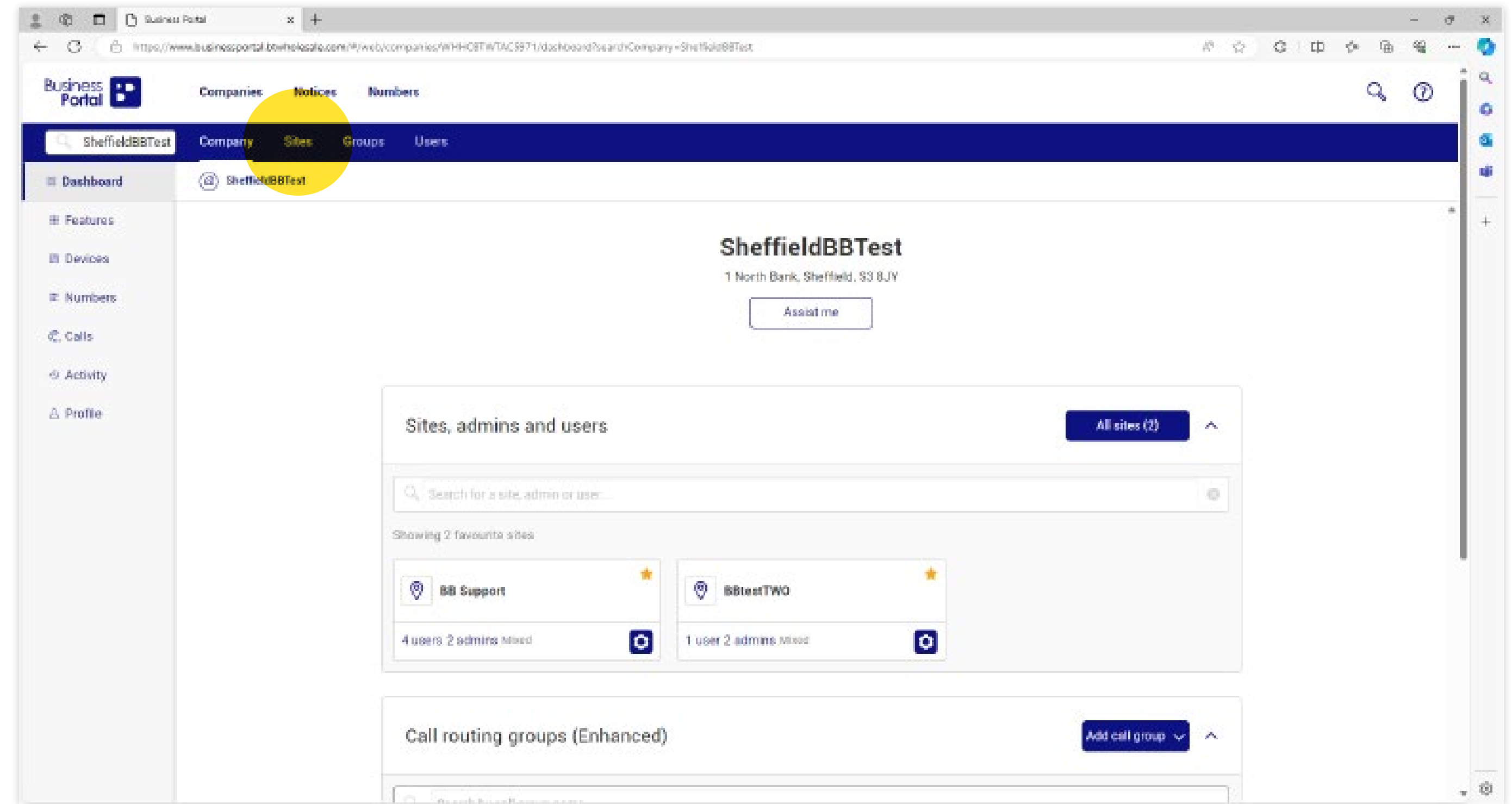


Onebill. CloudVoice

# How to add a voicemail greeting (site level)

## How to add a voicemail greeting (site level)

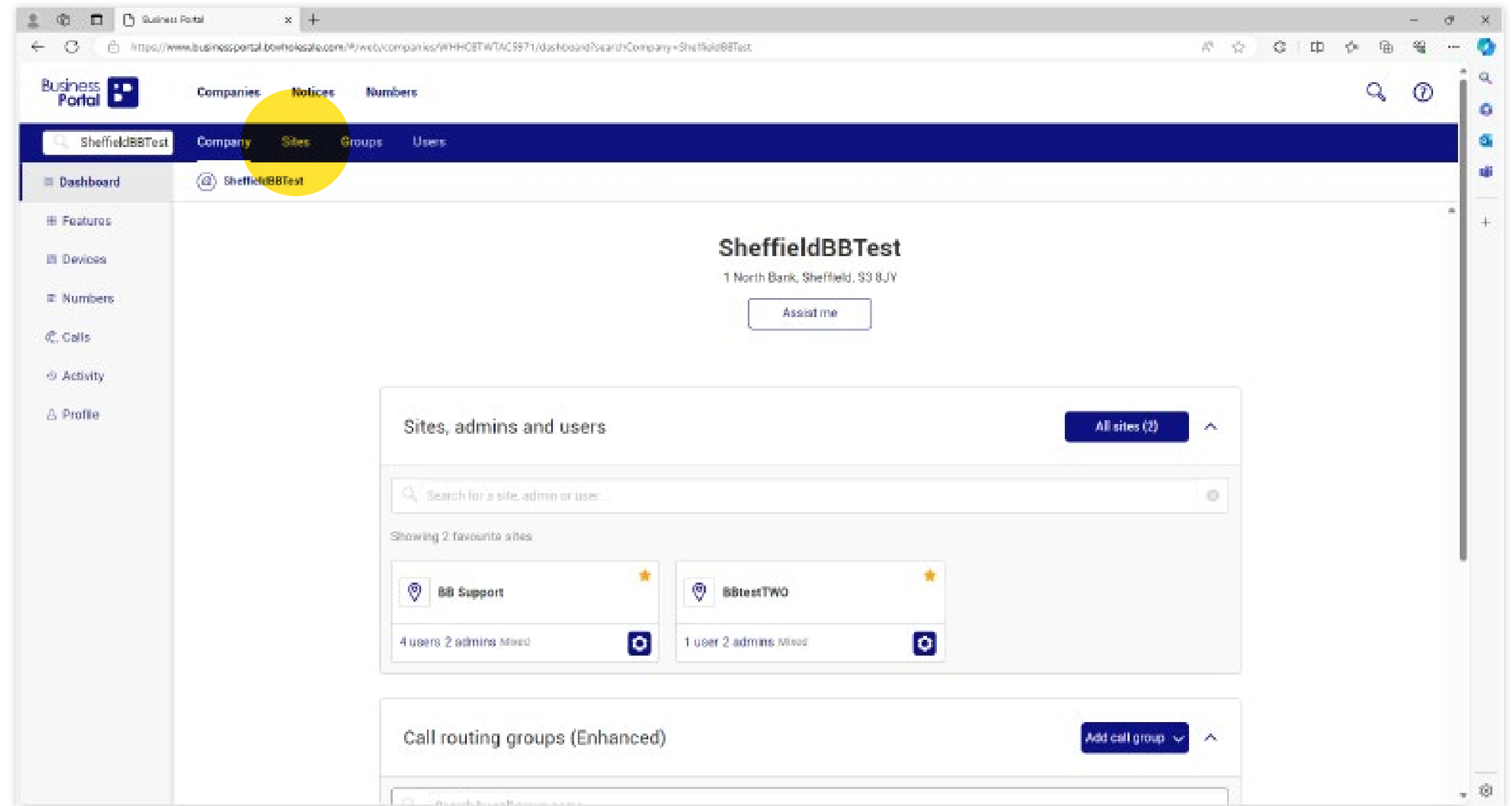
- You will manage your site level divert using the **'Business Portal'**. Prior to your go-live date, you will receive an email with your login details for the Business Portal.
- Once you log in, navigate to your company dashboard and find the **'Sites'** section, as highlighted.



## How to add a voicemail greeting (site level)

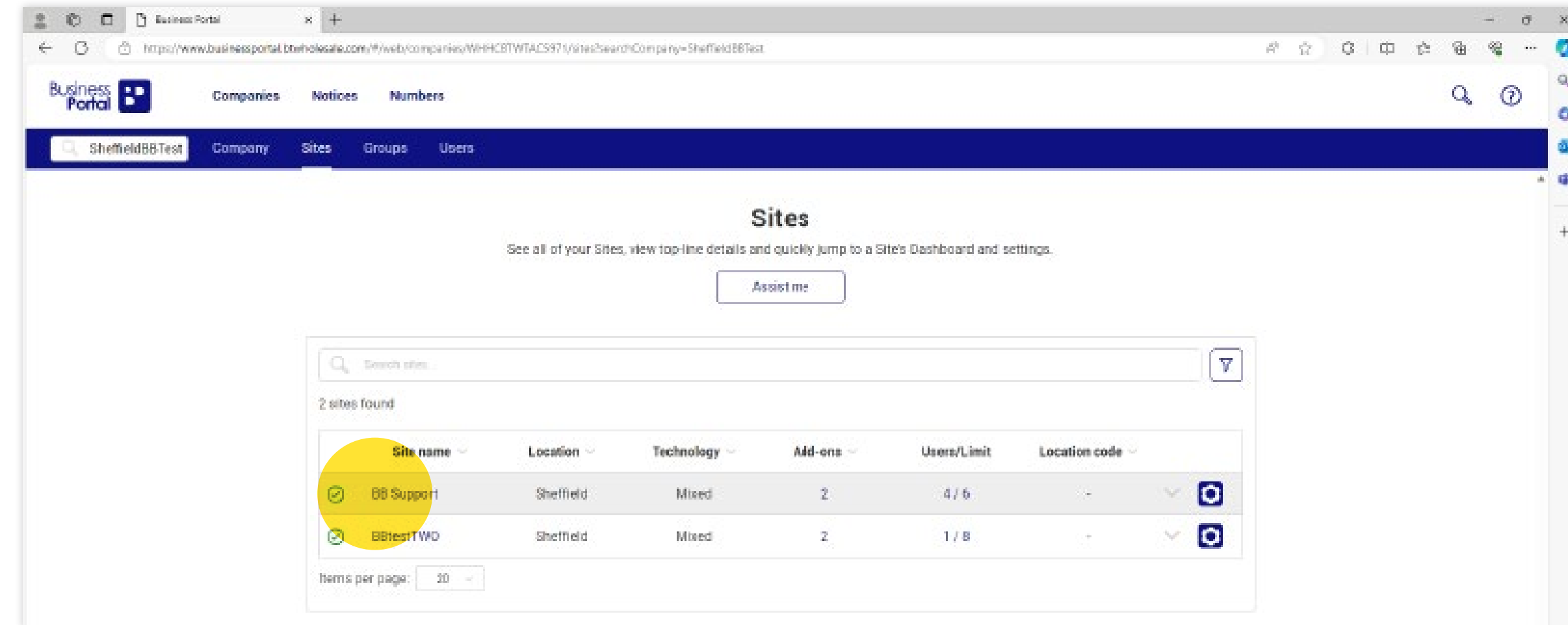
- To set up a voicemail greeting, use the BroadSoft\* Recorder app to record it. If you choose to upload your own file, ensure it's in u-law WAV format at 8kHz.

\* The BroadSoft Recorder app can be downloaded on Android or Apple devices by searching 'BroadSoft Recorder' in the app store.

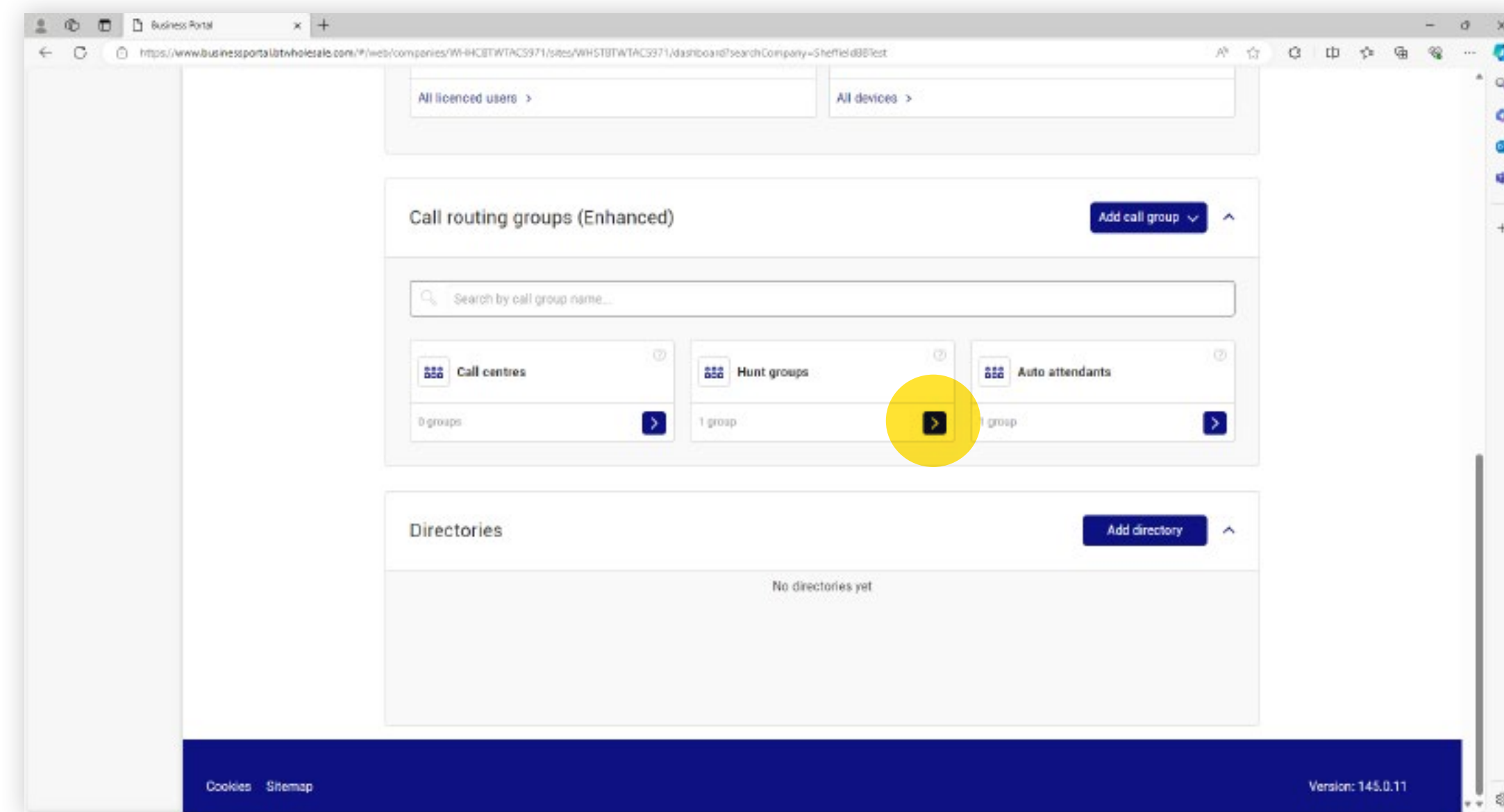


## How to add a voicemail greeting (site level)

- Select the site name.



- Scroll further down the page and click the small arrow on **'Hunt groups'**.



## How to add a voicemail greeting (site level)

- Click the **'Hunt group'** name.

Business Portal

Companies Notices Numbers

SheffieldBBTest Company Sites Groups Users

Dashboard BB Support Features

### Hunt groups

Distribute your calls by 'hunting' for an available User based on the rules you set up.

Assist me

When a call is received to a hunt group, the call will get routed to the assigned users according to the hunt group distribution policy and other applied settings.

Hunt groups

Add Hunt Group

1 Hunt group found

Status	Name	Number	Feature pack	
<input checked="" type="checkbox"/>	Daisy test1	0114 322 4452	Plus	...

- Click **'Features'**.

Business Portal

Companies Notices Numbers

SheffieldBBTest Company Sites Groups Users

Dashboard BB Support Features Hunt Groups

### Daisy test1

Assist me

Profile

Assigned Users

Service passcode

Features

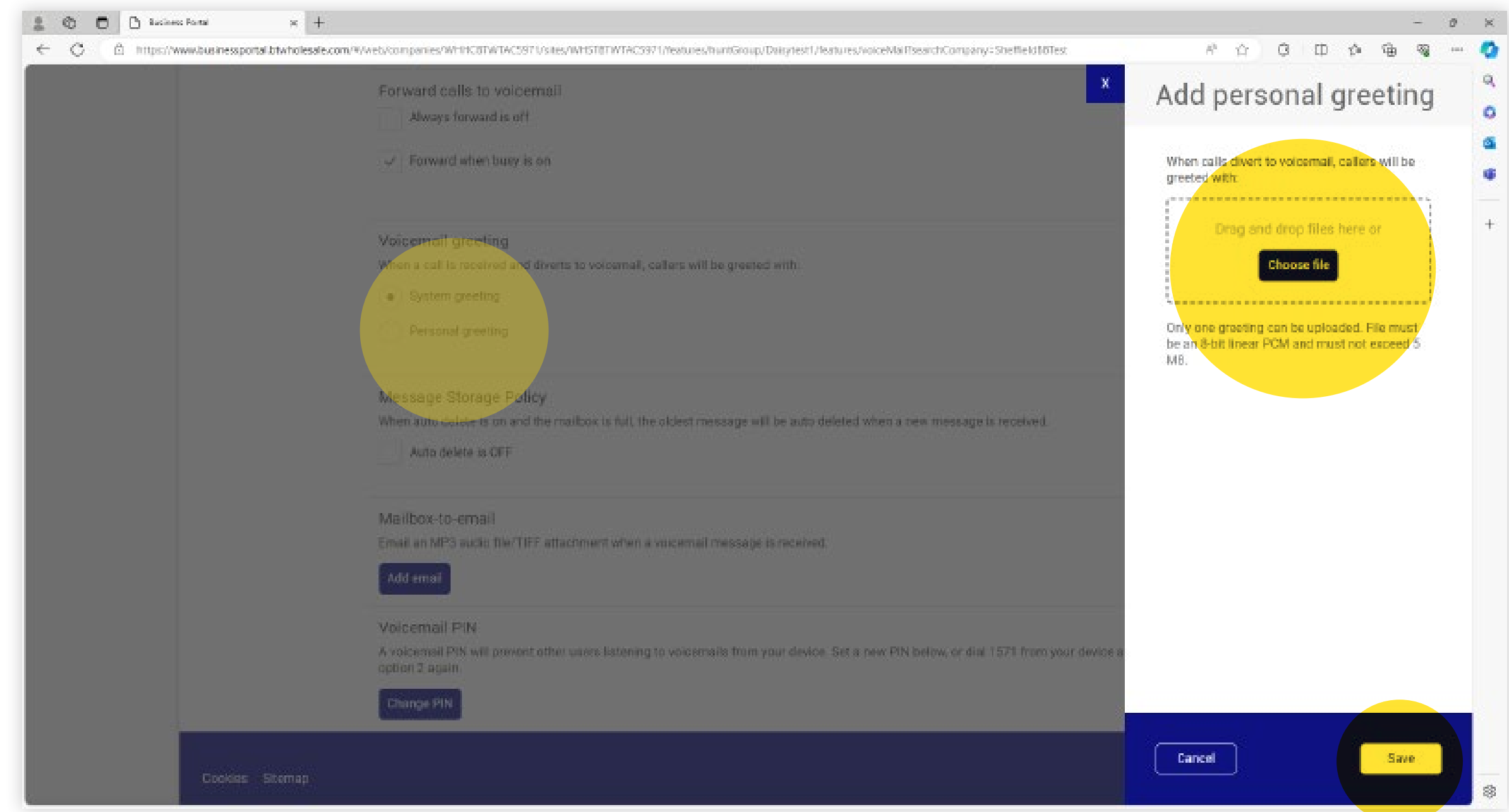
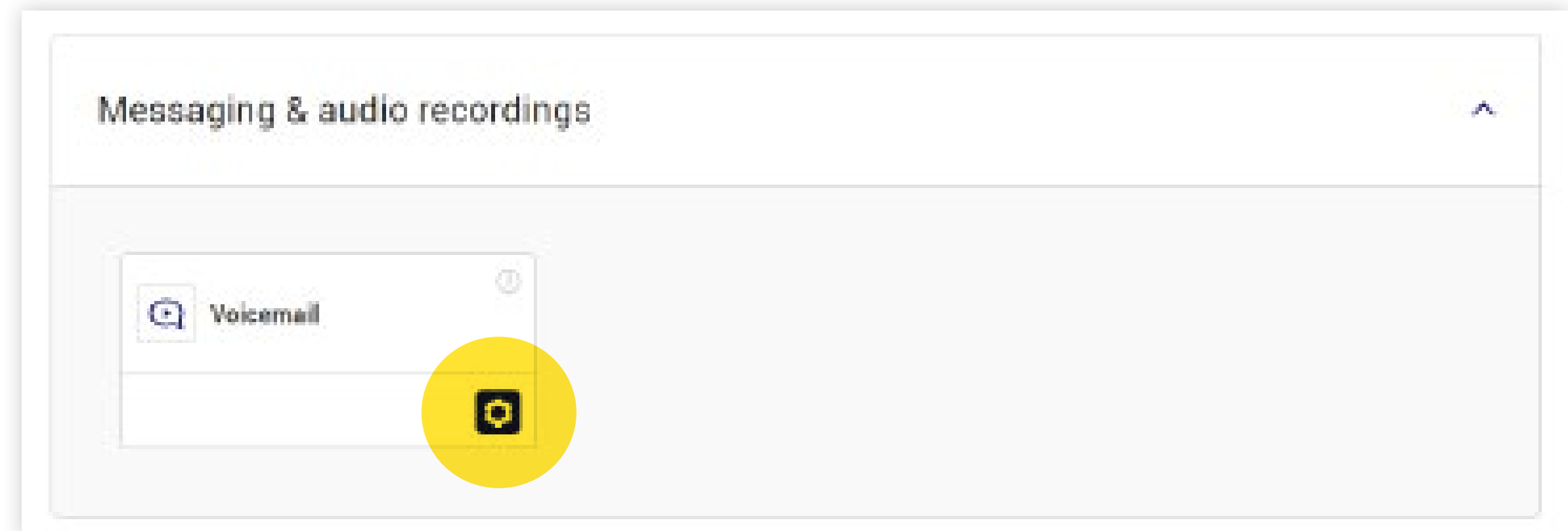
Voicemail

Details

Name	Daisy test1
Hunt group ID	Daisytest1@slhbbtest.xm
Calling line ID	Daisy test
Number	0114 322 4452
Feature Pack	Plus
Manage	>

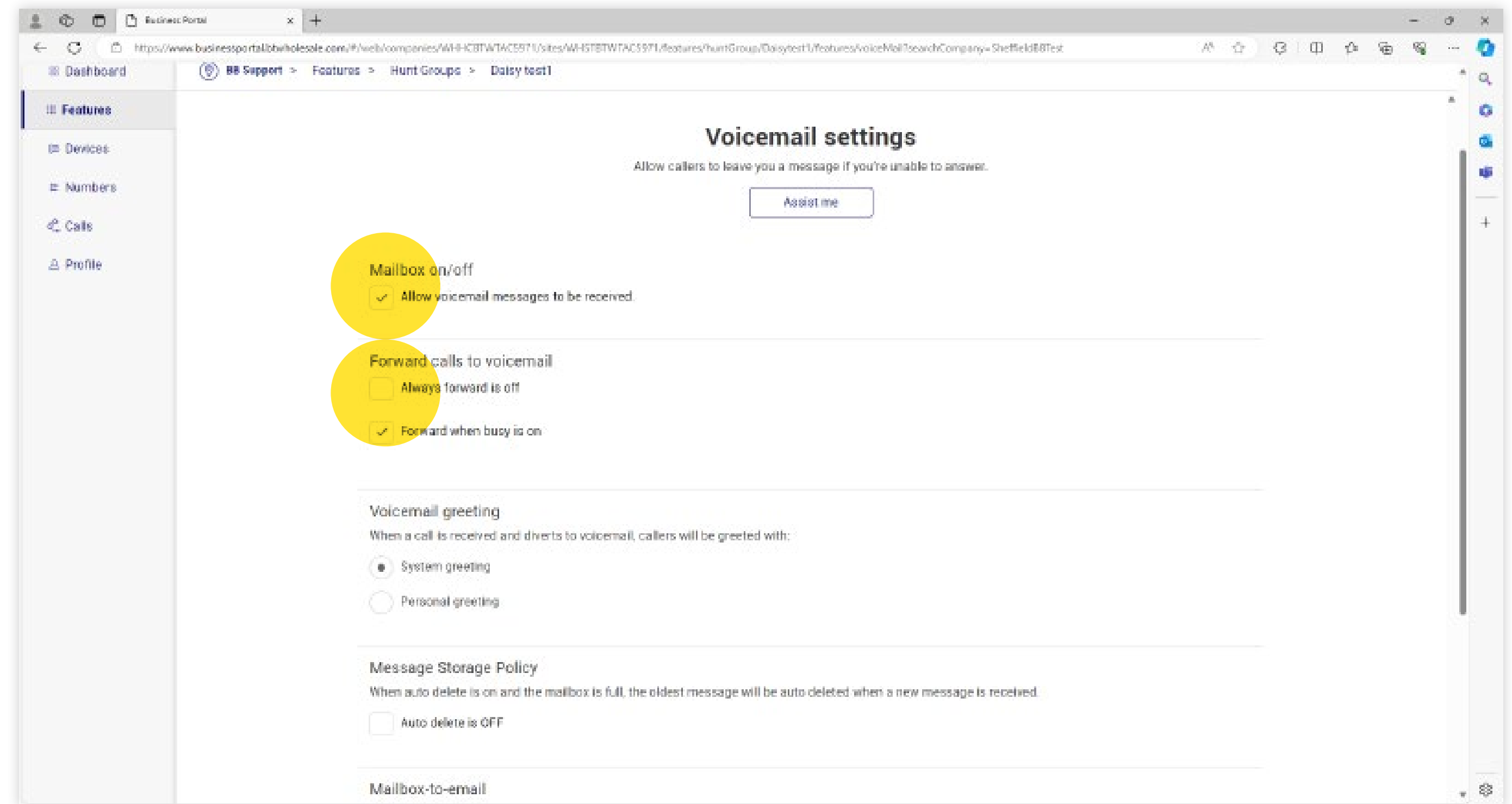
## How to add a voicemail greeting (site level)

- Scroll down and click the cog on **'Voicemail'**.
- Select **'Personal greeting'** within the voicemail settings page, then choose the file you want to include by clicking **'Choose file,'** and finally, click **'Save'**.



## How to add a voicemail greeting (site level)

- **IMPORTANT INFORMATION:** Make sure voicemail is turned on and DOES NOT say **'Always forward is on'** (Picture shows the correct options selected).



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