

PureConnect TUI User's Guide

Telephone User Interface

Customer Interaction Center® (CIC)

2018 R1



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Notes

Managing remote messages

The CIC TUI lets you access and manage voicemails, faxes, and emails from any phone in the world. To start:

1. Dial the main CIC (corporate) phone number from a remote telephone. _____
Or dial * from a station connected directly to CIC.
2. Immediately dial (without waiting for prompts):
99 + *your extension* + *your password* + #
(e.g., 99 355 1553 #). _____

The CIC TUI prompts you with input selections. You do not have to wait for prompts to enter commands.

Many CIC TUI features described in this manual assume a text-to-speech (TTS) engine is properly installed and available to the xIC server. If no TTS engine is installed, you may hear silence in certain areas in the system where a TTS engine would normally read information.

Such areas include, but are not limited to, email and email folder access features, calendar access, envelope information and body text of a voicemail or fax, listening to Interaction Attendant schedule names when activating schedules, hearing custom status names that have not been recorded, and user names that have not been recorded. See your administrator if you have questions about whether or not you have a properly installed TTS engine.

Common shortcuts:

Listen to new voicemail:	1 + 1
Listen to saved voicemail:	1 + 2
After listening to new or saved voicemail, you can:	
Forward to an extension:	2 + <i>extension</i>¹ + 1
Reply to an outside caller:	5 + 4 + <i>number</i> + #
Check the arrival of new faxes:	2 + 1
Check the arrival of saved faxes:	2 + 2
Listen to new (or saved) email	3 + 1 (or 2)
Set status to "Out of the office":	5 + 1 + 12
Set phone to forwarded number*:	5 + 2 + 1 + <i>number#</i> + 1
* for first time access	
Record an "Out of office" greeting:	5 + 5 + 1
Activate "Out of office" greeting:	5 + 5 + 7

¹To forward voicemail to multiple extensions, separate the extensions with # and end the list with ##.

Notes

Enter the main voicemail menu

Enter the system

Dial **99** followed by:
Your **extension** _____
Your **password** _____
(to complete password)
CIC does not prompt for extension and password.

Main Menu

- 1** Manage Voice Messages
- 2** Manage Fax Messages
- 3** Manage Email Messages
- 4** Send Voicemail
- 5** Manage Personal Options (and Deleted Messages)
- 6** Access the Private Company Directory
- 7** Initiate an Office-Wide Alert
- 8** Access Another Mailbox Folder
- 9** Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *
Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

Enter the main voicemail menu

[†] Some options require Interaction Media Server enabled for Advanced Operations. Contact your CIC administrator if you have questions.

Manage voice messages

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.



Main Menu

1 Manage Voice Messages

2 Manage Fax Messages

3 Manage Email Messages

4 Send Voicemail

5 Manage Personal Options (and Deleted Messages)

6 Access the Private Company Directory

7 Initiate an Office-Wide Alert

8 Access Another Mailbox Folder

9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *

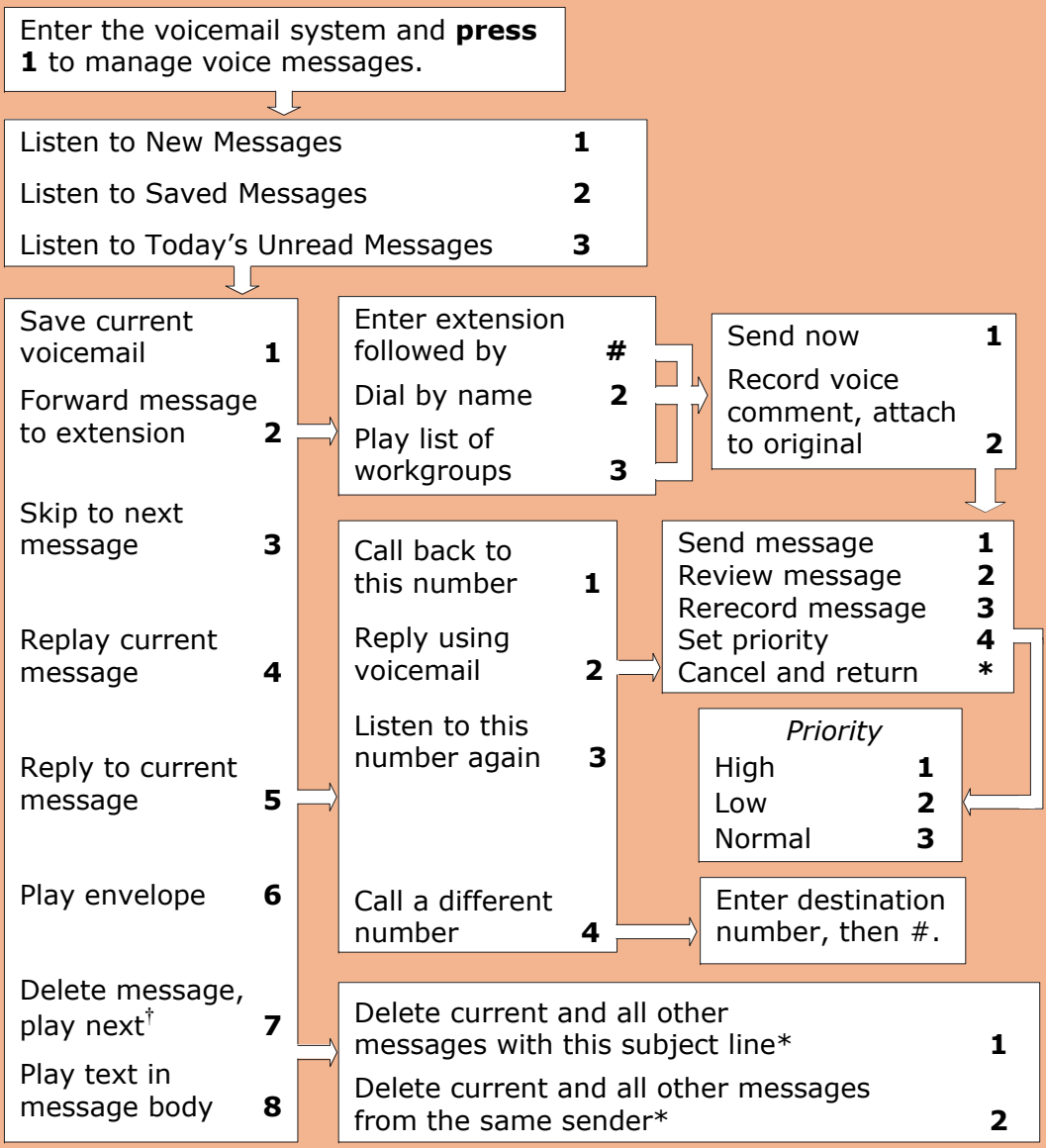
Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations. Contact your CIC administrator if you have questions.

Manage voice messages - press 1

Manage voice messages



[†] To undo the last message (or group of messages) you deleted during this call, press 77 at any time while managing voice messages.

* These prompts are not played but the commands are functional.

Manage fax messages

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu	*
Finish a key entry	#

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations. Contact your CIC administrator if you have questions.

Manage fax messages - press 2

Manage fax messages

Enter the voicemail system and **press 2** to manage faxes.

- Listen to New Faxes **1**
- Listen to Saved Faxes **2**
- Listen to Today's Unread Faxes **3**

- Save current fax **1**
- Forward fax to extension **2**
- Skip to next fax **3**
- Receive current fax **4**
- Play envelope **6**
- Delete this fax† **7**
- Listen to text of fax message **8**

- Enter extension followed by # **1**
- Dial by name **2**
- Play list of workgroups **3**

- Send now **1**
- Record voice comment, attach to original **2**

- Send message **1**
- Review message **2**
- Rerecord message **3**
- Set priority **4**
- Cancel and return *****

- Priority*
- High **1**
 - Low **2**
 - Normal **3**

- Delete current and all other messages with this subject line * **1**
- Delete current and all other messages from this sender * **2**

† To undo the last message (or group of messages) you deleted during this call, press 77 at any time while managing fax messages.

* These prompts are not played but the commands are functional.

Manage email messages

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.



Main Menu

- 1** Manage Voice Messages
- 2** Manage Fax Messages
- 3** Manage Email Messages
- 4** Send Voicemail
- 5** Manage Personal Options (and Deleted Messages)
- 6** Access the Private Company Directory
- 7** Initiate an Office-Wide Alert
- 8** Access Another Mailbox Folder
- 9** Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *

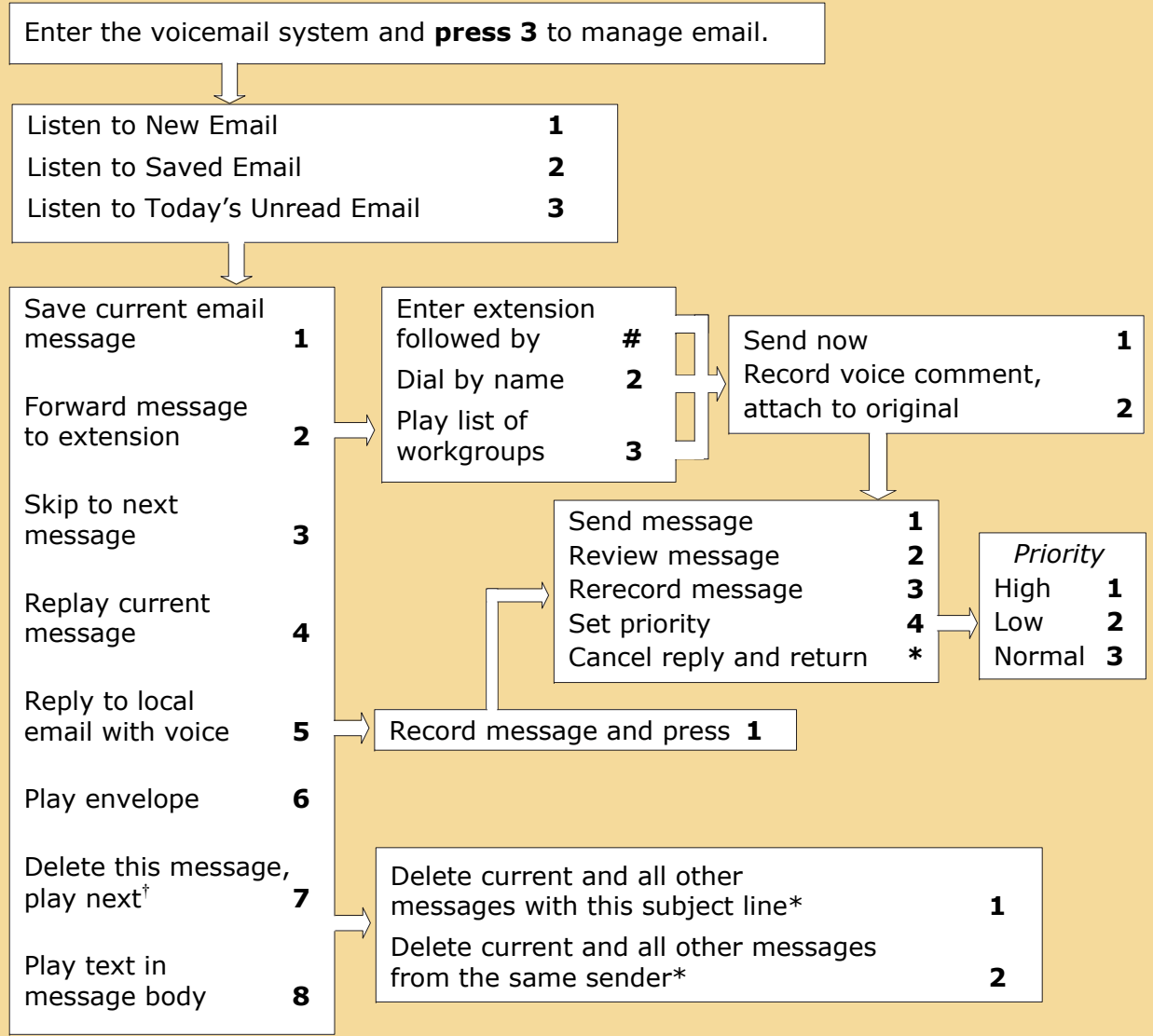
Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations.
Contact your CIC administrator if you have questions.

Manage email messages - press 3

Manage email messages



[†] To undo the last message (or group of messages) you deleted during this call, press 77 at any time while managing email messages.

* These prompts are not played but the commands are functional.

Send voicemail

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.

Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations. Contact your CIC administrator if you have questions.

Send voicemail - press 4

Enter the voicemail system and **press 4** to send a voicemail.

Enter an extension, or enter multiple extensions separated by a # and end the list with ##
Optionally dial by name **2**
Optionally play list of workgroups **3**

Record the message...

Review message **2**
Rerecord message **3**
Send message & return to Main Menu **4**
Cancel message & return to Main Menu **5**
Set priority † **6**
Set sensitivity **7**

Priority
High **1**
Low **2**
Normal **3**

Sensitivity
Normal **1**
Personal **2**
Private **3**
Confidential **4**

† This option is available only if configured by your CIC administrator.

Manage personal options (and deleted messages) *Options 1 through 3*

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.

Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations. Contact your CIC administrator if you have questions.

Manage personal options (and deleted messages) *Options 1 through 3*

Manage personal options (and deleted messages)
Options 1 through 3

Enter the voicemail system and **press 5** to manage personal options.

Set CIC client Status **1**

- | | | | |
|-----------------------|----------|----------------------|-----------|
| Available | 1 | Away from Desk | 9 |
| At a Forwarded Number | 2 | Available, No ACD | 10 |
| At a Training Session | 3 | On Vacation | 11 |
| At Lunch | 4 | Out of the Office | 12 |
| Do Not Disturb | 5 | Out of Town | 13 |
| Gone Home | 7 | Working at Home | 14 |
| In a Meeting | 8 | Available, Follow Me | 15 |

Set date, time (military format), or both, depending on selected status

* You may have status choices that do not appear in this list. If you have questions about available status options, contact your CIC administrator.

Set Forward Number **2**

Enter remote phone number **1**[†]
Enter call coverage settings **2**

- Modify forward coverage options **1**
- Modify DND coverage options **2**
- Modify phone coverage options **3**
- Modify "no answer" coverage options **4**
- Change coverage phone number **5**
- Modify voicemail destination **6**

- All calls **1**
- Internal calls **2**
- External calls **3**
- Unknown calls **4**

[†] Your Access Control rights determine which types of phone numbers you can use as forwarding numbers; for example, whether you can use a long distance number.

Enter internal number or CIC extension followed by #

Current number is . . .
Keep current number **1**
Change this number **2**

Change IC Password * **3**

Enter 1 to 10 digit password followed by #.

* You can not change to or from a blank password. Also, if your company's CIC Password Policy requires that you use a minimum number of upper and lower case letters or special characters in your CIC password, you cannot use the TUI to change your CIC password.

- My voice mailbox **1**
- Call coverage # mailbox **2**

Manage personal options (and deleted messages) *Options 4 through 6*

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *

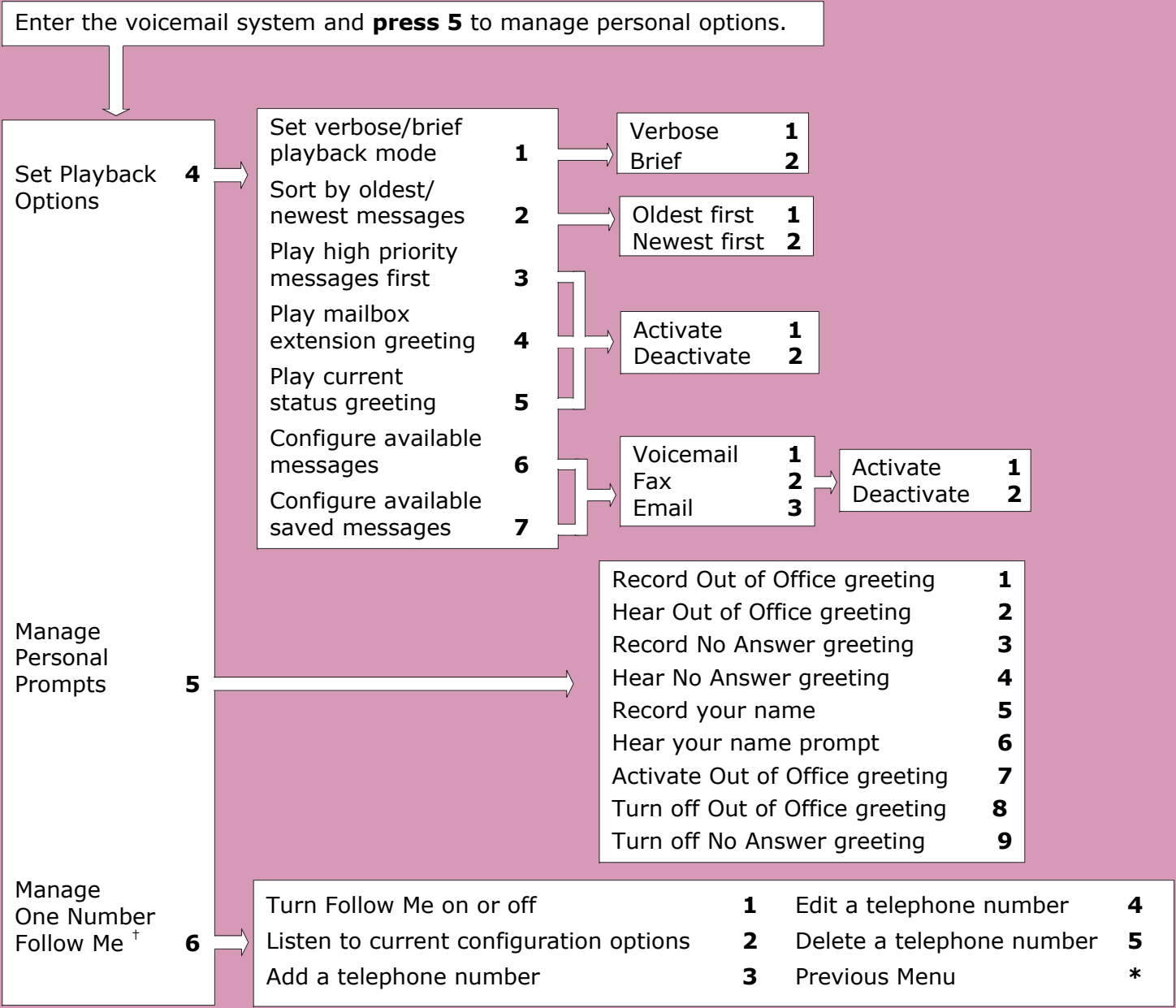
Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations.
Contact your CIC administrator if you have questions.

Manage personal options (and deleted messages) *Options 4 through 6*

Manage personal options (and deleted messages)
Options 4 through 6
5



† Security Rights determine if you can use Follow Me routing. Access Control rights determine which types of phone numbers you can use.

Manage personal options (and deleted messages) *Option 7*

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.

Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *

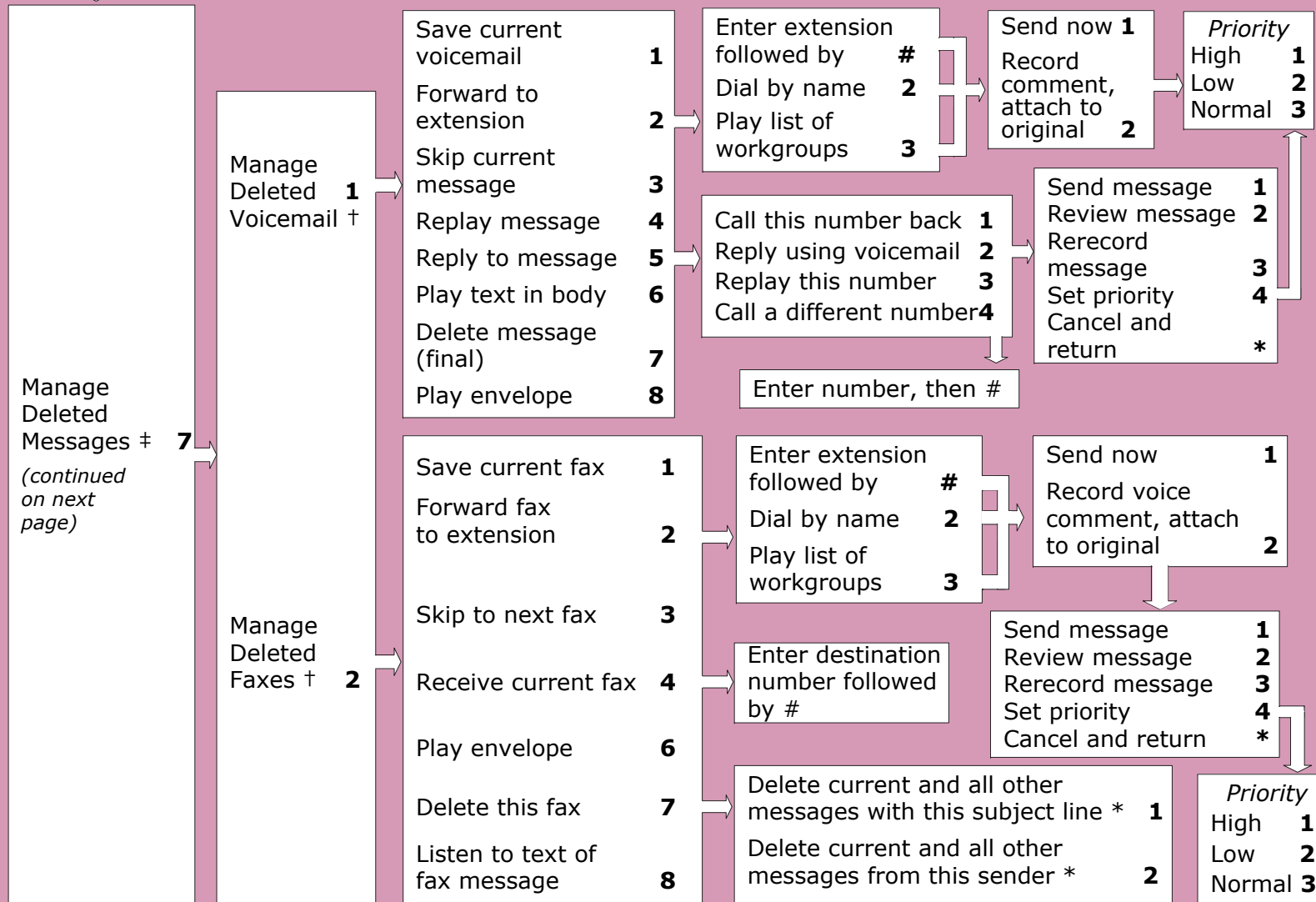
Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations. Contact your CIC administrator if you have questions.

Manage personal options (and deleted messages) *Option 7*

Enter the voicemail system and **press 5** to manage personal options.



‡ Notes/Domino users cannot manage deleted messages via the TUI.

† A supplementary menu may appear between these commands and the next menu. Press **1** to listen to **new** (un-opened and deleted) voicemails or faxes. Press **2** to listen to **saved** (heard/read and deleted) voicemails or faxes.

* These prompts are not played, but the commands are functional.

Manage personal options (and deleted messages) *Option 8*

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.

Main Menu

- 1** Manage Voice Messages
- 2** Manage Fax Messages
- 3** Manage Email Messages
- 4** Send Voicemail
- 5** Manage Personal Options (and Deleted Messages)
- 6** Access the Private Company Directory
- 7** Initiate an Office-Wide Alert
- 8** Access Another Mailbox Folder
- 9** Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

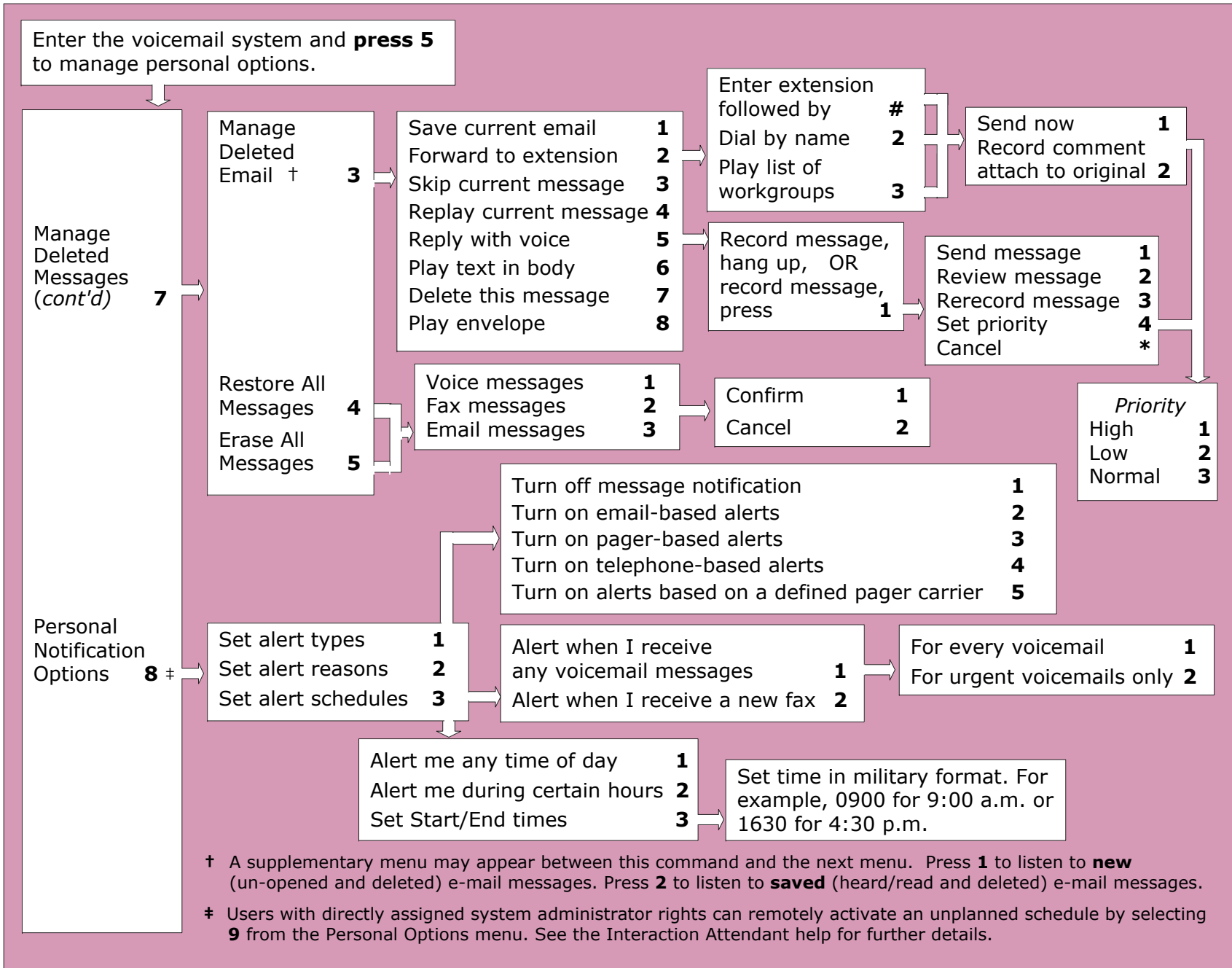
Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations.
Contact your CIC administrator if you have questions.

Manage personal options (and deleted messages) *Option 7 (cont'd) and Option 8*



Access the private company directory

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations.
Contact your CIC administrator if you have questions.

Access the private company directory - press 6

Enter the voicemail system and **press 6** to access the company directory.



Enter extension followed by **#**
Optionally dial by name **2[†]**



Dial this person's extension **1**
Dial this person's home telephone **2**
Dial this person's mobile number **3**

[†] Your Access Control rights determine which types of phone numbers you can dial; for example, whether you can dial a long distance number.

Initiate an office-wide alert

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.



Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *


Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations. Contact your CIC administrator if you have questions.

Initiate an office-wide alert - press 7

Enter the voicemail system and **press 7** to initiate an office-wide alert.



You can use this option to initiate an office-wide search for an available extension.

After you **press 7**, CIC searches all extensions with a status set to "Available" or "Available, No ACD", and routes your call to each extension consecutively until someone answers.

Access another mailbox folder

Enter the system

Dial **99** followed by:

Your **extension** _____

Your **password** _____

(to complete password)

CIC does not prompt for extension and password.

Main Menu

- 1 Manage Voice Messages
- 2 Manage Fax Messages
- 3 Manage Email Messages
- 4 Send Voicemail
- 5 Manage Personal Options (and Deleted Messages)
- 6 Access the Private Company Directory
- 7 Initiate an Office-Wide Alert
- 8 Access Another Mailbox Folder
- 9 Access Outlook Options

During message playback, you can:

Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *

Finish a key entry #

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations. Contact your CIC administrator if you have questions.

Access another mailbox folder - press 8

Enter the voicemail system and **press 8** to access another mailbox folder.



You can use this feature to dial into the system and gain access to other Inbox subfolders*. By default, your Inbox is always opened upon entering the system. When you **press 8** from the main menu, the system queries all subfolders in your Inbox and creates a dynamic menu for these subfolders. The system also creates menu options to access Sent Items and Deleted Items.

Note

Your menu options may vary, depending on the number of subfolders created below your Inbox folder. Press 0 at any time to return to the Inbox.

For example, assume you have three subfolders beneath your Inbox: Administration, Personal, and Support. After you press 8 from the main menu, CIC presents you with the following menu options:

Administration	1	Personal	3	Deleted Items	5
Support	2	Sent Items	4	Return to Inbox	0

Follow these prompts to access your custom subfolders, Sent Items folder, or Deleted Items folder.

* Subfolders must contain messages to be listed.

Access Outlook options

Enter the system

Dial **99** followed by:
Your **extension** _____
Your **password** _____
(to complete password)
CIC does not prompt for extension and password.



Main Menu

- 1** Manage Voice Messages
- 2** Manage Fax Messages
- 3** Manage Email Messages
- 4** Send Voicemail
- 5** Manage Personal Options (and Deleted Messages)
- 6** Access the Private Company Directory
- 7** Initiate an Office-Wide Alert
- 8** Access Another Mailbox Folder
- 9** Access Outlook Options

During message playback, you can:

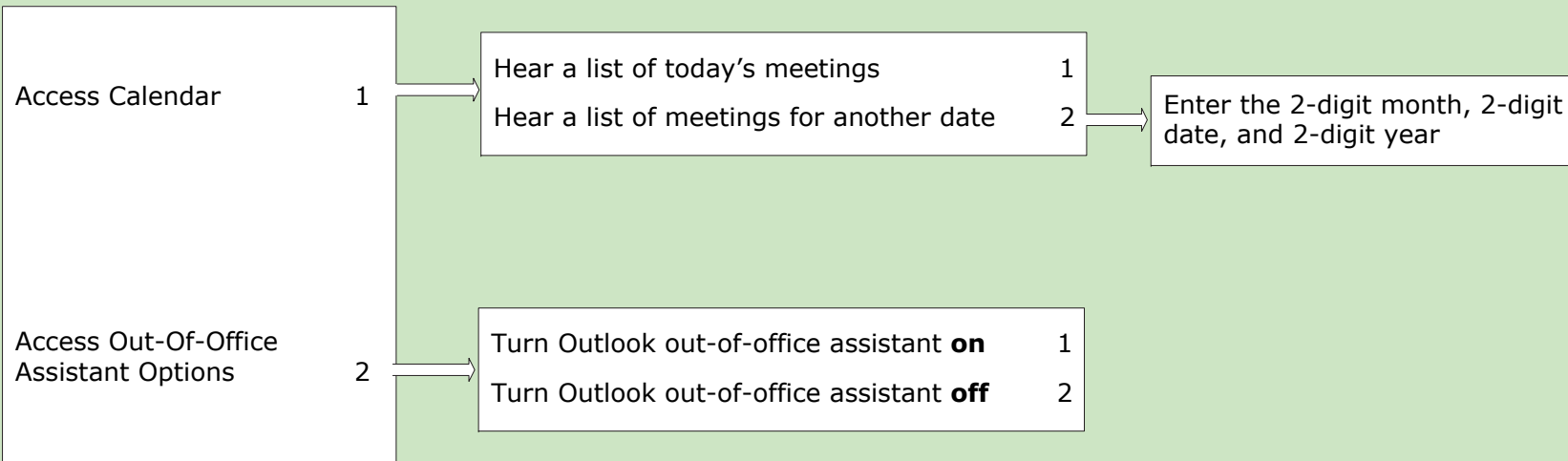
Save current message	1	Fast forward 6 seconds	6
Forward message to extension	2	Delete current message	7
Skip to next message	3	Slow down voicemail playback	8 [†]
Replay current message	4	Speed up voicemail playback	9 [†]
Rewind 6 seconds	5		

Commands always available:

Return to previous menu *
Finish a key entry #
To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations.
Contact your CIC administrator if you have questions.

Access Outlook options - press 9



Notes