

[User guide](#)

[Voicemail manager](#)

[Call processing application self-management from Bell](#)

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Introduction

Welcome to the call processing user guide, designed to support you in managing your call processing caller's menu. This guide covers everything you need to know to make changes to your menu, which can be accessed through Bell's online voicemail management tool, Voicemail manger.

Call processing

Call processing is a powerful tool that prompts and courteously routes incoming calls. Hosted on Bell's voice messaging platforms, call processing functions similarly to an interactive voice response (IVR) system. However, Bell's call processing service is a network-based rental alternative to a customer-owned IVR solution.

With call processing, callers are presented with a menu of options that can route them to specialized voice messaging applications, such as:

- Information centres that help provide information to callers
- Mailboxes
- Centrex telephone numbers

Subscribing to call processing service from Bell

To subscribe to call processing, please contact your Bell Business Office customer representative, who will initiate a request with the application design team. Then, an application design specialist will reach out to design and implement an application tailored to your needs.

Once your call processing application has been implemented, you will be able to use Voicemail manager – Bell's voicemail management online tool – to manage call routing or delete items within the application. If you require additional call processing mailboxes, please contact your Business Office representative.

Example of a call processing application

In a call processing application, each number in the caller's menu is associated with a specific key press option (from 1 to 9). For example, in

Figure 1 Call processing diagram, 5069421010 is associated with **key press option 1**. The routing details for each menu option indicate whether it directs the caller to another mailbox or transfers them to a telephone number.

Here is an example of a call processing application in action for ABC Corporation. When a caller dials the main menu number, 5069421011, they will hear the following greeting:

'Thank you for calling ABC Corporation. Our hours of operation are from 9 a.m. to 5 p.m., Monday to Friday.

- *To reach Sales, press 1.*

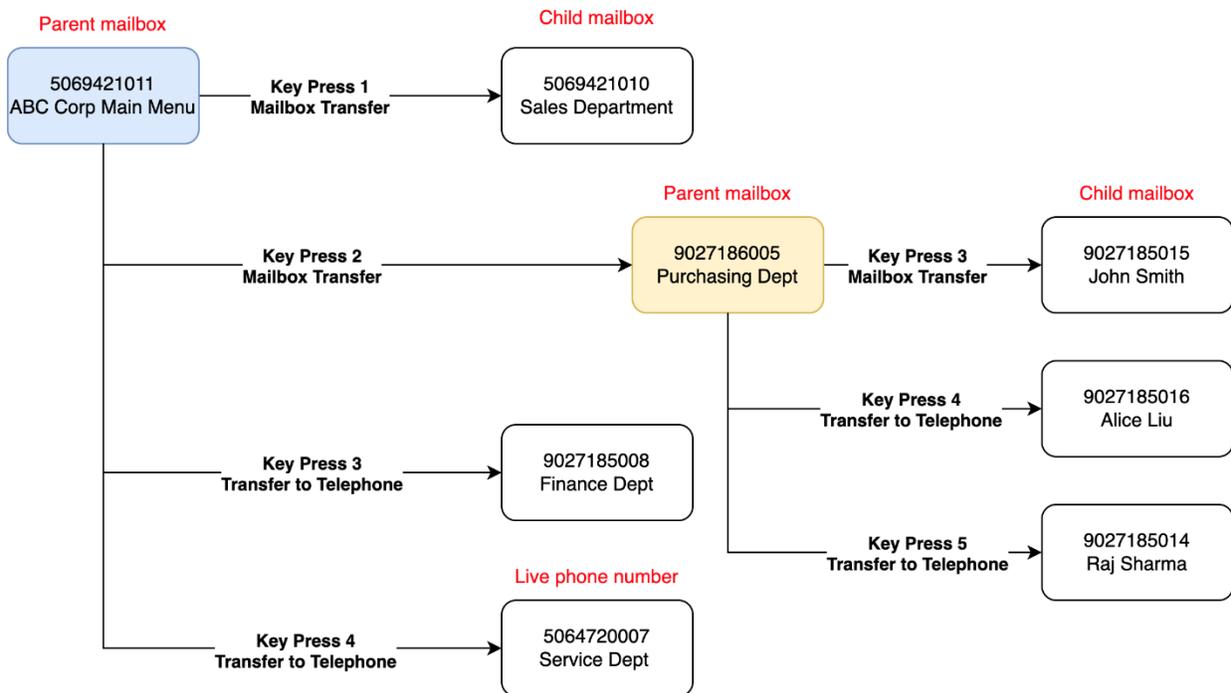
- To reach Purchasing, press 2.
- To reach Finance, press 3.
- To reach Service, press 4.'

When a caller presses 2, they will hear the purchasing department greeting:

'You have reached the purchasing department. Press 3 to reach John Smith for residential purchasing. Press 5 to reach Raj Sharma for commercial purchasing.'

This example will be referenced throughout the guide to illustrate various functions and setups.

Figure 1 Call processing diagram



Voicemail manager

Voicemail manager enables you to make real-time changes to the mailboxes associated with your call processing application. With Voicemail manager, you can:

- Update your Voicemail manager password
- Update the password recovery email for Voicemail manager
- Update the password for each telephone mailbox
- Modify the call routing within your call processing application

These changes can be made without Bell intervention following the initial setup of Voicemail manager. However, if a required mailbox or number is missing, a Bell representative must implement it.

If you do not have access to Voicemail manager, please contact the support desk for assistance with modifying your call processing application.

Logging in to Voicemail manager

Once your call processing application is set up, you can use the **Manage call routing** option within Voicemail manager to make changes. However, before using the tool, you must initialize each mailbox by dialing in, setting a permanent password and recording greetings. This permanent password will be used for logging in to the mailbox by phone anytime you want to update the greeting in the future.

Note: The permanent password you set on the mailbox will be used for the initial login to Voicemail manager.

Steps for initial login to Voicemail manager

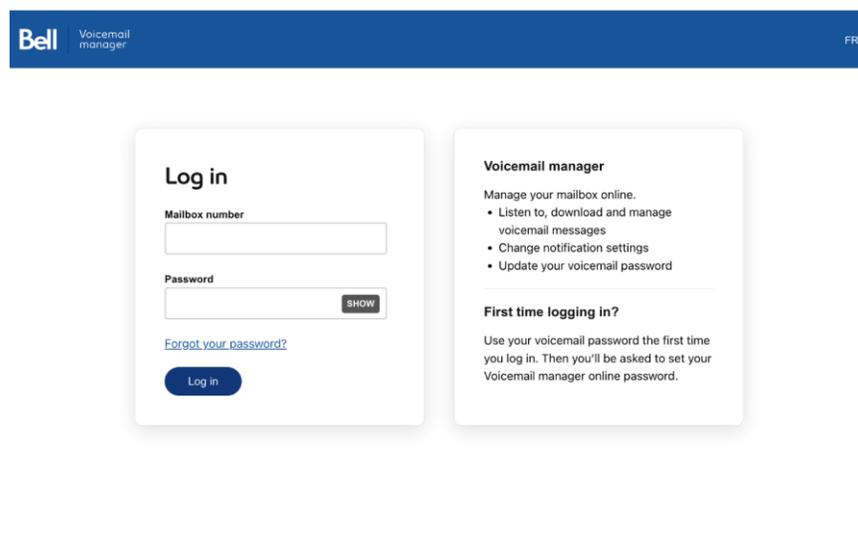
1. Access Voicemail manager

After initializing your mailbox, log in to Voicemail manager by visiting the following URL:

- English: bell.ca/vm
- French: bell.ca/gmv

Voicemail manager will open, displaying [Figure 2 Self-serve window](#).

Figure 2 Self-serve window



Bell Voicemail manager FR

Log in

Mailbox number

Password SHOW

[Forgot your password?](#)

Log in

Voicemail manager

Manage your mailbox online.

- Listen to, download and manage voicemail messages
- Change notification settings
- Update your voicemail password

First time logging in?

Use your voicemail password the first time you log in. Then you'll be asked to set your Voicemail manager online password.

2. Enter mailbox details
 - **Mailbox number:** Enter the telephone number associated with your call processing mailbox.
 - **Password:** Enter the permanent password you set during mailbox initialization.
 - Click **Log in** to proceed.
3. Set Voicemail manager password

You'll be taken to the Voicemail manager password setup page (see [Figure 3 Voicemail manager password page](#)). Here, you can create a password for all future logins and specify a password recovery email.

Figure 3 Voicemail manager password page

Bell Voicemail manager
Voicemail manager password Log out | FR

Set your Voicemail manager password

Set the password you'll use to log in to Voicemail manager and set a recovery email in case you forget your password.

Email address
Valid email address

Confirm email address
Email addresses match

New Voicemail manager password **SHOW**

Password must:

- Be at least 10 characters long
- Use three or more of the following:
 - at least one uppercase letter (A-Z)
 - at least one lowercase letter (a-z)
 - at least one number (0-9)
 - at least one special character (!@#\$...)

Confirm Voicemail manager password **SHOW**

Passwords match

Set password

4. Set password recovery email
 - If you ever forget your Voicemail manager password, we'll send recovery instructions to this email address.
 - Enter the email address in the **Email address** field.
5. Create your permanent Voicemail manager password
 - In the **New Voicemail manager password** field, enter a secure password for future logins. This password should be at least 10 characters long to enhance security. For guidance on password quality and strength, refer to the instructions on the page.
6. Confirm password
 - Click **Set password** to confirm your entries.
7. Manage voicemail
 - After setting your password, the **Manage voicemail** page will appear (see [Figure 4 Manage voicemail page](#)). From here, you can proceed with updating your mailbox as needed.

Note: You can switch from English to French by clicking on **FR** in the upper right corner of the window.

Figure 4 Manage voicemail page

Bell Voicemail manager
Aliant

Log out | FR

Voicemail

For phone number: 506-942-1011

0 unheard 0 urgent

0 saved

[Go to messages](#)

To pick up messages using your phone:
Dial ***99**

To retrieve messages from another phone:
In Atlantic Canada:
310-MAIL (6245)
Anywhere in Canada:
1 888 576-0033

Manage voicemail

Voicemail manager password [Edit](#)

Email Address [Edit](#)
Email address: valerie.mawhinney@bellaliant.ca

Mailbox password [Edit](#)

Manage call routing [Edit](#)



Managing a caller's menu

Once your call processing application is set up, you can make adjustments to the caller's menu on the **Manage call routing** page.

1. Accessing the Manage call routing page
 - On the **Manage voicemail** page, click **Edit** to the right of the **Manage call routing** option. This will open the **Manage call routing** page (see [Figure 5 Manage call routing page](#)).
 - The numbers and treatment for each caller's menu item will be displayed, reflecting the call processing application that was implemented by a Bell representative. The mailbox name may show as a number or a name, depending on what was entered

during the initial setup.

Figure 5 Manage call routing page

Caller's menu Home page

Manage call routing

Mailbox number: 5069421011

Mailbox name
5069421011

Key press option 1 Enter the phone number to route the call to and add instructions.
5069421010 Send to mailbox [edit](#) Transfer to telephone

Key press option 2 Enter the phone number to route the call to and add instructions.
9027186005 Send to mailbox [edit](#) Transfer to telephone

Key press option 3 Enter the phone number to route the call to and add instructions.
9027185008 Send to mailbox [edit](#) Transfer to telephone

Key press option 4 Enter the phone number to route the call to and add instructions.
5064720007 Send to mailbox [edit](#) Transfer to telephone

Key press option 5

Key press option 6

Key press option 7

Key press option 8

Key press option 9

Save changes Clear changes

2. Renaming a mailbox

- Enter a more descriptive name in the **Mailbox name** field, (see [Figure 6 Mailbox name update](#)), to easily identify the call processing application.
- Click **Save changes** at the bottom of the page to save all the changes you made to the mailbox.

Note: Text names for mailboxes are visible only in Voicemail manager and will not appear in the Telephone User Interface (TUI).

Figure 6 Mailbox name update

The screenshot shows the 'Voicemail manager' interface for 'Caller's menu'. A blue header bar contains the Bell logo, 'Voicemail manager', 'Caller's menu', and a 'Home page' button. A green checkmark icon and the text 'Your changes were saved.' are displayed in a white box. Below this is the 'Manage call routing' section. It shows 'Mailbox number: 5069421011' and 'Mailbox name: ABC Corporation Main Menu'. A 'Key press option 1' toggle is active (blue), with the text 'Enter the phone number to route the call to and add instructions.' below it.

Updating call processing application menu options

When you first log in to a call processing mailbox, the key press options will display as active or inactive, based on the initial configuration by your Bell Business Office customer representative.

You can update mailboxes and transfer numbers by modifying the key press options that appear on the **Manage call routing** page (see [Figure 5 Manage call routing page](#)).

Activating or deactivating a menu option

1. Toggle key press options
 - Switch the toggle next to the **key press option** to activate or deactivate it.
 - **Blue** indicates the option is active
 - **Grey** indicates the option is inactive
 - **Active** key press options will play as a menu selection when a caller accesses the call processing application.
 - **Inactive** key press options will not play as a menu selection.
2. Save changes
 - Click **Save changes** to ensure that your updated selections are applied.
 - At the bottom of the **Manage call routing** page, click **Save changes** again to finalize all modifications to the mailbox.

Updating call processing menu options

Once a menu option is activated, you can direct callers to either another mailbox or a telephone line.

1. Assign a phone number
 - Enter the desired phone number associated with the key press option.
2. Select routing option
 - **Send to mailbox:** This option routes the caller to another mailbox, where they will hear the mailbox's recorded prompt.
 - **Transfer to telephone:** This option sends the caller directly to a live phone line.
3. Save changes
 - Click **Save changes** to apply your updates.

Note: If a menu item transfers a caller to a phone number, the number must be local to the current mailbox (ex. 5069421011). Calls cannot be routed to a long distance telephone number. For a call to be routed to a mailbox, the mailbox must already exist and be active. The system verifies that the menu item is linked to an existing mailbox; if not, an error message will display (see [Figure 7 Invalid mailbox](#)).

Figure 7 Invalid mailbox

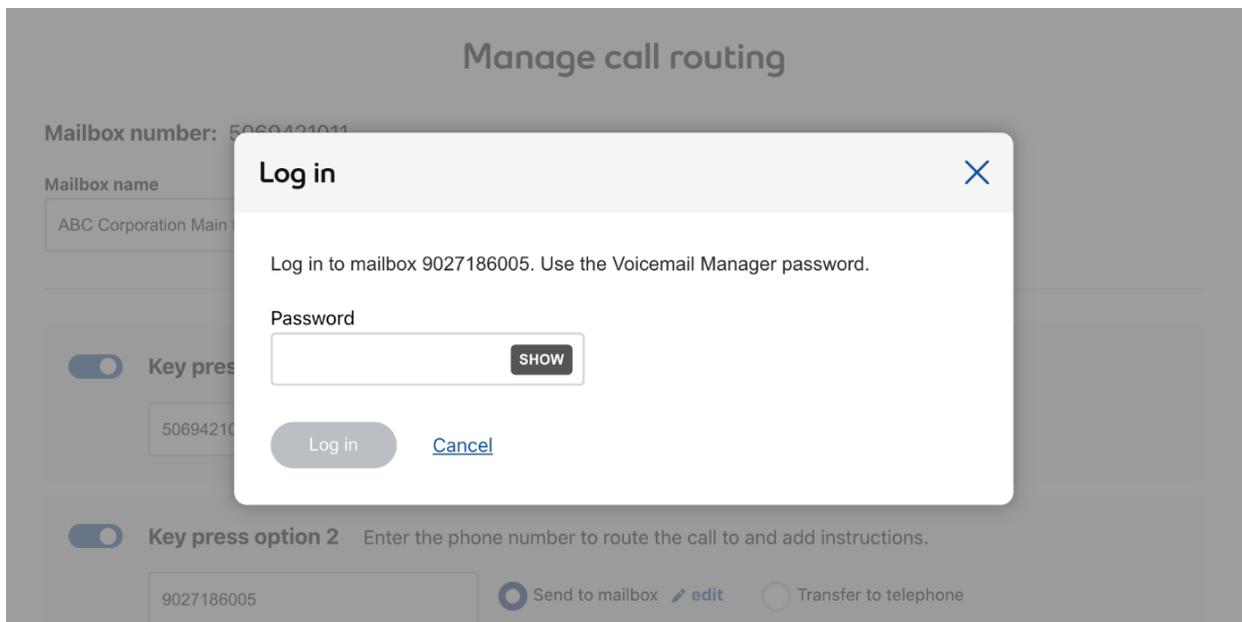
The screenshot shows the 'Caller's menu' configuration page in the Bell Alliant Voicemail manager. At the top left is the Bell Alliant logo and 'Voicemail manager'. At the top right is the page title 'Caller's menu' and a 'Home page' button. A red error message box states: 'The target number is not a mailbox. Verify the number or change the destination type.' Below this is the 'Manage call routing' section. It shows 'Mailbox number: 5069421011' and 'Mailbox name: ABC Corporation Main Menu'. Underneath, there is a 'Key press option 1' section with a toggle switch turned on. It includes a text input field containing '5069421019' and two radio button options: 'Send to mailbox' (which is selected) and 'Transfer to telephone'. An 'edit' link is next to the 'Send to mailbox' option.

Updating a submenu mailbox

You can update submenu (child) mailbox options without logging out of the main (parent) menu.

1. Edit submenu options
 - Click on the **Edit** button next to the phone number listed in the key press option. A login dialog box will appear (see [Figure 8 Log in box](#)).
2. Log in to the submenu mailbox
 - Enter the password associated with the submenu mailbox and click **Log in**. The **Manage call routing** page (see [Figure 9 Child Manage call routing page](#)) will open with the key press options for the submenu (child) mailbox.

Figure 8 Log in box



Note: When adding or updating a key press option, you must re-record the mailbox greeting to reflect these changes. For our example of ABC Corporation’s purchasing department, the administrator for ABC Corporation calls the 9027186005 mailbox and re-records the greeting as follows:

‘You have reached the purchasing department. Press 3 to reach John Smith for residential purchasing. Press 4 to reach Alice Liu for international purchasing. Press 5 to reach John Doe for commercial purchasing.’

Returning to the previous caller’s menu

To navigate back to the parent menu, use the **Back to parent menu** button on the caller’s menu page.

- For example, if you are on the caller's menu page for mailbox 9027186005 but wish to return to the menu for 5069421011, click **Back to parent mailbox** in the upper right-hand corner of the page (see [Figure 9 Child Manage call routing page](#).)

Figure 9 Child Manage call routing page

Bell Voicemail manager **Caller's menu** Home page

✓ Your changes were saved.

Manage call routing

Mailbox number: 9027186005 [Back to parent mailbox](#)

Mailbox name
AA By Number MB

Key press option 1

Key press option 2

Key press option 3 Enter the phone number to route the call to and add instructions.
9027185015 Send to mailbox [edit](#) Transfer to telephone

Key press option 4 Enter the phone number to route the call to and add instructions.
9029185016 Send to mailbox [edit](#) Transfer to telephone

Key press option 5 Enter the phone number to route the call to and add instructions.
9027185014 Send to mailbox [edit](#) Transfer to telephone

Key press option 6

Session timeout

For security purposes, the system automatically logs users out after 30 minutes of inactivity. This will return you to the home screen in a logged-out state (see [Figure 10 Session](#)) and any unsaved changes will be lost. Please save frequently to avoid data loss.

Figure 10 Session timeout

Bell Voicemail manager FR
Alliant

 **You have been logged out due to inactivity**
Log in to continue.

Log in

Mailbox number

Password

 SHOW

[Forgot your password?](#)

Log in

Voicemail manager

Manage your mailbox online.

- Listen to, download and manage voicemail messages
- Change notification settings
- Update your voicemail password

First time logging in?

Use your voicemail password the first time you log in. Then you'll be asked to set your Voicemail manager online password.