Genesys SIP Voicemail

Benefits
- Agent and group voicemail
- Email notification for new voice messages
- Configurable greetings—including standard, personal, and absence greetings
- Multi-language support with 12 languages
- Message waiting indication (MWI)
- Highly scalable up to 15,000 mailboxes
- Supports high availability
- Secure voicemail service with transport layer security (TLS) and secure real-time transport protocol (SRTP)
- Web-based user interface

Genesys SIP Voicemail is a 100% software-based solution that enables network-wide voicemail services. It is deployed together with Genesys SIP Server for optimal contact center and customer service operations.

Ensure continuity of customer service operations
SIP Voicemail is a secure, scalable, and flexible voice messaging application specifically designed for contact centers and customer service. It allows companies to retrieve and respond to customer voice messages left in group mailboxes during peak times and after hours. This optimizes customer service continuity, since companies will no longer miss customer inquiries, and customers will no longer have to make repeated inbound calls to engage with the company.

Improve the customer experience and increase business opportunities
SIP Voicemail provides a superb, reliable customer experience for many high-touch customer service operations in industries such as banking and finance, insurance, healthcare, and more. When key customer service representatives, service specialists, and account managers have SIP-based personal voice mailboxes, companies are able to provide differentiated and personalized services to their high-value customers.

Enable a cost-effective, fully integrated IP/SIP customer service operation
SIP Voicemail integrates seamlessly with SIP Server and Genesys Administrator to provide scalable, reliable, and secure voicemail services without requiring specialized hardware. With single-server or multi-server deployment options, Genesys SIP Voicemail supports great flexibility, streamlined management, and cost-effective customer service operations.

Technical specifications
Pure software solution
- SIP signaling-based
- Fully integrated with Genesys SIP Server
- Supports off-the-shelf hardware running Red Hat Enterprise Linux 5 and 6 (64-bit)

Supported voice codecs
- G.711
- G.722
- G.729
- AMR
- GSM
- AMR-WB

Message waiting indication
- Agent mailbox MWIs displayed on their desk phones and desktops
- Option to display group mailbox MWIs on agent desktops and phones

Easy management via a user-friendly interface
SIP Voicemail services are accessible through the telephone user interface (TUI) from a desk phone or agent desktop application. Users can easily manage their personal options with the web-based management interface.
Deposit voicemail
- Email notification of deposited voicemail messages through Simple Mail Transfer Protocol (SMTP)
- Direct inbound calls routed to agent mailboxes
- Inbound calls to main/shared number routed to group mailboxes
- Optional routing strategies based on time-of-day/day-of-week, current queue times, etc. with Genesys Routing

Retrieve voicemail
- Optional PIN security for mailboxes
- Operation modes: playback, pause/resume, replay, store, skip, delete
- Email notification for deposited voicemail messages through SMTP
- Desk phone voicemail retrieval using TUI with DTMF
- Remote voicemail retrieval using TUI with DTMF
- Group mailbox voicemail retrieval (with PIN)

Message storage
- Distributed message storage in redundant database with configurable replication strategies

Multiple time zones
- Support for all official time zones
- Time zone configurable per mailbox

Language support via TUI
- Chinese (Cantonese)
- Chinese (Mandarin)
- English (UK)
- English (US)
- English (Australian)
- French
- German
- Italian
- Japanese
- Portuguese
- Russian
- Spanish (Latin America)
- Spanish (Europe)

Web interface language support
- English

Voicemail access
- From local SIP endpoint or remote device (such as mobile, PSTN phone, etc.)
- Web-based access to voicemail

Available actions
- Message 10-second skip back/ahead
- Message pause/resume
- Message skip/delete/save
- Envelope/full message header information

Message envelope elements
- Caller ID
- Time stamp (date and time of message delivery)
- Duration of the message

Greetings
- Standard greeting
- Personal greeting—recorded per mailbox
- Absence greeting—recorded per mailbox
- Greeting toggle option via TUI or web interface
- Optional system-wide notification/disclaimer

Caller options
- Listen to recorded message
- Erase and re-record message
- Cancel recording
- Voicemail opt-out (return to self-service without leaving a message)

Key features
- Agent and group voicemail
- Email notification for new voice messages
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- Multi-language support with 12 languages
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Scalability
- Scalable with Genesys SIP deployment

High availability
- Supports high availability—active/active redundancy
- Multi-site/multi-instance support with SIP business continuity

Serviceability
- Administration through Genesys Administrator
- Dedicated web user interface for easy management

Security
- PIN-restricted message access
- Encryption of RTP flows (SRTP) and call signaling (TLS)

Operating systems
- Red Hat Enterprise Linux Release 5 and 6 (64-bit)
- Windows 2008 and 2012 (64-bit)

ABOUT GENESYS
Genesys® powers more than 25 billion of the world’s best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

Visit us at genesys.com or call us at +1.888.436.3797

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