

CX Voice Intercept Messaging (VIM) Quick Reference Card



Voice Intercept Messaging (VIM)¹ provides your callers with informative messages about your schedule when you're not available to answer the telephone. For example, your diversion message could say you're "in a meeting," then indicate when you might be available. Callers can then leave a message, transfer to an operator or personal assistant, transfer to your mobile telephone² or other number, or hear the menu choices again in another language. You can set a diversion so it begins immediately, or specify future diversions for scheduled activities such as meetings and vacations.

Each company can designate a number of unique diversion codes for its employees. Check with the system administrator to find out what diversions are available for use. For handy reference, you might want to mark the ones you use most frequently in the Frequently Used VIM Diversions box below.

The Quick Reference on this card gives an overview of VIM. To use this feature, check with the system administrator to find out if it's available and if you have privileges. Also, for this card to be correct, the telephone user interface (TUI) setting in your subscriber mailbox must be set for the standard CX TUI. The system administrator can advise you if this setting matches yours and provide you with an alternate quick reference card if necessary.

¹ This feature may be restricted or not available. Check with the system administrator for availability.
² Some options that your callers can choose, such as transferring to a mobile telephone, might not be available. Check with the system administrator to find out what's available.



Setting a diversion through PhoneManager

1. Access your subscriber mailbox.
2. Press 3 to access PhoneManager, then press 3 again to access Automated Attendant Options.
3. Press 4 to access Diverted Call Processing and press 1 to set a diversion.
4. Press 1 again and enter the 3-digit absence reason code for the desired diversion.
5. If necessary, specify when the diversion should begin. To start the diversion immediately, press # to accept the current month, then press # again for the day.
6. If necessary, specify when you'll return or press # to have your callers told that you'll return the next work day. You'll hear the message "One moment please while your diversion is registered."

Clearing a diversion from PhoneManager

1. Access your subscriber mailbox.
2. Press 3 to access PhoneManager, then press 3 again to access Automated Attendant Options.
3. Press 4 to access Diverted Call Processing.
4. Press 1, then press 9 to clear the current diversion.

Access Your Subscriber Mailbox

1. Call the CX Internal/external phone number.
 Internal _____ External _____
2. Enter any other keys that your system requires.
3. Enter your subscriber mailbox number: _____
4. Enter your security code.

You can press * at any time to cancel the current feature.

Subscriber Mailbox

- Access PhoneManager **3**
- ↓
- Access Automated Attendant Options **3**
- ↓
- Access Diverted Call Processing **4**

Diverted Call Processing

Set/Clear Diversion 1	Change Personal Assistance 2	Change Mobile Number 3	Select Welcome Greeting 4
↓	↓	↓	↓
Set Diversion 1 Cancel Current Diversion 9 Obtain Status of Current Diversion #	Specify New Personal Assistance 1 Clear Personal Assistance 9	Specify New External Number 1 Clear External Number 9	

Welcome Greeting

Select Welcome Greeting Heard by External Callers 1	Select Welcome Greeting Heard by Internal Callers 2
↓	↓
Select New Greeting Set to System Standard Announcement 1 Clear Greeting 9	Select New Greeting Set to System Standard Announcement 1 Clear Greeting 9

Frequently Used VIM Diversions

- | | |
|----------------|----------------|
| 1 _____ | 5 _____ |
| 2 _____ | 6 _____ |
| 3 _____ | 7 _____ |
| 4 _____ | 8 _____ |