting Voice Mail Playback Options.

- **Play voice mail automatically on open**

  Select if you want to start playing voice mail messages automatically without pressing the **Play** button when Interaction Voicemail Player is started.

- **Control message light**

  To enable Interaction Voicemail Player to control your message waiting indicator light, select this option.

- **Hang Up Remote Number call when player is closed**

  If selected, any Remote Number connections are disconnected when Interaction Voicemail Player is closed. If not selected, all Remote Number connections remain connected even after the player is closed.

- **Keep player on top of other windows**

  To keep the Interaction Voicemail Player on top of all other windows, select this option.

- **Associate .wav files with Voice Mail Player**

  In Windows 7 and later systems, clicking this link opens the Windows Set Program Associations wizard in the Windows Control panel. You can configure the .wav file association here.

  In pre Windows Vista systems, you see an "**Associate with voice mail files**" checkbox. Select this checkbox to set the Windows file association for *.wav files to Interaction Voicemail Player.

  In both cases, if you open a voice mail *.wav file, Interaction Voicemail Player plays the file. However, if a .wav file is not a recognized voice mail, your alternate Media Player is started and it plays the file.

  Note: This setting affects only the current user (the user selecting this setting), not every user of the workstation.

- **Alternate media player**

  Select a player for *.wav files that are not voice mail messages.

- **Language**

  You can select a language other than English for the Interaction Voicemail Player interface and help by selecting the appropriate language from the Language drop down list.

  Note: This setting is independent of the Microsoft Windows **Regional and Language Options** setting. It is available only when one or more Language Packs have been installed on the CIC server. Contact your CIC administrator, if the appropriate Language Pack has not been installed.

Related Topics

File Menu Commands

Help Menu Commands

Interaction Voicemail Player Controls

Interaction Voicemail Player Shortcuts

Listening to Voice Mail Messages

Tools Menu Commands

Interaction Voicemail Player Shortcuts

The Interaction Voicemail Player provides users with keyboard shortcuts to control playback.

Device Selection

Before you start to play a voice mail message, you can change the device used to listen to the message.

- **Change Device to PC Speakers**

  Click and hold the **Ctrl** + **Alt** + **P** keyboard buttons.

- **Change Device to Remote Telephone**

  Click and hold the **Ctrl** + **Alt** + **N** keyboard buttons.

- **Change Device to Telephone Handset**

  Click and hold the **Ctrl** + **Alt** + **H** keyboard buttons.

Player Controls

If you use **PC Speakers** to listen to the message, you can use any of these shortcuts to control playback. If you use either the **Remote Telephone** or **Telephone Handset**, you can use the shortcuts for Play and Stop.

- **Play**

  Click and hold the **Ctrl** + **P** keyboard buttons.

- **Fast Forward**

  Click and hold the **Ctrl** + **Alt** + **F** keyboard buttons.

- **Stop**

  Click and hold the **Ctrl** + **S** keyboard buttons.

- **Rewind**

  Click and hold the **Ctrl** + **Alt** + **R** keyboard buttons.

- **Reset Audio to Start**

  Click and hold the **Ctrl** + **Alt** + **W** keyboard buttons.

Related Topics

File Menu Commands

Help Menu Commands

Interaction Voicemail Player Controls

Interaction Voicemail Player Playback Settings

Listening to Voice Mail Messages

Tools Menu Commands

General Information

Providing Feedback and Accessing PureConnect Customer Care

Options on Interaction Voicemail Player's Help menu enable you to learn more about Genesys products. You can promote and share ideas about Genesys software, access PureConnect Customer Care, submit feedback about bugs, and request enhancements.

> **Note**: You must have Internet access to use these menu options.

To access these features, open the **Help** menu, select **Genesys**, and then choose from the following options:

- **Home**

This menu opens the Genesys home page, www.genesys.com.

- **Support**

This menu option opens the Genesys support website.

- **Community**

This menu option opens Genesys PureConnect Community Forum. Genesys provides this free and public service to promote an online community devoted to the sharing of ideas and information regarding PureConnect.

- **Feedback**

This menu option opens a feedback form. This form enables you report bugs, request enhancements, and submit other product-related information to Genesys.

Related Topics

Help Menu Commands

Copyright and Trademark Information

Updated to January 1, 2017 version

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Appendix

About Command (Help Menu)

To display the copyright notice and version number of your copy of Interaction Voicemail Player, use this command.

Related Topics

Help menu commands

Close command (File menu)

To close and exit Interaction Voicemail Player, use this command.

Related Topics

File menu commands

Help Topics Command (Help menu)

Interaction Voicemail Player Printable Help for CIC 2016 R1

To display the opening screen of Help, use this command. From the opening screen, you can jump to step-by-step instructions for using Interaction Voicemail Player and access various types of reference information.

Related Topics

Help Menu Commands

Open command (File Menu)

To listen to a previously played voice mail message, use this command.

Related Topics

File Menu Commands

Options Command (Tools Menu)

To configure settings for Interaction Voicemail Player, use this command.

Related Topics

Setting Voice Mail Playback Options