



## Citrix Visual Voicemail

### SIMPLIFYING VOICEMAIL ACCESS

With regular voicemail, the message waiting light is often ambiguous. Does it mean there are five messages or one message? Are the messages from someone important or is it voicemail that can be listened to later? Is there a way to quickly differentiate short messages from extremely long messages? Is it possible to do away with the cryptic message control commands? Most of all, is it possible to avoid listening sequentially to every voice mail message?

Unified Messaging makes major strides towards solving many of these issues, but requires users be in front of their PC in order to do this. If a user is in a conference room or some other place without a PC, there is no way to quickly get a visual snapshot of the voicemail box.

Many times, companies do not want to invest in Unified Messaging for all employees, but still want to take advantage of the ability to see messages and simplify playback control.



That's where Citrix® Visual Voicemail comes in. Visual Voicemail enables voicemail users to have a visual indication of the number of voice mail messages in the mailbox, the senders of these voice mail messages, the time of the voice mail message, and the length of the voice mails. Visual Voicemail enables users to take a quick glance at their list of voice mail messages to check for important ones — without having to listen to all their messages.

In addition to the visual listing of the messages and the associated envelope information, Visual Voicemail also provides intuitive, VCR-like playback control of the selected message using the soft keys of the IP phone. Users do not have to remember cryptic message playback controls for commands like pause and rewind — they simply push the key that has the appropriate label for the desired control. There is also a visual indication of the playback progress of each message.

Visual Voicemail, part of the Citrix® Voice Office suite of applications, interfaces with Cisco Unity regular voicemail or unified messaging through IMAP.

The user selects “Visual Voicemail” from the Voice Office menu of services and logs in using their regular Unity logon credentials. Visual Voicemail converts the .WAV files from Unity into the proper format for playback on Cisco IP telephones.



List of Messages



Message Details and Playback Control



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## With Citrix Visual Voicemail, you can

- Browse your mailbox at a glance
- Use soft-key playback control to reduce
  - Training
  - Support calls
- See visual listing of messages

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