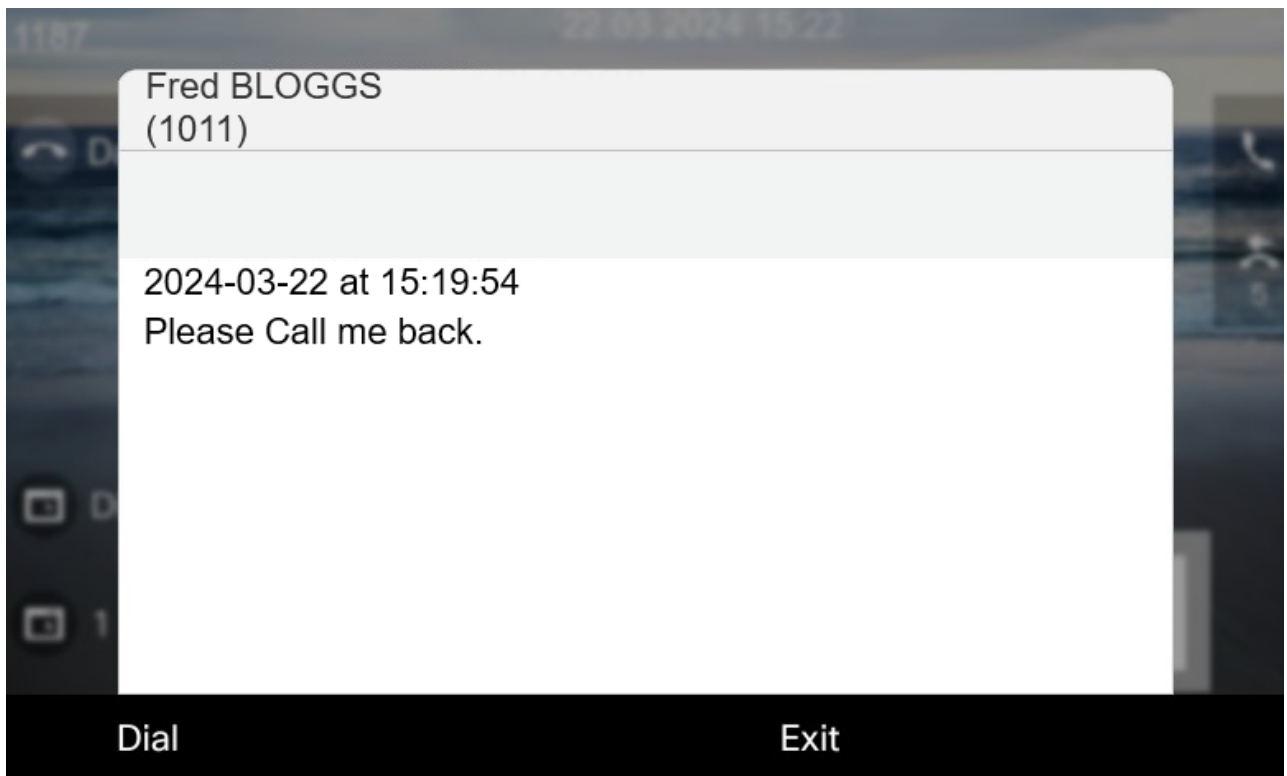


Callback and voicemail



Send a callback request

With the COC Client, operators have the possibility to send callback requests to users. Select the user you want to send the request to and click the Operator Callback button from the ribbon bar. Alternatively, you can right-click the user and choose Send Callback Request option.

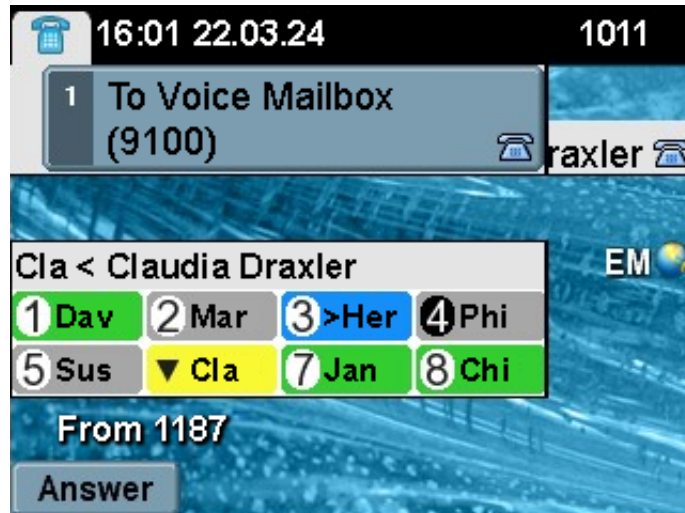


The callback message as seen on the addressee's phone.

After sending the callback request, the user will receive a text message on their Cisco IP Phone, containing the request message, details of the sender. The details contain the name and number of the sender, as well as the date and time when the callback message was sent., and two options: Dial and Exit. Choosing Dial initiates a callback to the sender immediately while Exit ignores the request and will return to the phone's previous screen.

Send a voicemail

The operator can also send a voicemail instantly by selecting the user and clicking the Send Voicemail button.



An incoming call for recording a voicemail, as seen on the operator's phone.

After clicking the button, the operator will receive an incoming call from voicemail. Answer the call to record the message.

After hanging up, the voicemail will be delivered to the user, receiving a notification and the option to listen to the voicemail.