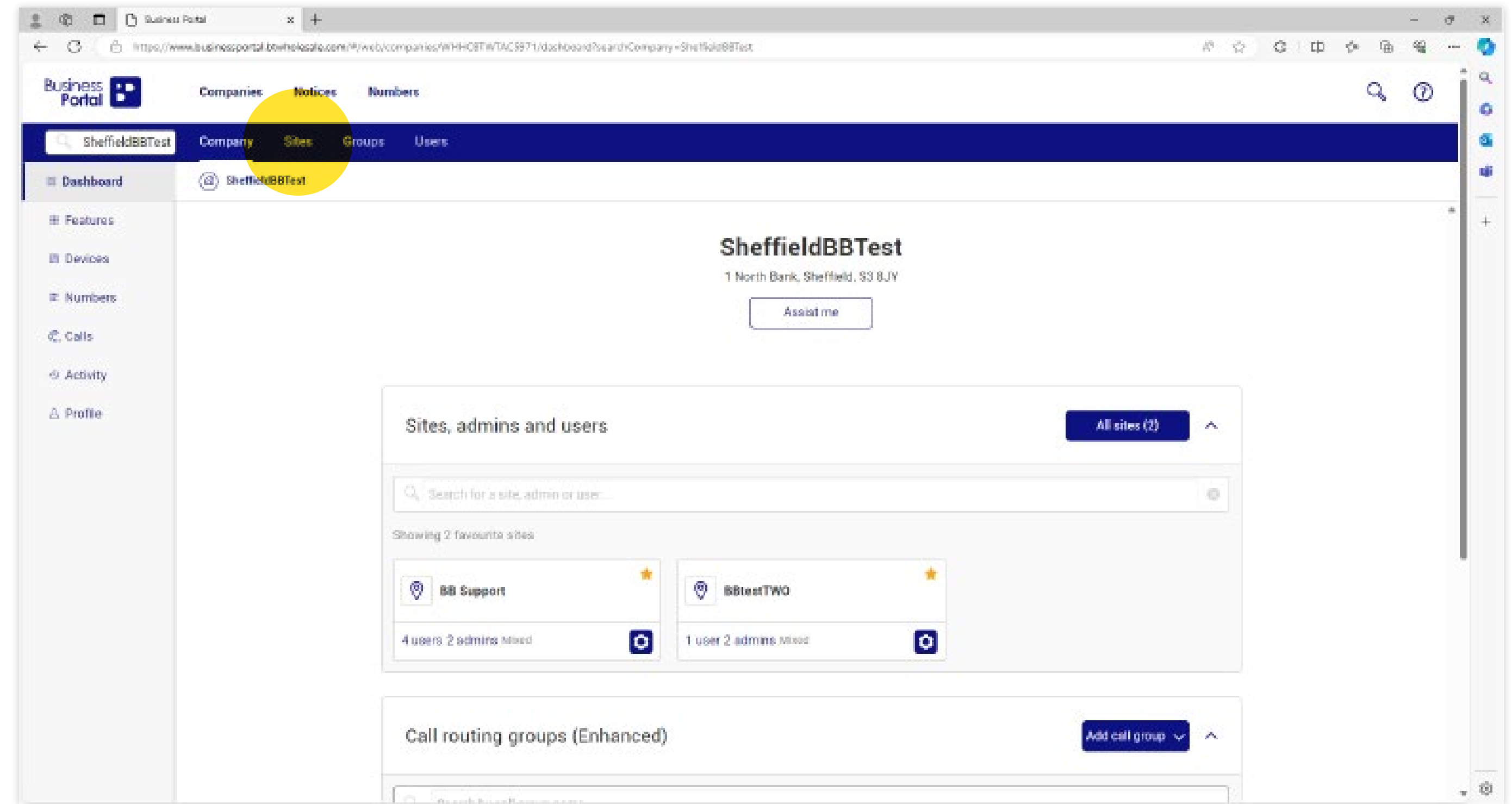**Onebill.** CloudVoice

How to add a voicemail greeting (site level)

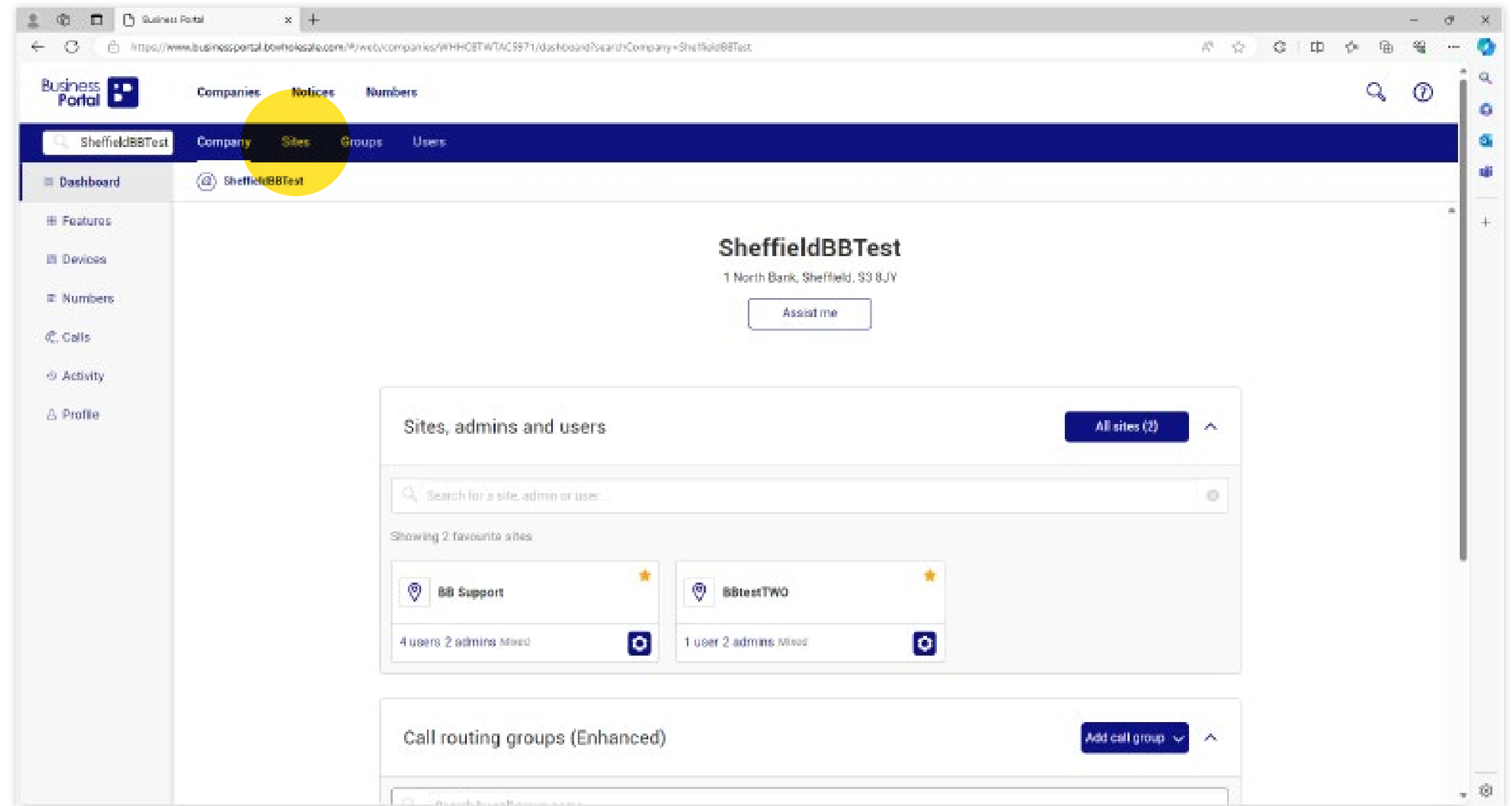# How to add a voicemail greeting (site level)

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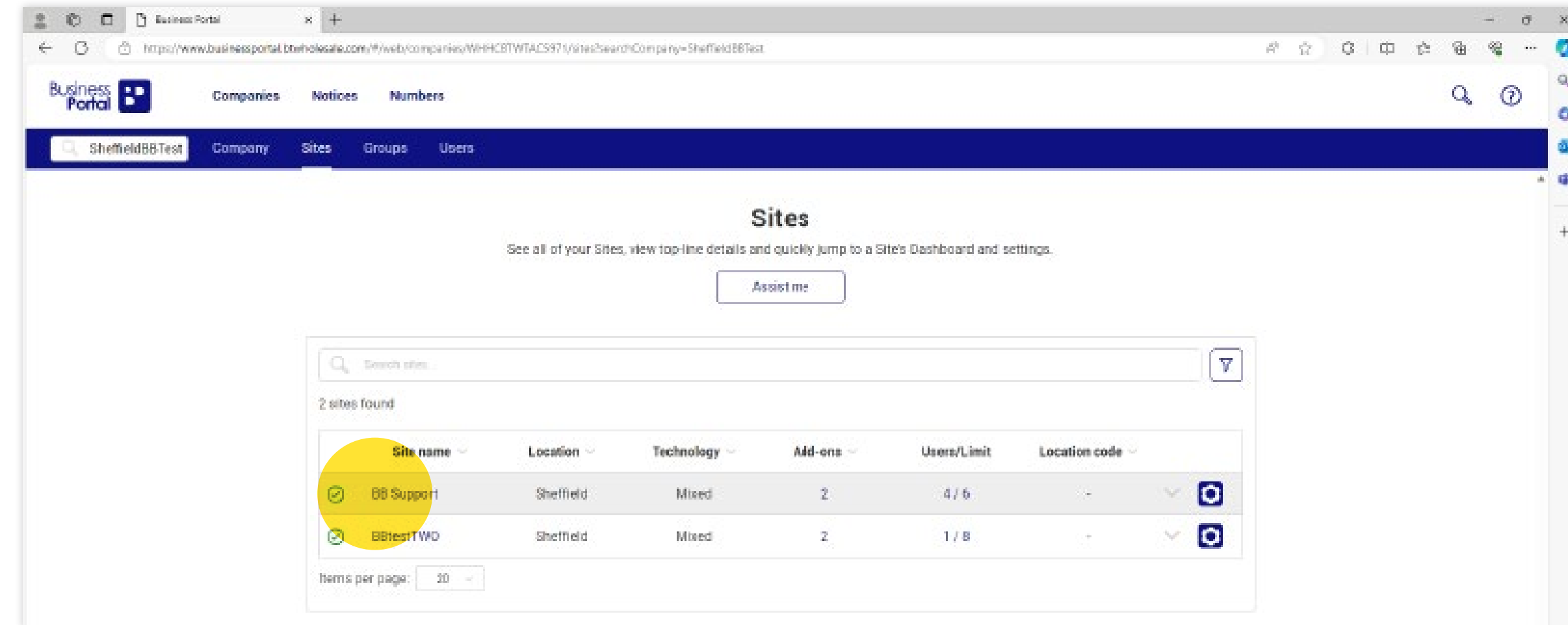
- To set up a voicemail greeting, use the BroadSoft* Recorder app to record it. If you choose to upload your own file, ensure it's in u-law WAV format at 8kHz.

* The BroadSoft Recorder app can be downloaded on Android or Apple devices by searching 'BroadSoft Recorder' in the app store.
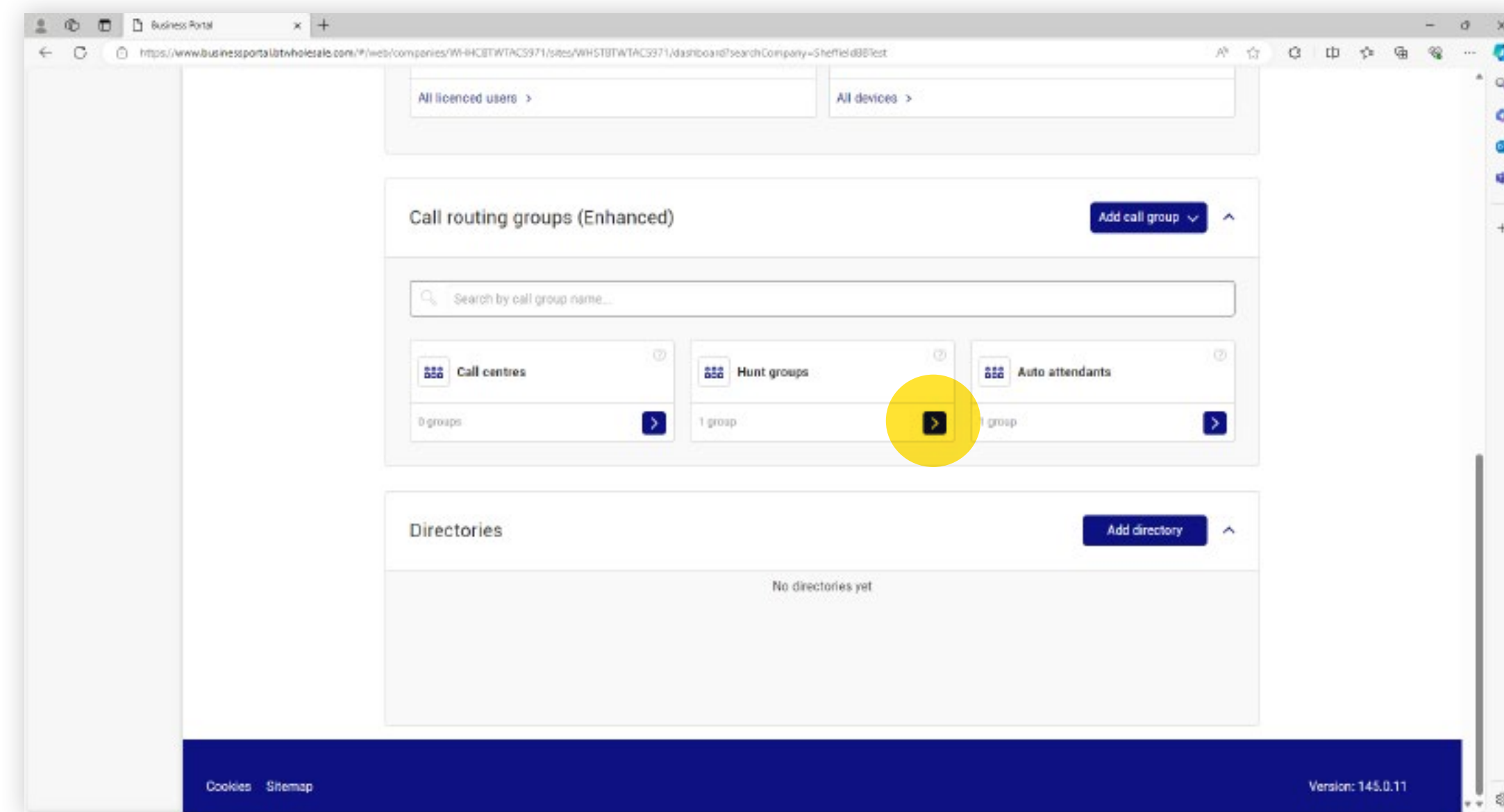
How to add a voicemail greeting (site level)

- 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.

- Click '**Features**'.

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How to add a voicemail greeting (site level)

- Scroll down and click the cog on '**Voicemail**'.

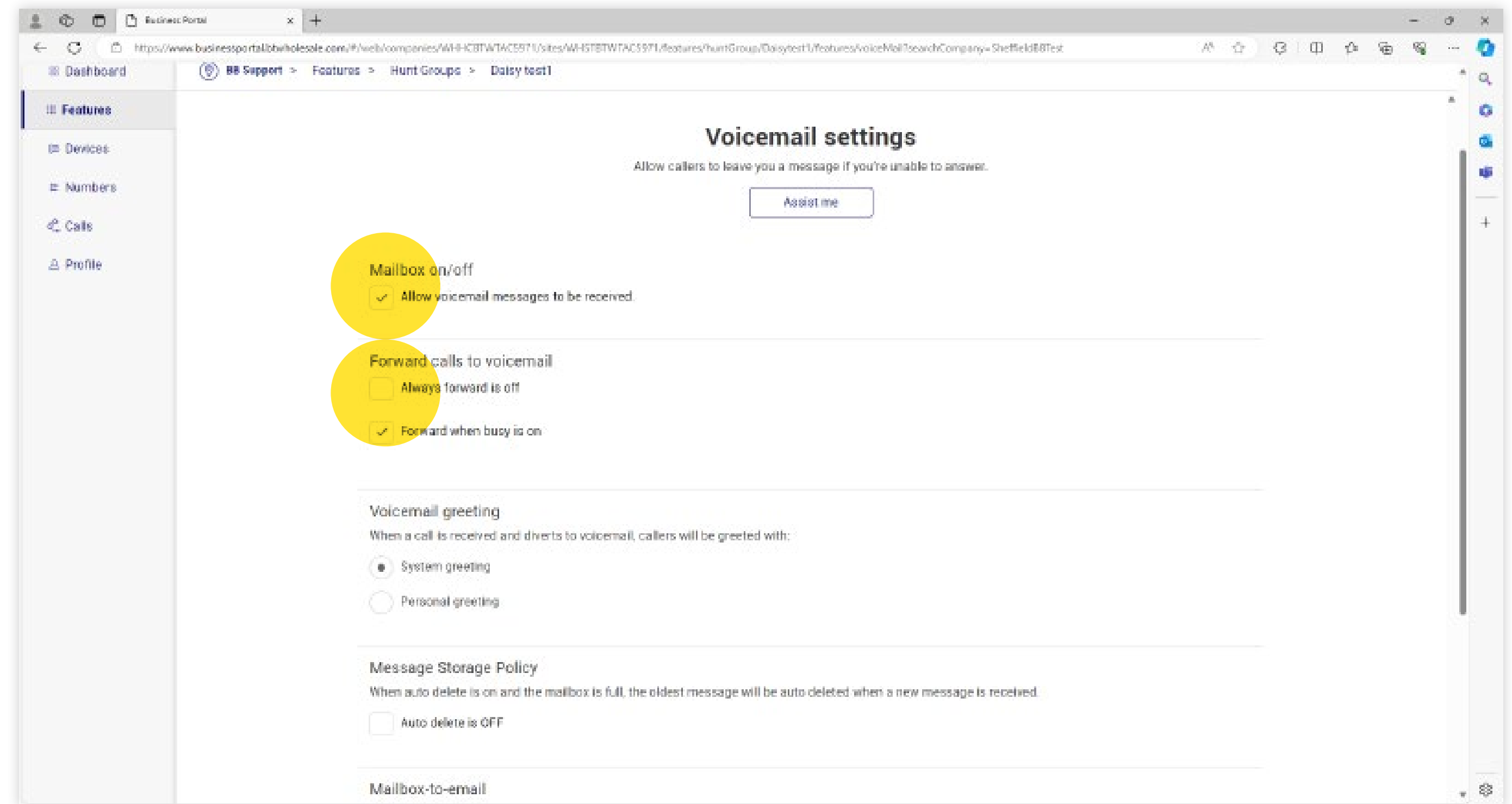- Select '**Personal greeting**' within the voicemail settings page, then choose the file you want to include by clicking '**Choose file**,' and finally, click '**Save**'.

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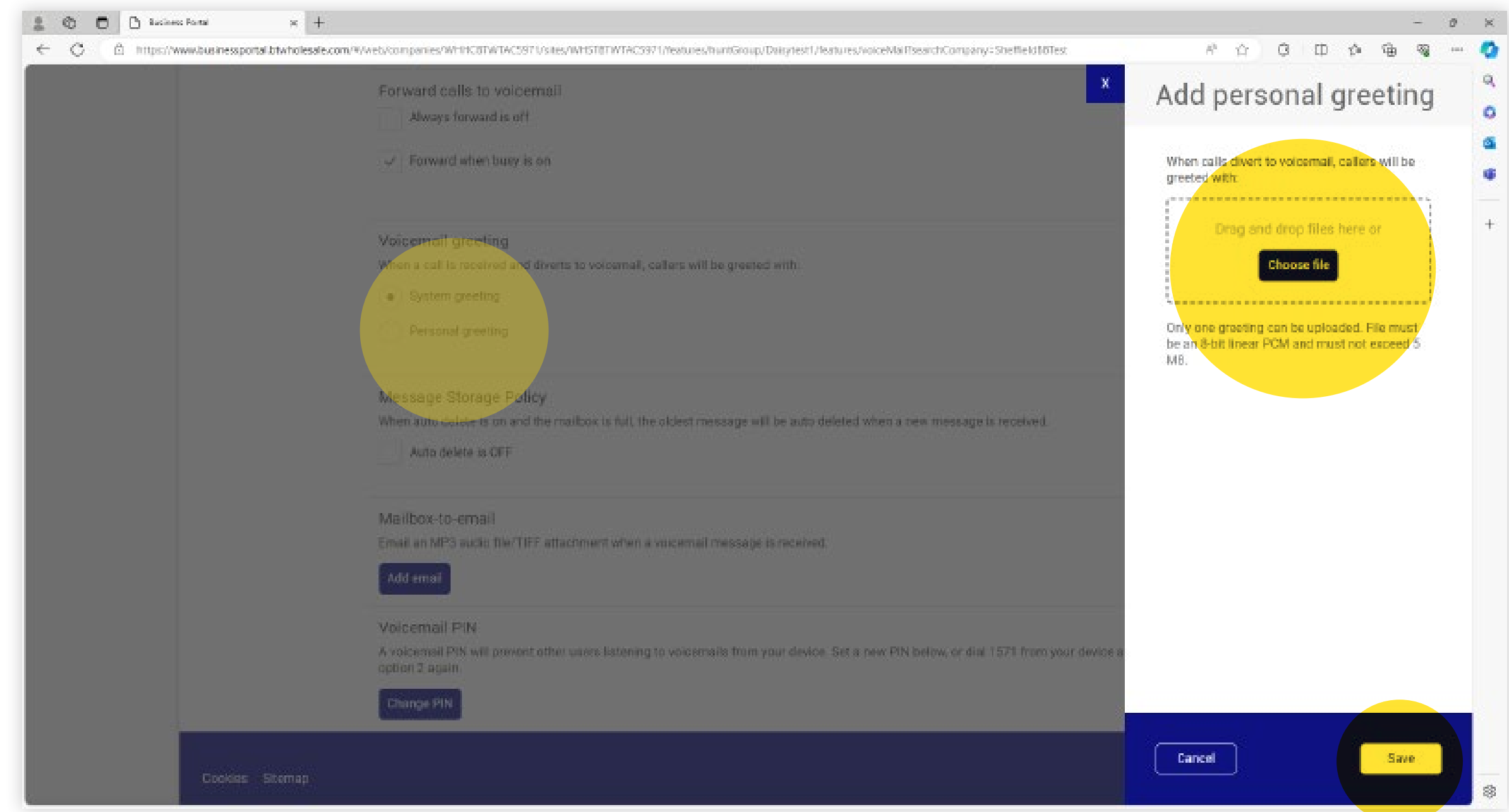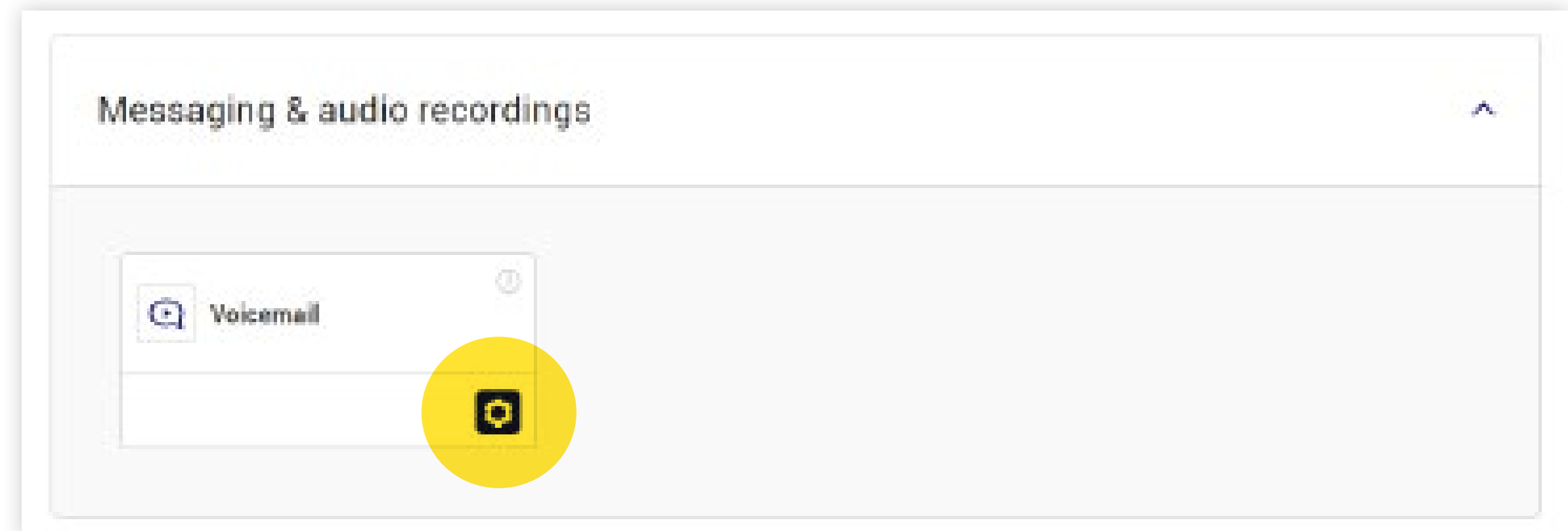
How to add a voicemail greeting (site level)

- **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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