



## Voicemail Return Day/Night Guide

**Recommended use:** When a phone number has a Ring to Location set to an ACD Queue, or DID EXT.

There is a setting in the **Auto Attendant > Advanced Configuration > Return to Auto-Attendant > After Voicemail:** Hang up or return to auto attendant.

The screenshot shows the 'Auto-Attendant Replay' and 'Extension Connection Message' configuration tabs. The 'Auto-Attendant Replay' tab has a red circle around the 'Return to Auto-Attendant' section, specifically highlighting the 'After voicemail' dropdown which is set to 'Hang up'. The 'Extension Connection Message' tab shows two options: 'Please hold while your call is transferred. Press star at anytime to transfer directly to voicemail.' and 'Please hold while your call is transferred.' The 'Call Transfers' tab is also visible.

When a phone number Rings to an ACD Queue if there is no answer in the ACD Queue, then caller will go to ACD Queue Operator Extension to leave voicemail.

What happens next depends on the After Voicemail setting.

If Return to Auto Attendant is selected then the caller will be sent to the Auto Attendant and play the VM Return Day/ or Night Greeting selected which should present the caller with menu options (as if the caller is now ringing to Auto Attendant). VM Return Day/ or Night Greeting is selected under the Greetings Tab.

[BACK](#) [UPDATE](#)
**Assign Greetings By Name**


Greeting Name	ID Number	Created On	Created By		
61425104	61425104	09/25/2014	Princess Skywalker		
Phone #/ Descriptor	Main Greeting Day	Main Greeting Night	RingTo	VMailReturn Day	VMailReturn Night
(866) 514-8729 Hotline	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Auto-Atten		
(866) 515-8729 Marketing Camp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Representa	<input type="checkbox"/>	<input type="checkbox"/>
(866) 516-8729 Q1 Advertising	<input type="checkbox"/>	<input type="checkbox"/>	Extension	<input type="checkbox"/>	<input type="checkbox"/>
(866) 543-8729 Q1 Advertising	<input type="checkbox"/>	<input type="checkbox"/>	Extension	<input type="checkbox"/>	<input type="checkbox"/>

The purpose is to give the caller another opportunity to reach an extension or ACD Queue.

**Examples of voicemail return greetings:**

"We are sorry that there was no one available to take your call, please press 0 to leave a message and a representative will return your call when they are able, if this is an emergency, please press 802 and you will be immediately connected with our on call support person."

-or-

"Please listen to the following menu options to direct your call if you know your party's extension please enter it now. Otherwise, please press 1 to reach technical support, press 2 to access the user directory, or press 3 to join a conference."