

# **Hosted Voice Mail for Skype for Business 1.2**

Hosted Voice Mail - Service Description

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## 1 Hosted Voice Mail

The alpha-CNS Hosted Voice Mail service provides voice mail to Skype for Business server (SfB) or Lync 2013 server deployments without using Exchange Unified Messaging.

Alpha-CNS hosts the voice mail service in two data centres in the EU. It can easily be integrated into customers Lync/SfB deployments as a hosted voice mail service like Microsoft's Exchange Online. Skype for Business will automatically forward calls to the hosted voice mail service for voice mail enabled users or for configured auto-attendants. Callers can leave a voice message, which will be sent as an email to the original called party. Voice mails can be sent by regular mail (SMTP) which does not require any Exchange deployment or via Exchange Webservices to ensure a secure delivery and to mark voicemails as such in Exchange.

The auto-attendant feature allows callers to reach users by dialling their extension or if setup in IVR mode, they can reach different destinations by dialling the corresponding number ( e.g. 1 for support, 2 for sales).

### 1.1 Integration

The Hosted Voice Mail service can be used with on-premises Skype for Business or hosted Skype for Business deployments (if the hosting provider supports external voice mail service).

When customers have an existing Lync or Skype for Business on-premises deployment they can use the Hosted Voice Mail service to add voicemail functionality. The Hosted Voicemail Service does not require Exchange, all SMTP mail solutions are supported. Customers with Microsoft Exchange do not need to deploy Exchange Unified Messaging or purchase O365 phone system license to utilize Microsoft's Cloud Voicemail.

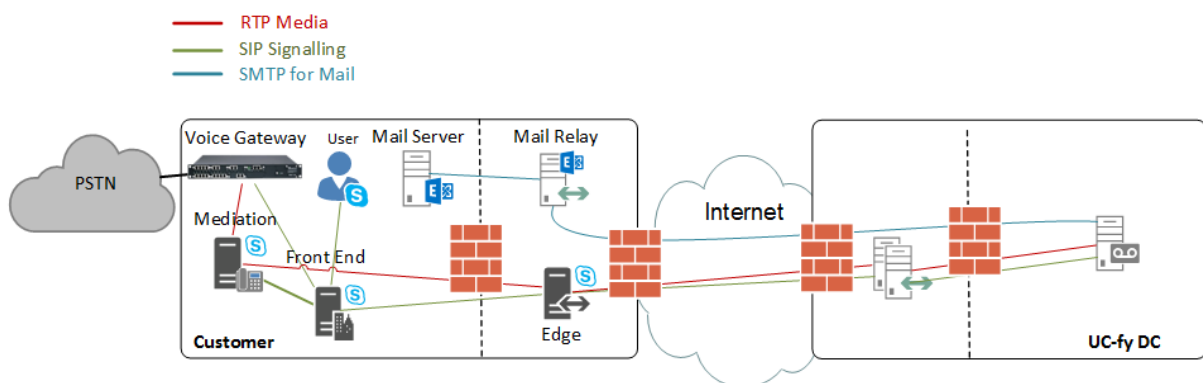
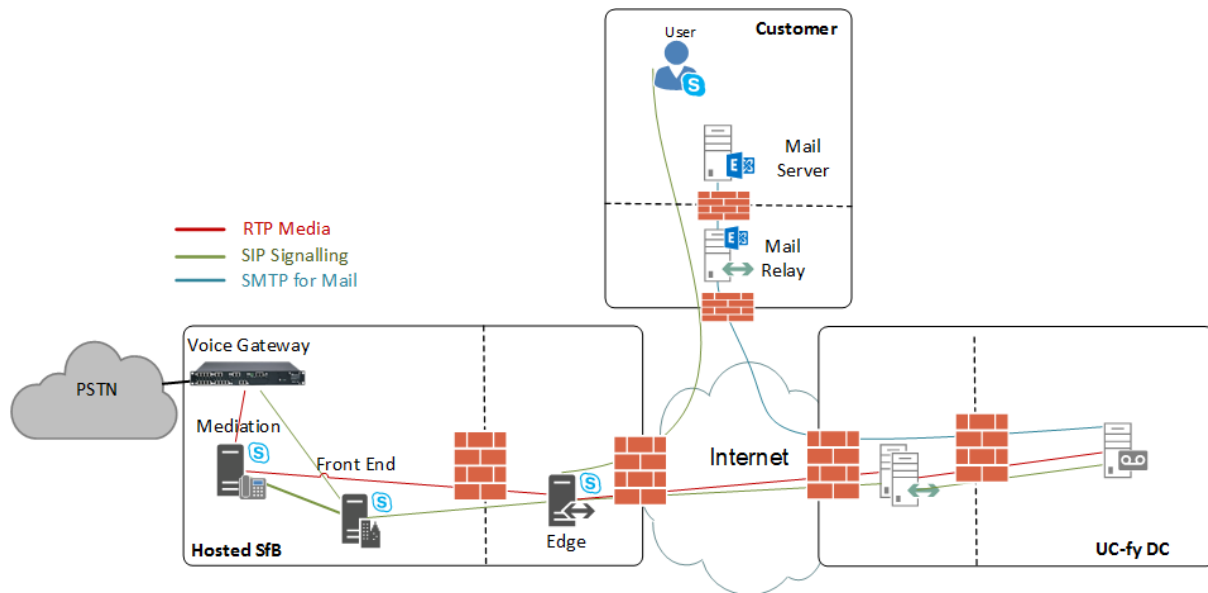


Figure 1 - Integration of an on-premises SfB deployment

If customers are using an external Skype for Business hosting provider they can also use alpha-CNS's Hosted Voice Mail service. The hosting provider only needs to add Hosted Voice Mail to their platform similar to Exchange Online.



In Skype for Business the platform need to be prepared once:

- 1) Federation needs to be setup for uc-fy.com (auto discovery is preferred)
- 2) UC-fy needs to be added as Hosting Provider:  

```
New-CsHostingProvider -Identity UCfy -ProxyFqdn sip.hosting.uc-fy.com
-VerificationLevel UseSourceVerification -EnabledSharedAddressSpace
$True -HostsOCSUsers $False -Enabled $True
```
- 3) A hosted voice mail policy needs to be created:  

```
New-CsHostedVoicemailPolicy -Identity UCfyHostedVoiceMail -
Destination sip.hosting.uc-fy.com -Organization [Customer or Hoster
ID]
```

(The customer or hoster ID will be assigned by UC-fy when registering for the service)

## 1.2 Receiving Voice Mail

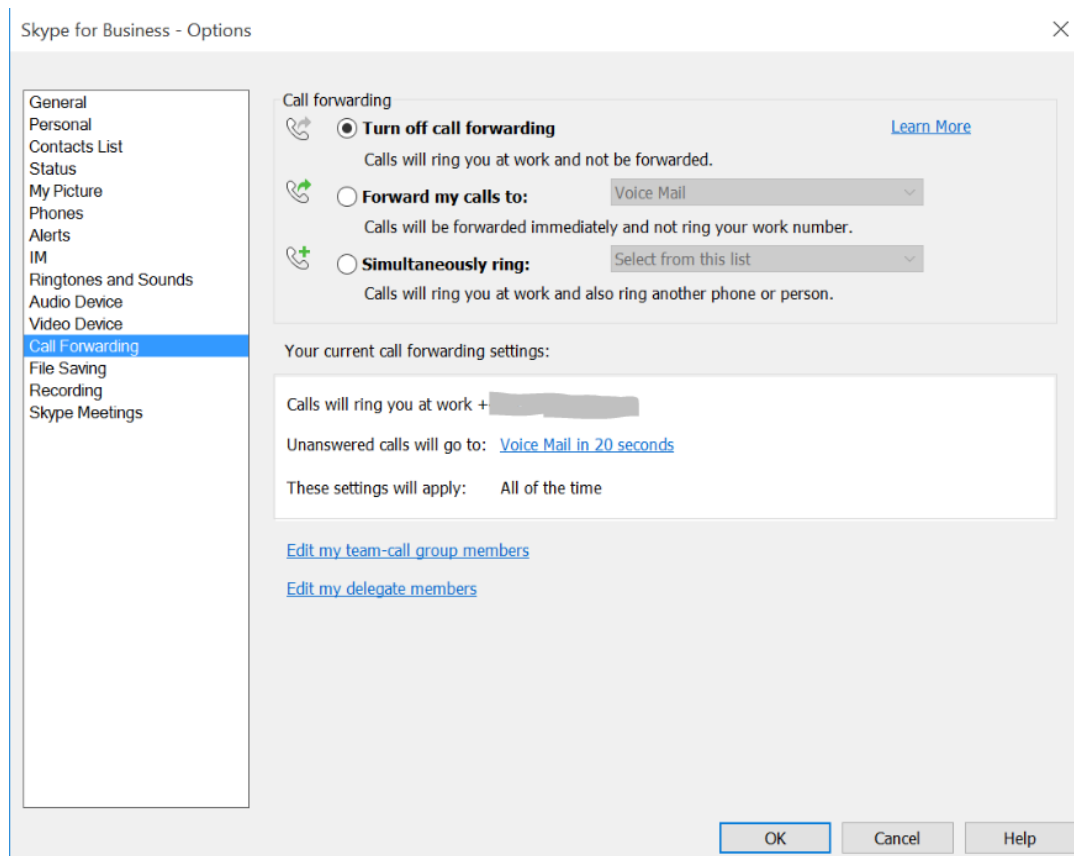
For the user to be able to use the voice mail service and receive voice messages the user needs to be enabled for the service by the administrator in Skype for Business:

1. Assigning the Hosted Voice Mail policy to a user:  

```
Grant-CsHostedVoicemailPolicy sip:testuser1@sipdomain.com -PolicyName
UCfyVoiceMail
```
2. Enabling the user for Hosted Voice Mail:  

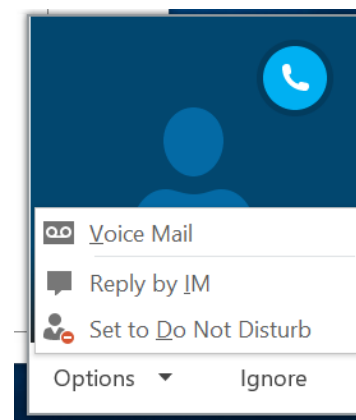
```
Set-CsUser sip:testuser1@sipdomain.com -HostedVoiceMail $True
```

Once the user has been enabled for voice mail in Skype for Business the call forwarding settings are automatically updated in the Skype for Business client:



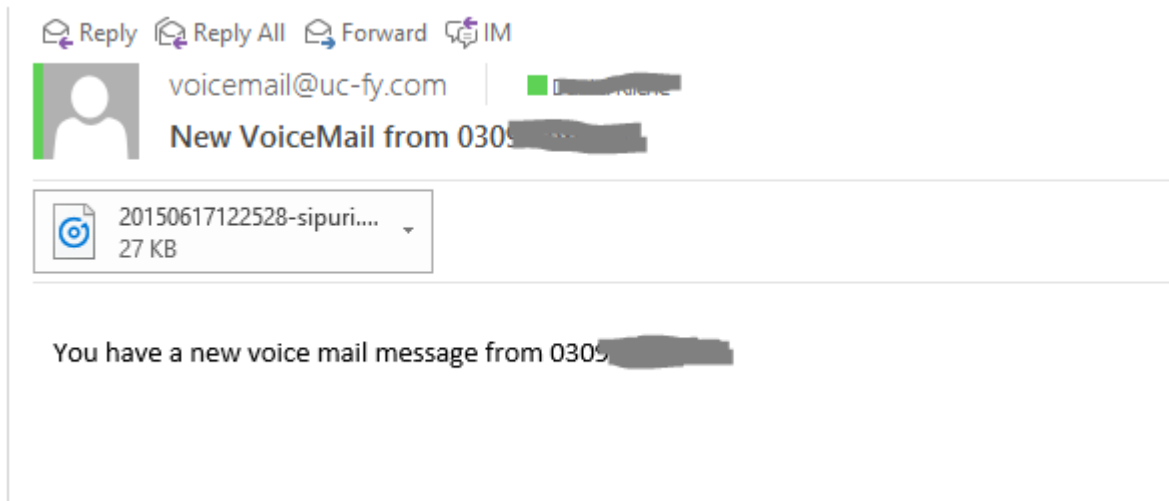
The user can now change the time for “Unanswered Calls”. If the user is offline and no other SfB endpoint is registered then all incoming calls will be forwarded to voicemail immediately.

Incoming calls can also be diverted to voice mail ad-hoc by selected “Voice Mail” in Options on the incoming call toast.



Callers can then leave a message if “message recording” is enabled on the users voicemail box.

All recordings are being sent via E-Mail as WMA or MP3 Audio files, which can usually be played at any Desktop PC or smart phone.



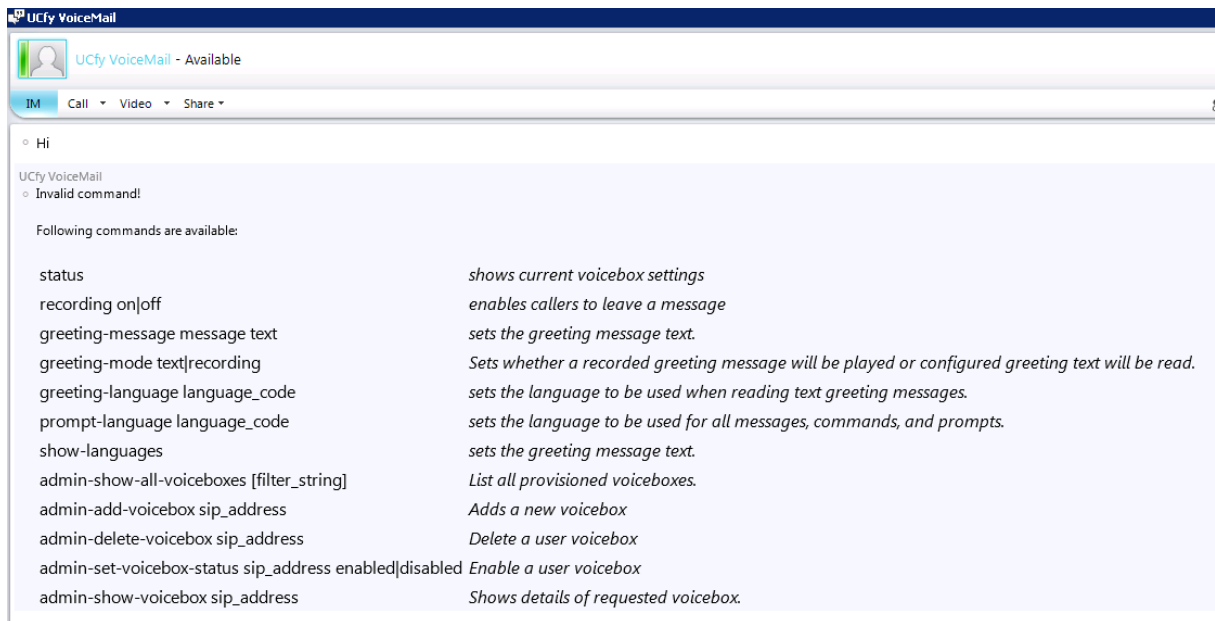
Mails are directly be sent to the customers mail server via SMTP or Exchange Web Services , which have been provided during the initial provisioning process.

### 1.3 Missed Call Notification

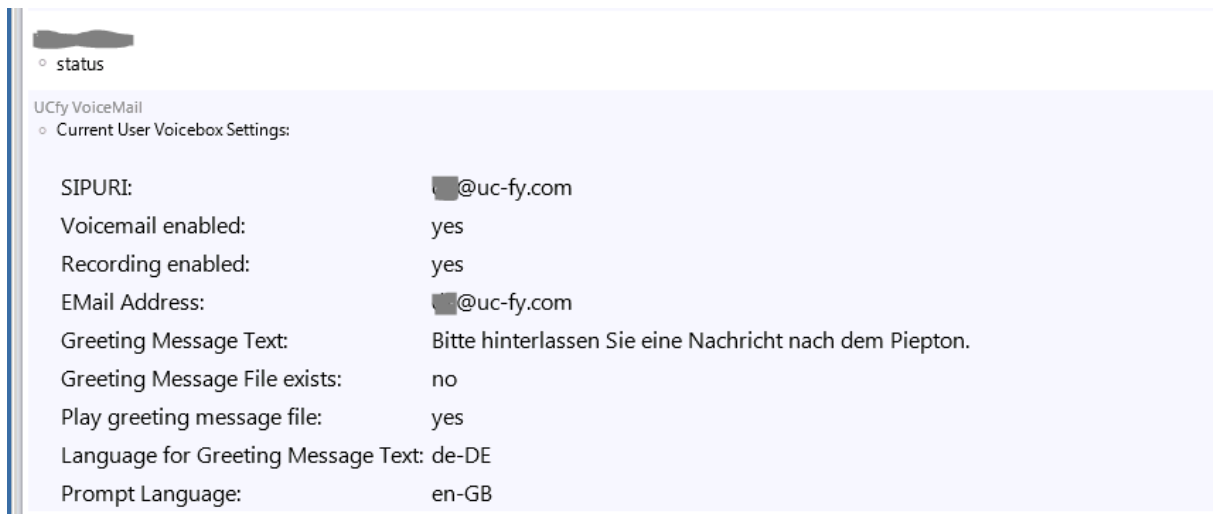
If callers do not leave a voice message or hang up before the call gets forwarded to voicemail then a missed call notification will be sent to the user.

### 1.4 Voice Box Settings

The Voice Mail service allows some customization of the user’s voice box. All configuration is being done via Instant Messaging. The user just needs to send a command via IM to the configured Voicemail user. This allows making changes to the settings while traveling using the Skype for Business mobile app.

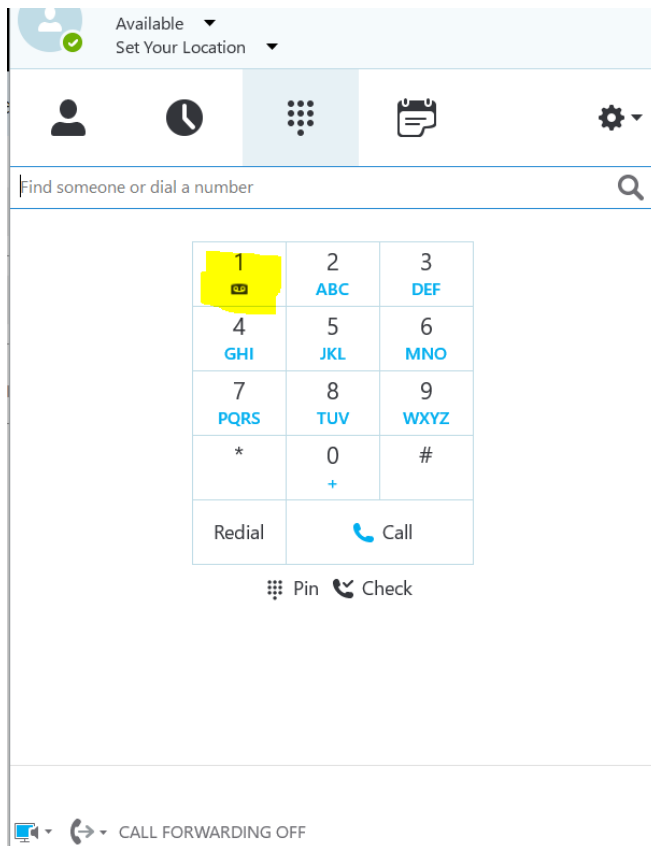


The user can then change the greeting text or email address and can also enable or disable the message recording feature.



To record a personal greeting message, the user needs to call into the voice mail service using its Skype for Business client, otherwise the provided greeting message will be read to the caller using Microsoft's Speech Engine. The user can also specify in which language the greeting message will be read.

To dial into Voicemail the user can dial either the assigned voicemail contact or just "click-and-hold" at the voicemail icon in the Skype for Business client:



## 1.5 Administration

All administrative tasks are being done via Instant Messaging. Users need to be configured as Voice Mail Administrators in the UCfy Voice Mail configuration file.

Administrators will have additional commands which allows them to do following tasks:

- Add / remove Voice Mail boxes
- Enable / disable Voice Mail boxes (a voice box can be temporarily disabled whereas all user settings will be kept in the database)
- Add/remove auto-attendants



## 2 Prerequisites

### 2.1 Server requirements

The alpha-CNS Hosted Voice Mail can be integrated with on-premises or hosted Lync Server 2013 or Skype for Business Server 2015.

### 2.2 E-Mail Server Requirements

#### SMTP

- A SMTP server address needs to be provided the Voice Mail server can send voice messages to. The SMTP server must be configured to allow receiving mails from the Voice Mail servers IP address.
- An email address to be used as sender address for voice mails. This email address does not necessarily need an email account, but the SMTP server and final messaging system like Exchange must accept mails from this sender email address and deliver them to users mail boxes.

#### Exchange EWS

- If Exchange has been deployed (please note, that Exchange Unified Messaging is not required), voicemails and missed calls notification can be delivered directly into Exchange. This requires a dedicated mailbox to be setup, which will be used by the Hosted Voicemail service. This ensures an encrypted delivery and allows marking voicemails as voicemails in Exchange (message category), which then allows the SfB client and certified phones to pull those messages and show them on the client or phone.

## 3 Provisioning and Licensing

Before using Hosted Voice Mail a new tenant needs to be created and integrated:

- 1) tenant will be created for the customer at UC-fy with voice mail administrators assigned per tenant
- 2) customers' SIP domain will be added to the allowed list of domains, multiple SIP domains are supported per tenant
- 3) customer needs to add alpha-CNS as a hosted voice mail provider using the power shell commands detailed in 1.1

Alpha-CNS Hosted Voice Mail is a subscription-based service. Subscriptions can be purchased for single voiceboxes or packages for either 3 or 12months with or without auto-renewing.

For hosting providers alpha-CNS also offers monthly billing based on the number on provisioned voice mail boxes.