

KAKAPO

SYSTEMS

UNITY CLIENT

Shared Voice Mailbox User Guide

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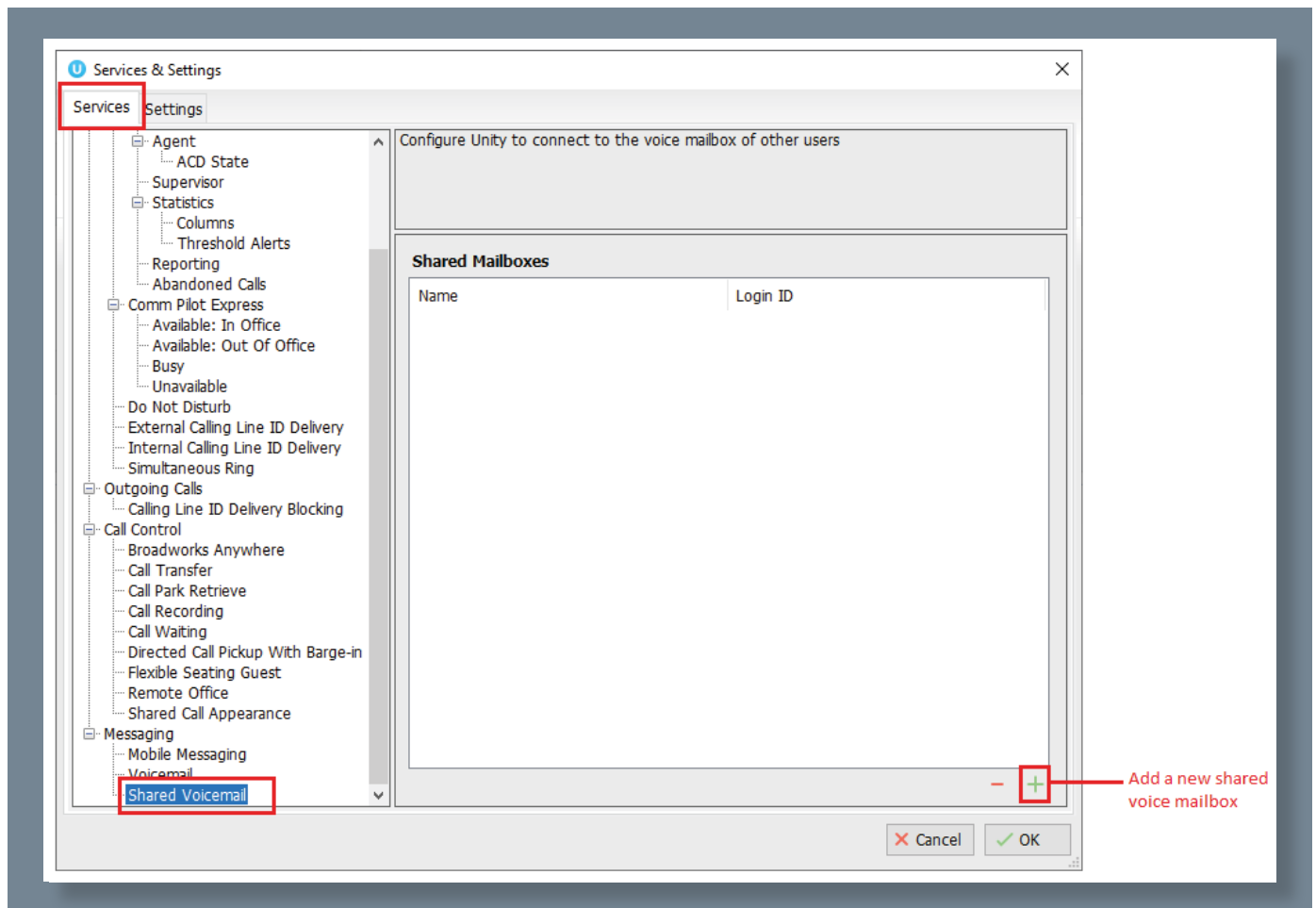
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This document outlines a new feature that was introduced in version 8.13.3 of the Unity Client for Windows. This feature allows multiple users to manage a single voice mailbox in BroadWorks, whereby all users are alerted of new voicemails and can play, save, delete and mark as read/unread. All actions are reflected real-time in other Unity clients that are also configured to share the same voice mailbox.

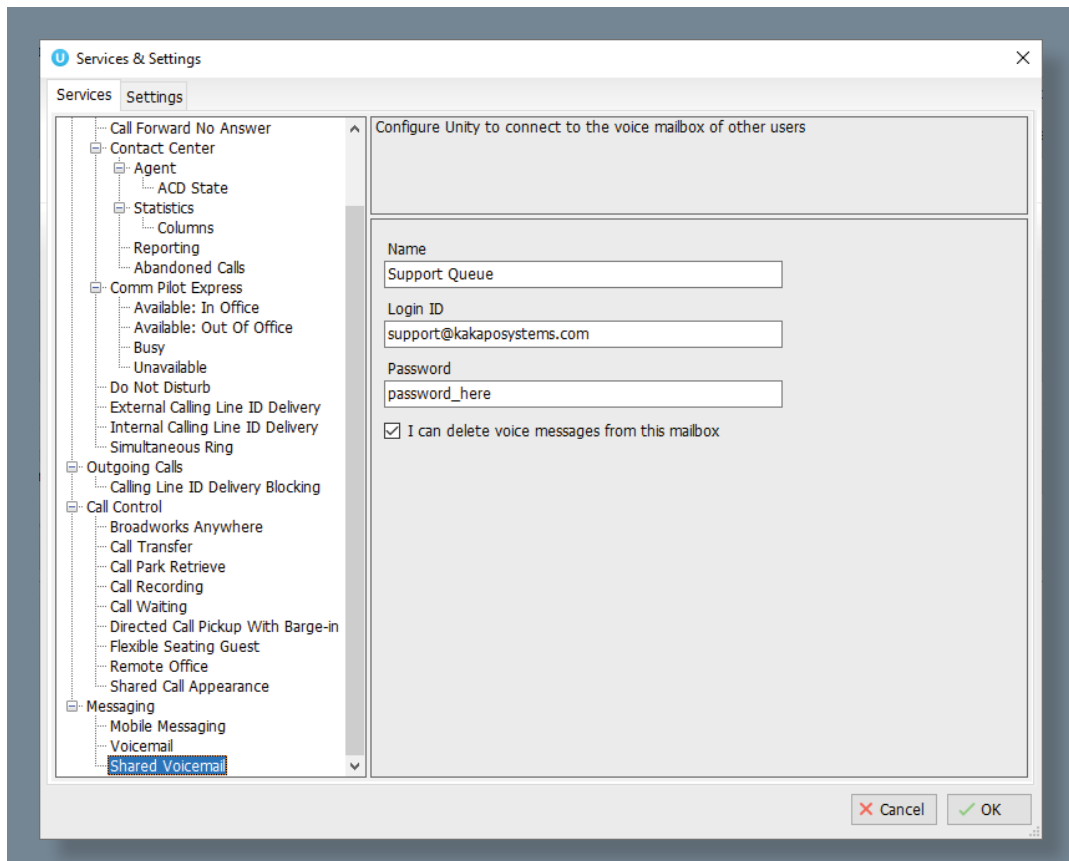
This feature is suited to any environment whereby multiple people must monitor/manage a single voice mailbox, for example allowing all supervisors to manage a call center or hunt group voice mailbox, or in a personal assistant/enterprise assistant environment.

CONFIGURATION

Shared voice mailboxes are configured in Unity Settings as shown below. There is no additional license required to activate this feature and it is available in all Unity for Windows clients. Furthermore any shared voice mailboxes configured in one Unity client will be available in all Unity clients used by that user (assuming the same registry hive is used), and can be configured through user templates.

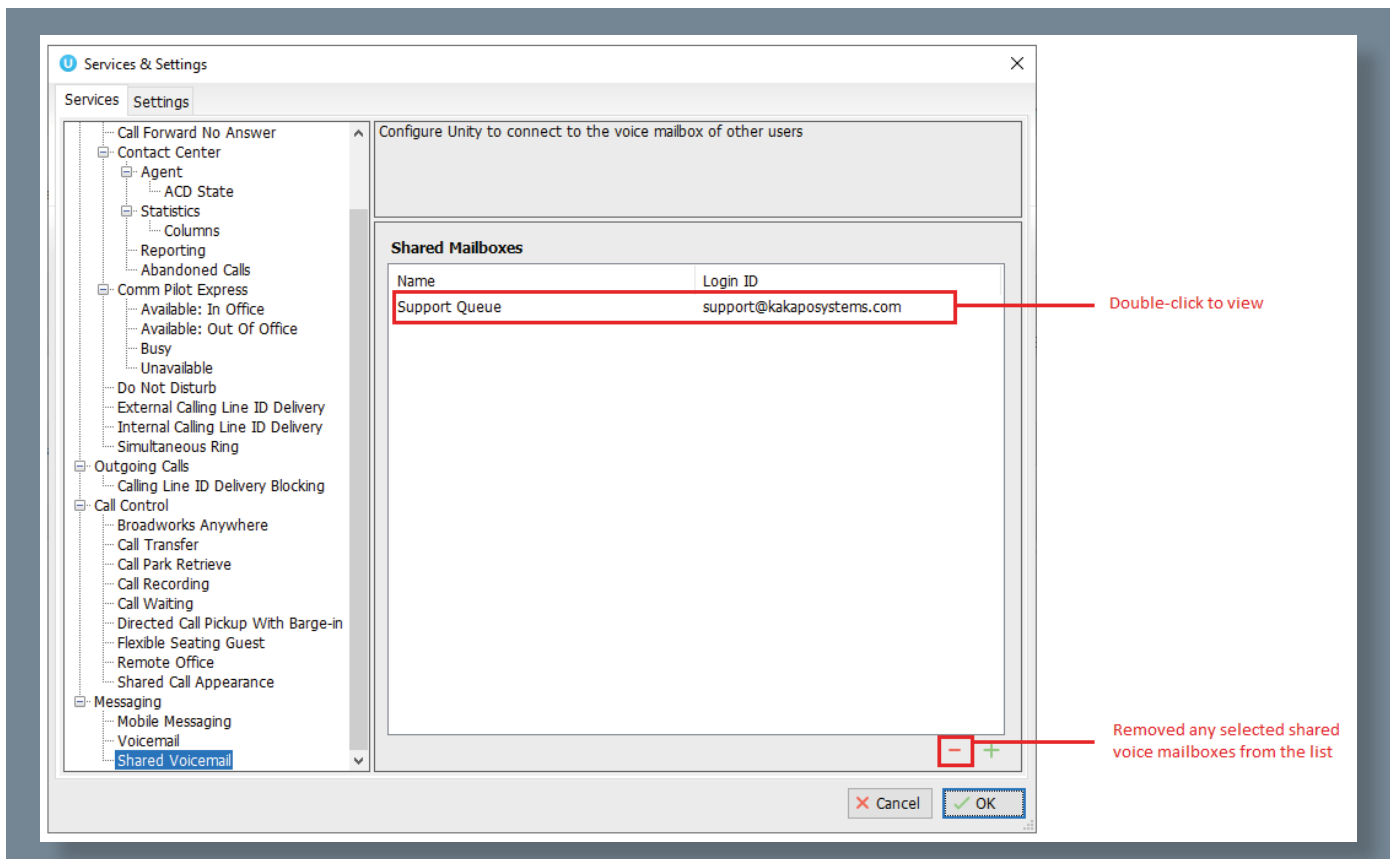


To add a new shared voice mailbox click the Add button as shown above. The login ID and password for the shared voice mailbox must be provided, as well as a name. You can use either a user login ID (for example if the user account is setup for voicemail only) or the service ID of a hunt group or call center, so long as the 'Voice Messaging User' service is assigned directly to the group service in BroadWorks.



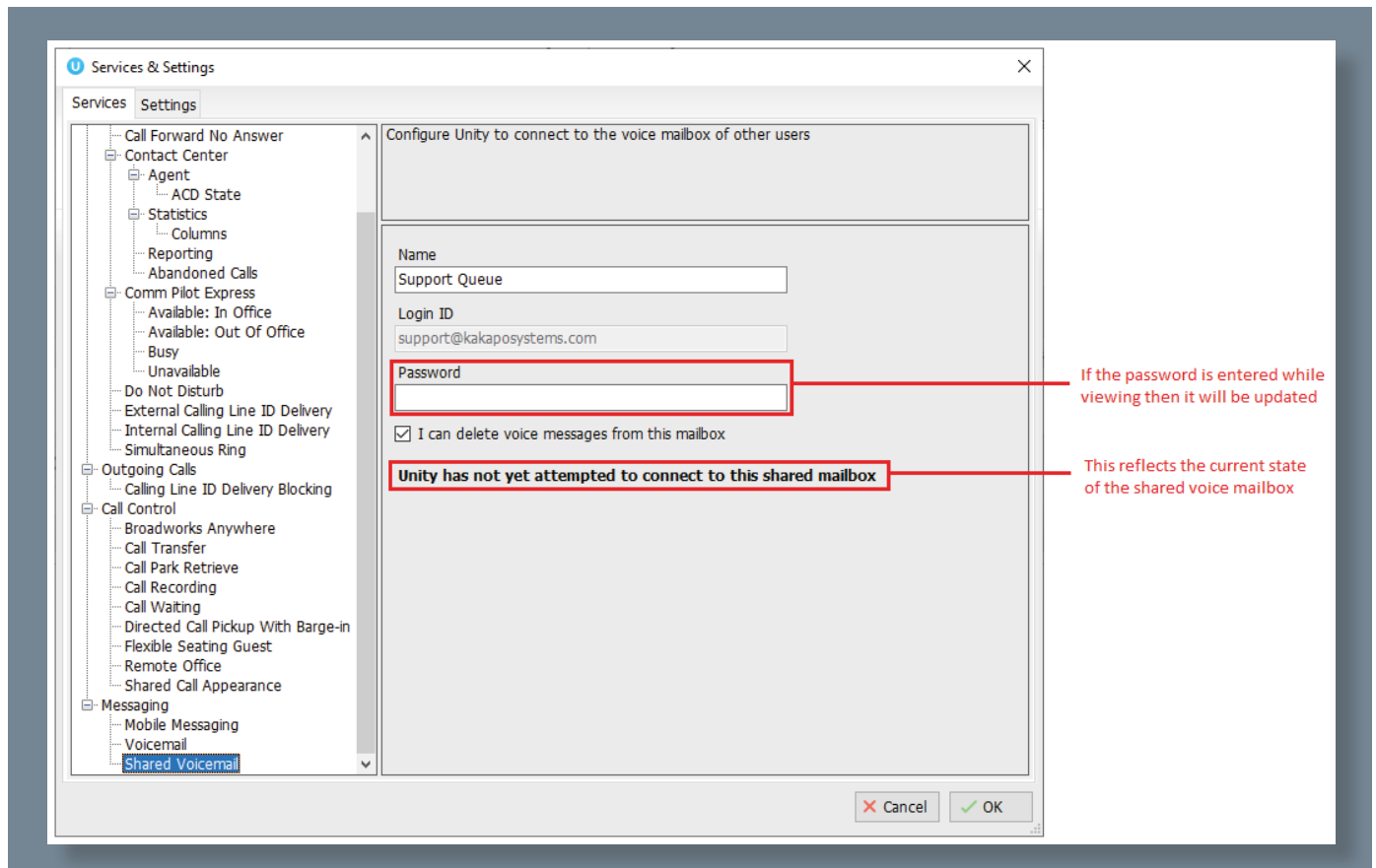
It's also possible to restrict deletion of voice messages, it is assumed this setting would be configured through a user template so the logged-in user cannot change it.

Once the details have been entered click OK to add the shared voice mailbox.



Please note that although there is no limit to the number of shared voice mailboxes that can be configured, adding an impractical number may impact performance of the Unity client, because each voice mailbox needs to be processed separately.

When viewing a shared voice mailbox the name can be changed, but the login ID cannot. If the password is updated then it will override the previously saved password and used by Unity to connect to that mailbox.



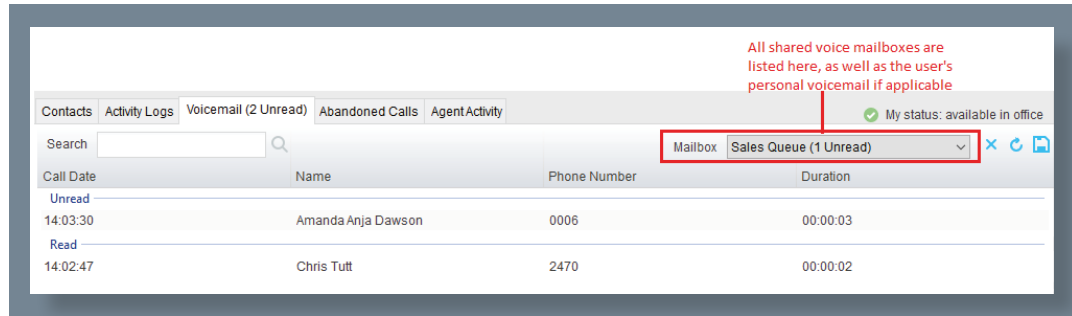
Unity will also show the current status of the mailbox, specifically if Unity was able to connect to that mailbox or not.

Unity was unable to connect to this shared mailbox, please check the login details

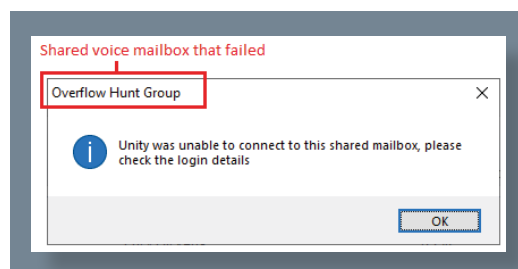
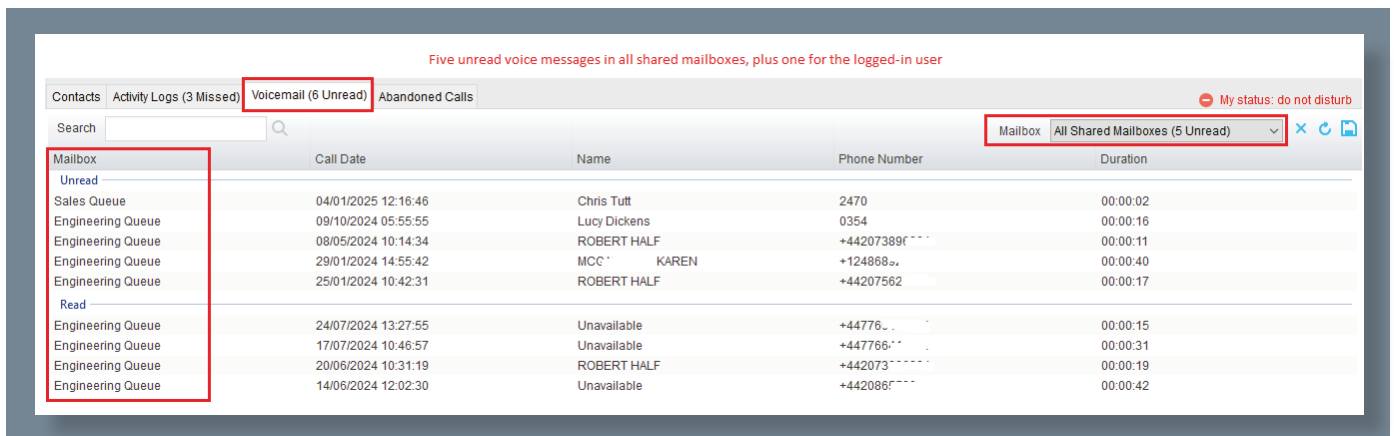
Unity was able to connect to this shared mailbox

MANAGING SHARED VOICE MAILBOXES

If shared voice mailboxes have been configured they will be presented in the Voicemail tab, as shown below. If the logged-in user has their own voice mailbox this will also be included in the list. Selecting a mailbox in the list will automatically list all read and unread voicemails for that mailbox. Right-click any item in the list to play/save/delete or mark as read/unread.



Unity also offers an 'All shared mailboxes' view, which will list all voicemails for all shared mailboxes. In this case an additional column will show the mailbox name.



When selecting a shared mailbox if this error is displayed it means there was an error when trying to retrieve the voice messages for that shared mailbox, most likely because either the login ID or password are incorrect. If the login ID is incorrect the shared voice mailbox must be deleted then recreated with the correct login ID in Unity Settings. If the password is incorrect then double-click on that shared voice mailbox and specify the correct password.

Assuming the login is successful then Unity will also alert the user in real-time of any new voice messages left. The Voicemail tab will always show the total number of unread voice messages for all shared mailboxes, as well as unread voice messages for the logged in user, if applicable.

Shows sum of all unread voice messages in all mailboxes

Contacts Activity Logs (3 Missed) Voicemail (6 Unread) Abandoned Calls My status: do not disturb

Search

Mailbox	Call Date	Name	Phone Number	Mailbox
Unread				
Sales Queue	04/01/2025 12:16:46	Chris Tutt	2470	
Engineering Queue	09/10/2024 05:55:55	Lucy Dickens	0354	
Engineering Queue	08/05/2024 10:14:34	ROBERT HALF	+442073896991	00:00:11
Engineering Queue	29/01/2024 14:55:42	MCGAUGHEY KAREN	+12486892149	00:00:40
Engineering Queue	25/01/2024 10:42:31	ROBERT HALF	+442075626526	00:00:17
Read				
Engineering Queue	24/07/2024 13:27:55	Unavailable	+447766411404	00:00:15
Engineering Queue	17/07/2024 10:46:57	Unavailable	+447766411404	00:00:31
Engineering Queue	20/06/2024 10:31:19	ROBERT HALF	+442073896991	00:00:19
Engineering Queue	14/06/2024 12:02:30	Unavailable	+442086558018	00:00:42

Overflow Hunt Group
All Shared Mailboxes (5 Unread)
Chris Tutt (1 Unread)
Engineering Queue (4 Unread)
Overflow Hunt Group
Sales Queue (1 Unread)
Support Queue

Marking messages as read/unread or deleting them will immediately update the unread count in all Unity clients that are sharing the voice mailbox.

Contacts Activity Logs Voicemail (2 Unread) Abandoned Calls AgentActivity My status: available in office

Search

Mailbox Sales Queue (1 Unread)

Call Date	Name	Phone Number	Duration
Unread			
14:03:30	Amanda Anja Dawson	0006	00:00:03
Read			
14:02:47	Chris Tutt	2470	00:00:02

- Play
- Save
- Delete
- Mark as unread
- Call
- Copy number
- Instant message
- Reset column widths
- Show gridlines



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