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 The Document describes how to set up personal voicemail greeting to be played before the default voicemail greeting.

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Use case

A user wants to create a recorded message that is played before the default voicemail greeting. This could be a message that announces working hours or time off and is user specific.

Dialplan configuration

Add two called numbers:

- 1AltGreetXXX - a message is played before the default voicemail greeting
- 2AltGreetXXX - a message is played instead the default voicemail greeting

Then add the following Dialplan applications:

- **Set -> theExt -> `#{EXTEN:9}`** - creates a variable called "theExt" and assigns extensions to it
- **Custom application -> `Playback(/var/spool/callweaver/voicemail/#{theExt}/1)`** (add it to the first called number) / **`Playback(/var/spool/callweaver/voicemail/#{theExt}/2)`** (add it to the second called number) - plays personal recordings
- **Go to voicemail -> `#{theExt}`** -> sends a call to voicemail

1AltGreetXXX
▼
-

- 1 Set theExt ▼ \${EXTEN:9} ▼
- 2 Custom application ▼ Playback(/var/spool/callweaver/voicemail/\${theExt}/1)
- 3 Go to voicemail ▼ \${theExt} Set Options a Set

[Add application](#)

2AltGreetXXX
▼
-

- 1 Set theExt ▼ \${EXTEN:9} ▼
- 2 Custom application ▼ Playback(/var/spool/callweaver/voicemail/\${theExt}/2)
- 3 Go to voicemail ▼ \${theExt} Set Options Set

[Add application](#)

How to use it

A user can forward calls to either "1AltGreetXXX" or 2AltGreetXXX" where "XXX" is an extension number.

Option 1. Add a message to be played before the default voicemail greeting

If you want to have a personal greeting like "Holiday Alert, I will be away until Tuesday July 2nd" that is played before the default greeting, proceed with the following steps:

Step 1. Record a personal greeting

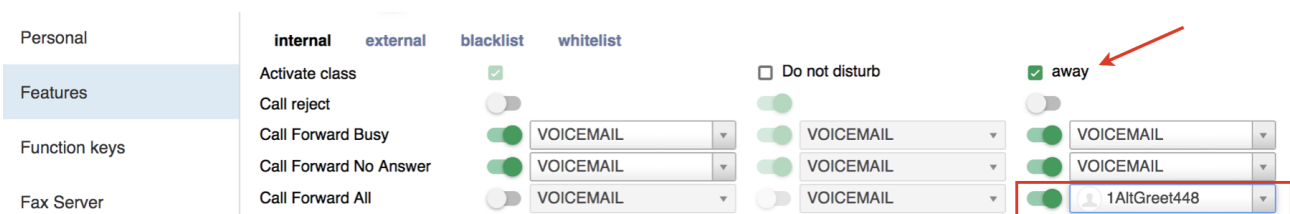
Record a message using the string 84*1*1

where

- 84 - Feature code "Personal Record"
- 1 - the ID number of a recording
- 1 - the option allowing you to start the recording

Step 2. Set up call forwarding

- Go to Collaboration -> Settings -> Features
- Activate "away" status and enable "Call Forward All" option
- Start typing 1AltGreetXXX, where "XXX" - is your extension number
- Click **Save**



⚠ Note: if you have Outlook integration that might change your Collaboration user status, add "1AltGreetXXX" to all call statuses (available, DND, away) for Internal and External call types.

Option 2. Add a message to be played instead of the default voicemail greeting

If you want to record a personal greeting that has alternate instructions for callers that completely replaces the default greeting, proceed with the following steps:

Step 1. Record a personal greeting

Record a message using the string 84*1*1

where

- 84 - Feature code "Personal Record"
- 2 - the ID number of a recording
- 1 - the option allowing you to start the recording

Step 2. Set up call forwarding

- Go to Collaboration -> Settings -> Features
- Activate "away" status and enable "Call Forward All" option
- Start typing 2AltGreetXXX, where "XXX" - is your extension number
- Click **Save**

