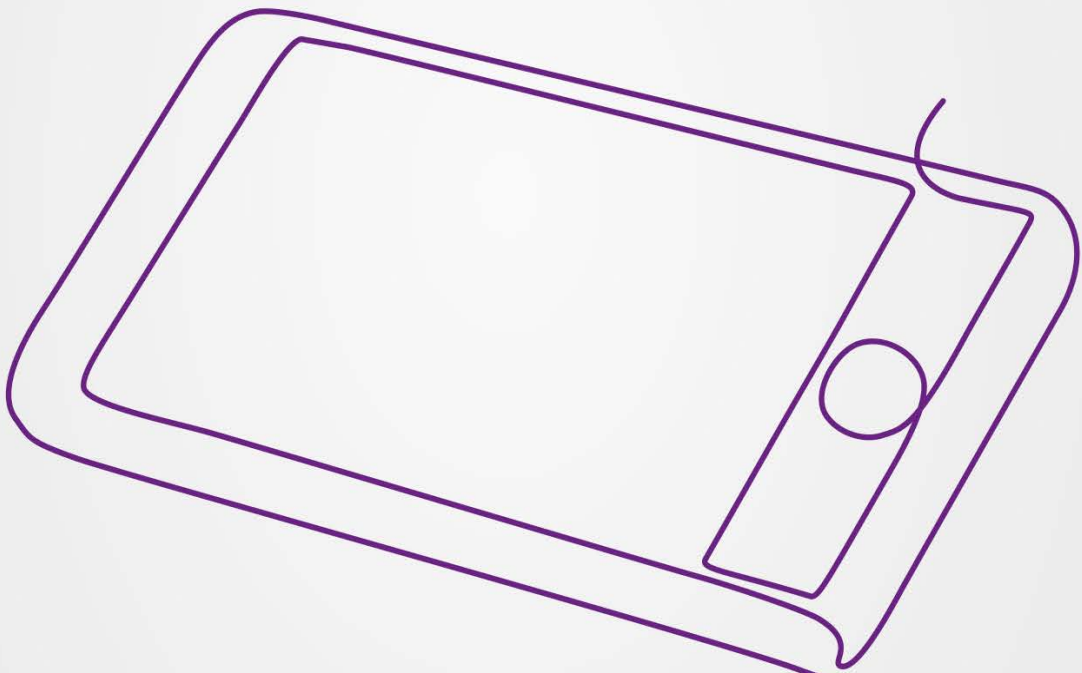


Sonera Communications Service VIP

Holiday message and Absent message usage guide

v 1.2



Description of functionality

To set the out of office message, do as follows:

- Change your activity to either Absent message or Holiday message.

After selecting an activity, your calls will now be directed to a recorded message. The message depends on the activity chosen.

Holiday message: *'The person you called is currently on vacation. If you want the call to be put through to the person you called to, press 2.'*

Absent message: *'The person you're trying to reach is currently unavailable. If you want the call to be put through to the person you called to, press 2.'*

If you have set an end time, the caller will also hear when you will be available next, e.g. *'The person you called is currently on vacation. The person expects to be available again the day after tomorrow at 8 a.m. If you want the call to be put through to the person you called to, press 2.'*

If the caller does not press a digit as instructed, the call will be routed to the voicemail greeting after a few seconds and the caller will be offered an opportunity to leave a message.

Please note: Voicemail is always enabled when the Absent message or Holiday message is active, even if you do not normally use the voicemail service.

Your chosen activity does not affect the number displayed for outgoing calls. Instead, the number displayed is determined according to the role.

Deactivate the out of office message as follows:

- Change your activity to some other activity on the list (for example 'Available'), in which case incoming calls will no longer be directed to the out of office message.

ADDITIONAL SETTINGS

'For personal assistance, press 1' option

If you want to offer a caller the opportunity to be forwarded to another number in a work-related matter, for example that of a PBX attendant or one of your colleagues, go to the VIP voice mail settings and choose the following settings:

1. 'Should a 'For personal assistance, press 1' option be provided as part of the greeting?' 'Yes'
2. 'If yes, what number should the call be redirected to': enter the number into the field provided

If this setting is activated, the caller will hear the message related to that particular activity, e.g. *'The person you called is currently on vacation. For personal assistance, press 1. If you want the call to be put through to the person you called to, press 2.'*

If the caller does not press a digit as instructed, the call will be routed to the voicemail greeting after a few seconds and the caller will be offered an opportunity to leave a message.

To disconnect option 1, select 'No' in the drop-down menu.

Out of office message bypass list

If you wish to create a bypass list for numbers that you do not want to play the out of office message to, do as follows:


1. Add the phone numbers to your list of contacts, if they are not there.
2. Set a contact as VIP (here, VIP does not refer to the name of the service but means 'very important person')

VIP contacts can be employees in your company listed in your company directory or external personal contacts such as family members and friends.

VIP homepage access (available to all users of VIP)

Log into the VIP homepage at <https://vip.sonera.fi>

Your username is fi040xxxxxx@yritys.fi (2 + your mobile number + @ + the domain of your company/organisation)



Käyttäjätunnus:

Salasana:

☐ Muista minut tässä tietokoneessa

[Pyydä salasanaa](#)

Have you forgotten your password? Click on Request for a password and follow the instructions provided.

Tip: Software telephone users can access the VIP homepage by pressing the home button on their phone or by selecting Homepage in the Tools menu.

Select an activity

After login, you can view the activity options on the homepage:

Your presence status

Role
Mobile

Activity
Available

- Remote Work
- At the Office
- Holiday Message
- Absent Message
- Available
- Busy
- Lunch
- Meeting
- Out of office
- Vacation

Set activity expiration...

Personal note
[\[Click to add a personal note\]](#)

First, select from the list either Holiday message or Absent message.

If you wish, you may set an end time for the activity ('Set activity expiration'). Callers will be informed of the time you will be available again. After expiration, your chosen message is automatically turned off and your chosen activity will be replaced by the default system activity.

Please note: Software telephone and Mobile user interface users can use the 'Future presence' functionality to set an activity and automatically turn on or off the chosen Absent or Holiday message.

'For personal assistance, press 1' option

Go to 'Voicemail settings' in the Service configuration menu.

Home	Inbox	Services	Support	Contacts	Schedules	Call log
Services						
Service configuration						
Activity diversion			Play activity information as part of the greeting?			
Call recording			<input type="checkbox"/>			
Call routing			When playing activity end time, play end time of last event in case of multiple consecutive future presence events with unavailable status?			
Diversion number			<input type="checkbox"/>			
Fax settings			Should a "For personal assistance, press 1" option be provided as part of the greeting?			
Presence expiration			Yes <input checked="" type="checkbox"/>			
Voicemail settings			If yes, what number should the call be redirected to (e.g. +4655512345)?			
			<input type="text" value="+358xxxxxxx"/> Pick			
			Should a "Voicemail bypass option, press 2" be provided as part of the greeting?			
			<input type="checkbox"/>			
			Notify new messages by SMS?			
			Yes <input checked="" type="checkbox"/>			
			Notify new messages by email?			
			No <input type="checkbox"/>			
			<input type="button" value="Apply"/>			

Choose whether you want to play the 'For personal assistance, press 1' message as part of the greeting. 'Yes'

Enter the phone number you wish the call to be forwarded to after the selection (Under 'If yes, what number should the call be redirected to')

You can ignore the other voicemail settings. They do not affect the out of office message functionality when a Holiday or Absent message is activated.

Contact management and creating a bypass list

Go the to Contacts menu. When you want your company's internal VIP service users or external contacts you have saved earlier in your own list of contacts to be defined as VIP contacts (which means that their calls bypass the message), go to Contacts -> VIP contacts.

The image shows two parts of the interface. On the left, a sidebar menu titled 'VIP contacts' contains the options 'Add contacts as VIP contacts.', 'No VIP contacts', and 'Add contact'. A purple arrow points from 'Add contact' to the right. On the right, the 'Add contact' page is shown, featuring a section titled 'Set a contact as VIP' with a search input field, a 'Search contact' button, and a 'Back to contact list' button at the bottom.

Enter the name or part of the name of the person in the search field and press Find. From the list displayed, select the person you want to add to your VIP contacts and press 'Add this contact'.

If you want to add a new person's details to your contacts, go to Contacts -> External contacts.

The image displays the 'External contacts' menu on the left, with options 'External contacts', 'Add external contacts manually or by importing a csv-file.', 'No contacts', 'Create new contact', and 'Import contacts'. A purple arrow points from 'Create new contact' to the right. On the right, the 'Create new contact' form is shown, with fields for Company, Department, First name, Last name, Short name, Street, Postal code, City, Country, Email, Speed dial, and Contact Type (set to 'VIP'). Below these is a 'Phone numbers' section with a table header (Type, Phone number, Preferred number), an 'Add phone number' button, and a form for adding a new number (Type: Mobile, Phone number: +358xxxxxxxx, with 'Apply' and 'Cancel' buttons). At the bottom are 'Save' and 'Cancel' buttons. A text box on the left contains instructions: 'Enter the necessary details, select the contact type 'VIP'. Add a phone number for the contact. **When you have entered the number, press Apply,** and the number will be added to the contact's information. After this, press Save. The new contact can now be found in your list of contacts.' A purple arrow points from this text box to the 'Apply' button in the phone number section.

Please note: If the person is an internal VIP service user of your company/organisation, i.e. can be found in the service's directory, do not save the person/number again as an external contact. If a person is found twice, both as an internal and as an external contact, the bypass list does not work with regard to calls coming from the person but the calls are redirected to the recorded message.

How to change activity and role on the mobile phone by the use of codes

983 + the number of the activity

Example: You want to change your activity to be 'Holiday message'. Dial 98391 the your mobile phone to set up a call. The call is routed to the server. When the activity has changed, you hear the recorded message 'The function has been activated'.

Activity codes:

1 = Available

2 = Busy

3 = Lunch

4 = Meeting

5 = Out of office

6 = Vacation

7 = Remote Work

8 = At the office

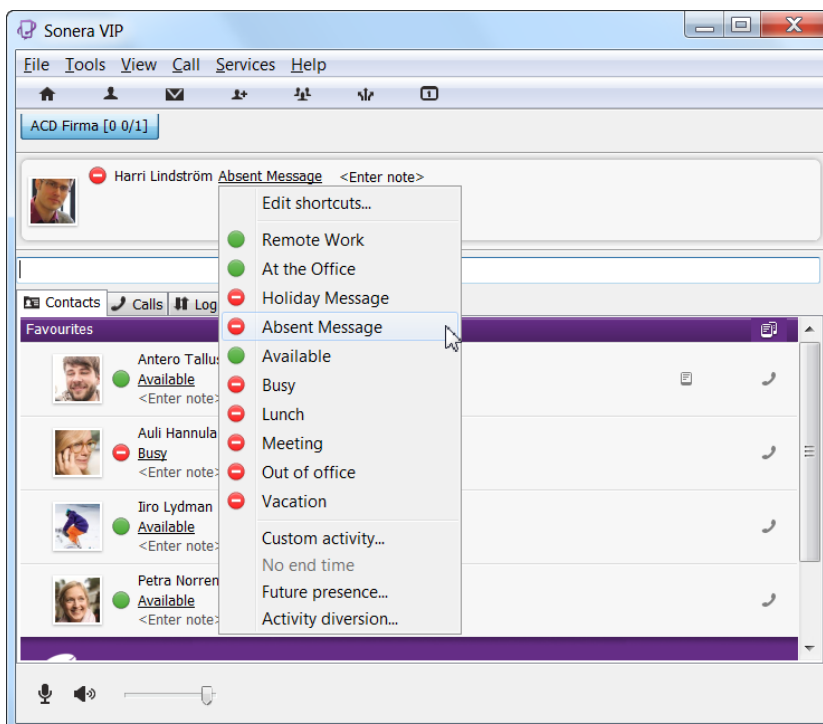
91 = Holiday message

92 = Absent message

Please note: The other activities listed are default activities and may differ from the ones available in your company.

Use on a software telephone

To change the activity, open the list of activities from the link next to your name. Select from the list of either the Holiday message or Absent message activity. Select 'Custom activity' to set an end time for the activity. The recorded message will then tell the caller when you will be available again. If you set an end time for the activity, please note that when the time expires, the service activates the default activity automatically.



Tip: If you wish to schedule an activity change, select 'Future presence' in the Tools menu and click on the plus (+) sign in the window that opens to select 'Add scheduled event'. We recommend the use of the 'Future presence' functionality, as it updates the activity automatically, and the Holiday or Absent message is then also activated and deactivated automatically based on calendar details and time settings.

The 'Future presences' window displays a calendar for January 2017. On the right, a form for scheduling an event is shown with the following details:

- Name: Winter holiday
- Activity: Holiday Message
- Role: Don't change
- Note: Don't change
- From: 27. 2.2017 08:00
- To: 3. 3.2017 16:30
- Timezone: Europe, Kiev
- Repeat: Never

Buttons for 'Cancel' and 'Save' are located at the bottom right of the form.

To add a new personal contact through a softphone, go to Tools -> 'Add contact'. Set the contact to be a VIP contact (heart symbol). VIP contacts are shown as favourites in the Contacts view. If you want to edit a contact, open the contact details by clicking on the arrow at the contact and use the keys on the bottom right-hand corner.

The 'Add contact' window contains the following fields and options:

- Add as: VIP (selected with heart icon)
- First name: Liza
- Last name:
- Organization:
- Department:
- Email:
- Street:
- Postal code:
- City:
- Country:
- Speed dial:
- Add a number button
- Preferred number: Mobile (selected) 0400000000

Buttons for 'Ok' and 'Cancel' are at the bottom right.

The 'Sonera VIP' window shows contact details for 'Kerttu Sundqvist Vacation'. Below the search bar, there are tabs for 'Contacts', 'Calls', 'Log', 'Queue statistics', and 'Agent statistics'. The 'Favourites' section lists the contact 'Liza' with a mobile number '0400000000'. At the bottom right of the contact entry, three icons are visible: a heart (VIP status), a pencil (edit), and a trash can (delete). The Sonera logo is at the bottom of the window.

Please note: If you want to offer a caller the opportunity to be forwarded to another number in a work-related matter, for example that of a PBX attendant or one of your colleagues, by pressing 1, go to the voice mail settings and adjust the settings accordingly. Click on the home button or the Homepage link in the 'Tool' menu to enter the VIP homepage.

Use on a mobile phone via the VIP Mobile user interface

In the VIP Mobile application, activities can be edited in the personal view. Select from the list of either the Holiday message or Absent message activity.

Tip to Android and iPhone users: If you wish to schedule an activity change, select 'Future presence' and click on the plus (+) sign in the window that opens to schedule a new event. We recommend the use of the 'Future presence' functionality, as it updates the activity automatically, and the Holiday or Absent message is then also activated and deactivated automatically based on calendar details and time settings.

If you have an Android or iPhone device, you can add a VIP contact from your company's directory to the bypass list by finding the contact and setting it as a VIP contact through the star button. The button then changes into a heart symbol.

Further, Android and iPhone devices allow you to transfer numbers saved on your phone to VIP contacts by retrieving the details from the phone memory through the VIP Mobile application's Contacts menu and pressing the person's name in the list for a few seconds. A menu opens where you can choose to add the number to contacts. Enter the additional information you wish to add and add the contact as a VIP contact. Please note: The functionality requires that you have given the VIP Mobile application permission to use contact information saved on the phone. To grant permission, go to the phone's application management settings.