What if I Don't Want to Record My Name for My BroadSoft Voicemail?

Q: What if I Don't Want to Record My Name for My BroadSoft Voicemail?

Unknown macro: {broadsoft}

You have 2 options if you do not wish to record your name when setting up your voicemail greeting on the BroadSoft system.

Answers

1. Do not record your name.

Result: Callers will hear, "The party you are trying to reach is not available." Callers can leave a message. You can access messages as email attachments only.

- If you receive your voice messages as email attachments, you will continue to do so.
- If you store voice messages on the phone you **will not have access** to messages until you record your name.
- You **will not be able to** record other greeting messages e.g., Extended Away until you record your name.



You can elect to have voicemail messages sent as email attachments by changing a setting in the BroadSoft Web Portal, see BroadSoft Web Portal.

2. Record your extension number instead of your name.

Result : Callers will hear, "*617-555-1234* (e.g.) is not available to take your call." Callers can leave a message.

- Your name will never be mentioned but callers will know they've reached the correct number.
- You will be able to access voice messages on the phone if that is the way you receive them.
- You will be able to record other greetings on the phone.

3. Record your Department or Campus Office or Laboratory name instead of your name.

Result : Callers will hear, " ____ *Department, is not available to take your call." or "Laboratory 'Room Number', is not available to take your call" or "Office of* _____, is not available to take your call." Callers can leave a message.

- Your name will never be mentioned but callers will know they've reached the correct number For the office, lab or Department.
- You will be able to access voice messages on the phone if that is the way you receive them.
- You will be able to record other greetings on the phone.
- *This is very useful for shared lines that are used by multiple people that need to be able to use the call in voicemail box.*
- *Please note, IS&T does not recommend using share lines for personal voicemail as in most cases, these types of shared lines are for specific business or research purposes.*

See Also

- Telephony Landing Page