

# AVAYA

## OFFICELINX™

### Configuring for Multi Company and Voice menus



# AVAYA OFFICELINX CONFIGURING FOR MULTI COMPANY AND VOICE

This document is intended to assist technical personnel with the configuration of client sites. For sites where it is necessary to setup multiple companies or locations within Avaya Officelinx, and where each company will have its own voice menus but share a common directory, follow the enclosed procedure.

For example, multiple companies can be used where a client requires a unique voice menu for each geographic location. Each location plays a specific prompt (e.g. "Welcome to Our Company's New York Chapter"). Option 1 in the voice menu is the Send to Directory Option. When a user selects this and then decides to cancel, the caller should be returned to the voice menu for the specific location so that the proper location greeting is played and the correct options are available.

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# CONFIGURING FOR MULTI COMPANY AND VOICE MENUS

## Introduction

This document is intended to assist technical personnel with the configuration of client sites. For sites where it is necessary to setup multiple companies or locations within Avaya Officelinx, and where each company will have its own voice menus but share a common directory, follow the enclosed procedure.

For example, multiple companies can be used where a client requires a unique voice menu for each geographic location. Each location plays a specific prompt (e.g. "Welcome to Our Company's New York Chapter"). Option 1 in the voice menu is the Send to Directory Option. When a user selects this and then decides to cancel, the caller should be returned to the voice menu for the specific location so that the proper location greeting is played and the correct options are available.

## Software Versions

Software	Versions
Avaya Officelinx	9.1

## Pre-requisites

These instructions assume that Avaya Officelinx has been installed and is operating normally.

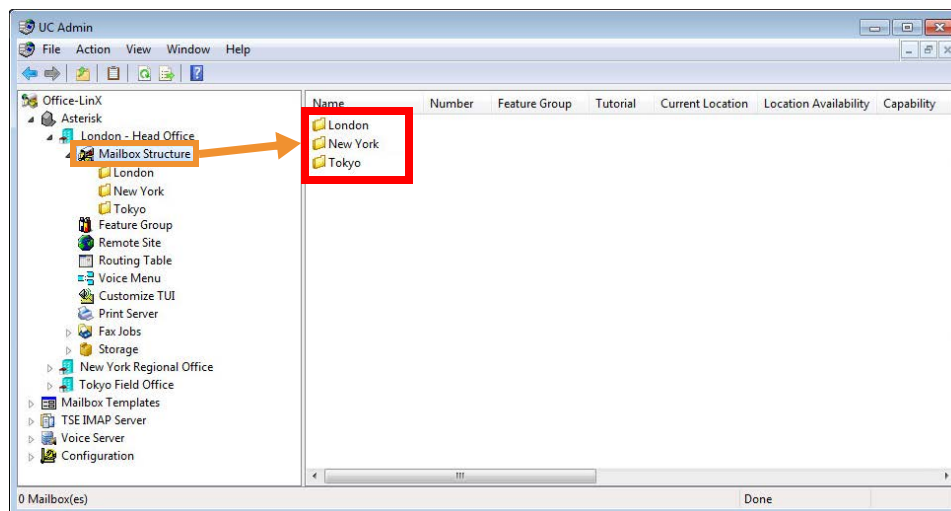
# Configuration Procedure

**Warning:** The instructions found in this guide cannot be guaranteed to work for all installations since each site is unique. Some problems may arise even if you follow these instructions precisely. Therefore, use this document as a reference for your own configuration, making the changes appropriate to your site's specific requirements.

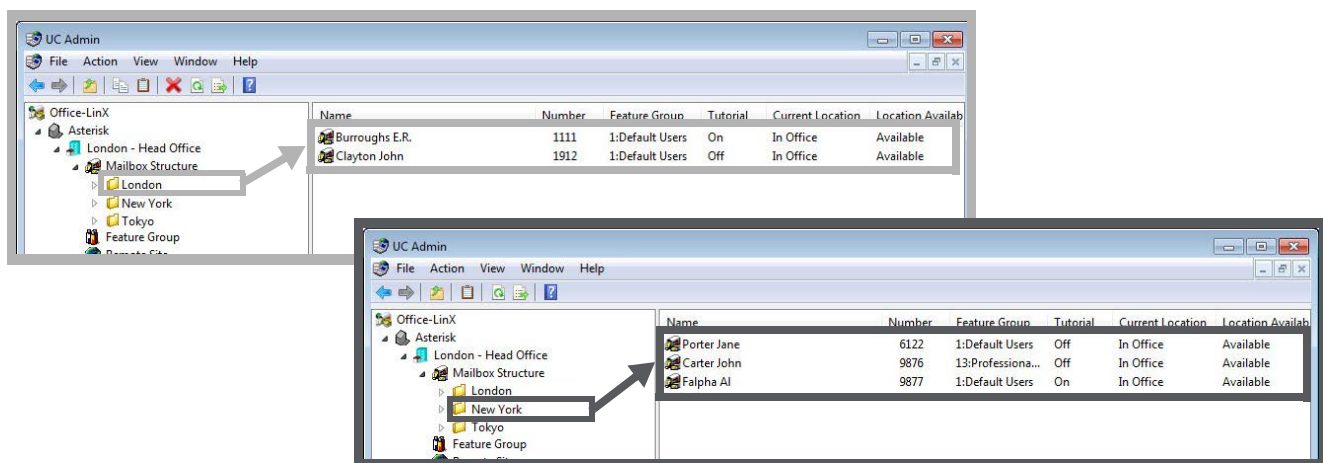
The following procedure outlines the steps to setup multiple companies on a single server, with individual voice menus and a common user directory.

1. Create the main company / location. Add Organizational Units (OU) within the main company / location for **each** site (including the main one).

To add an OU, right-click **Mailbox Structure** and select **New > Organizational Unit**. Give the OU a name. Repeat for each location.



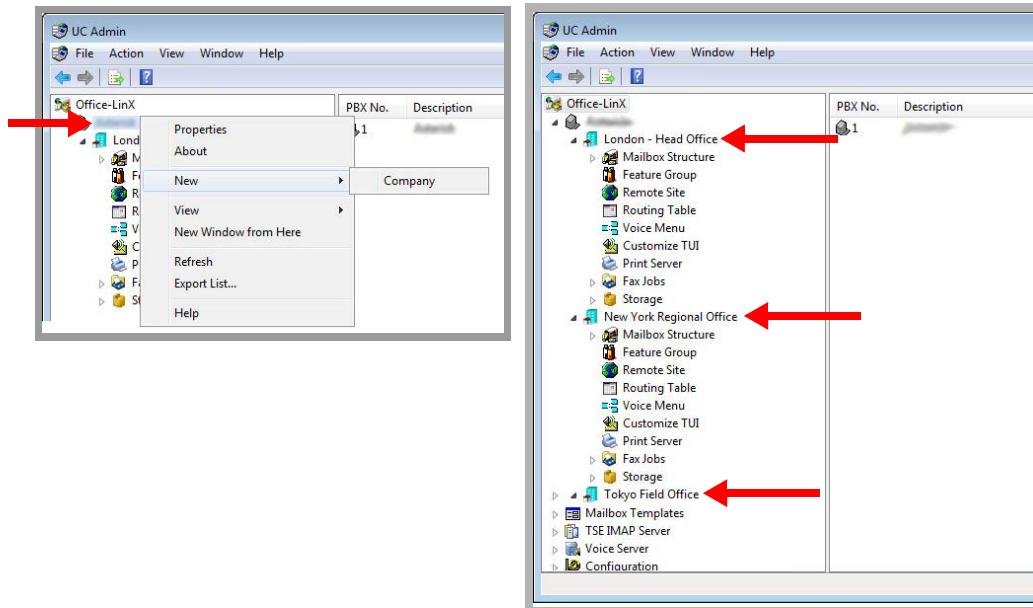
2. Create the user mailboxes in each OU based upon that person's location.



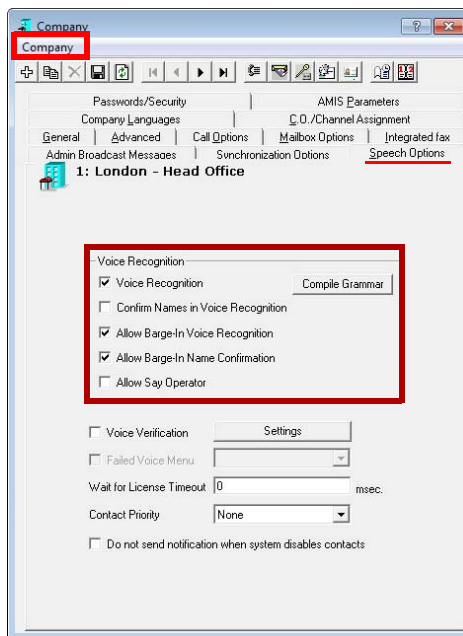


3. Create an additional company for every site / location.

Right-click the PBX and choose **New > Company**. Configure the company as required. Repeat for each site / location.

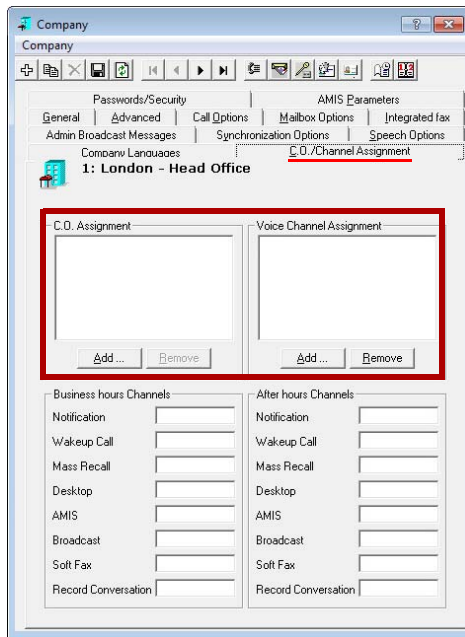


4. Each new company should have the **Voice Recognition** and the **Allow Barge-in** options enabled on the **Company > Speech Options** tab.



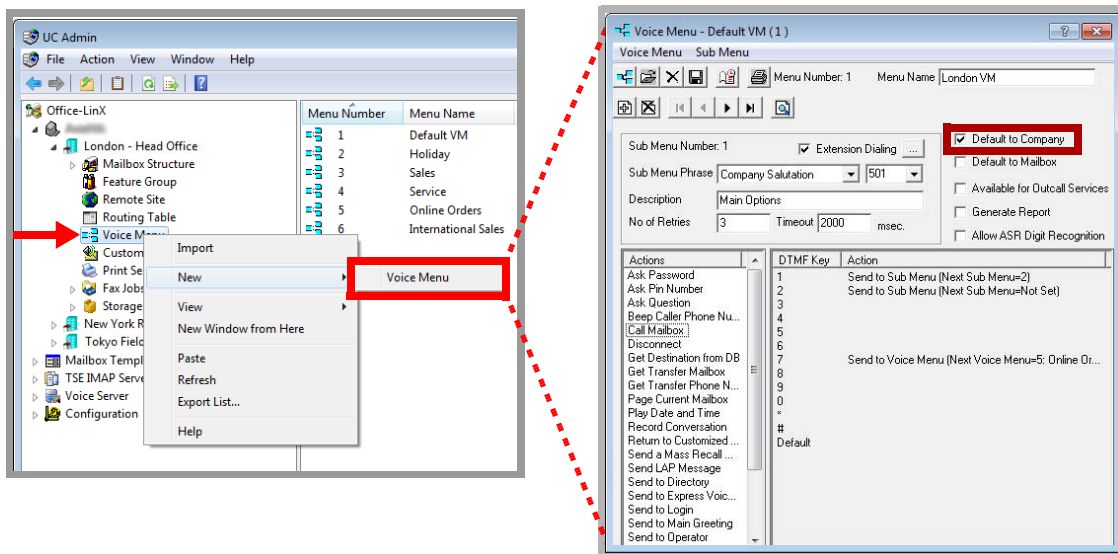
- There can be no channels assigned to any of the companies / locations. All calls originate within the main company. Each of the other locations are used to route incoming calls to the correct OU. No channels are required.

On the **Company > C.O. / Channel Assignment** tab, ensure there are no channels configured for each company.



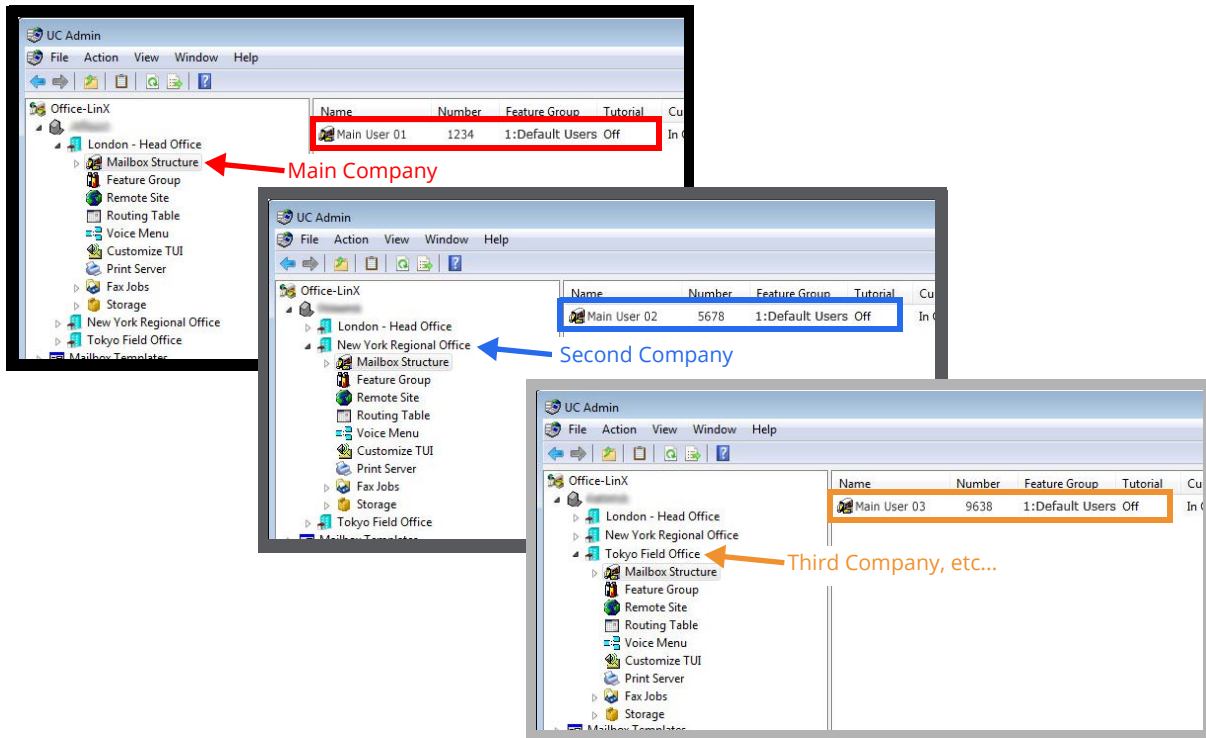
- When setting up the Voice Menus for each company / location, enable **Default to Company** on the top level menu.

Under **Company**, right-click **Voice Menu > New > Voice Menu**. Enable Default to Company.

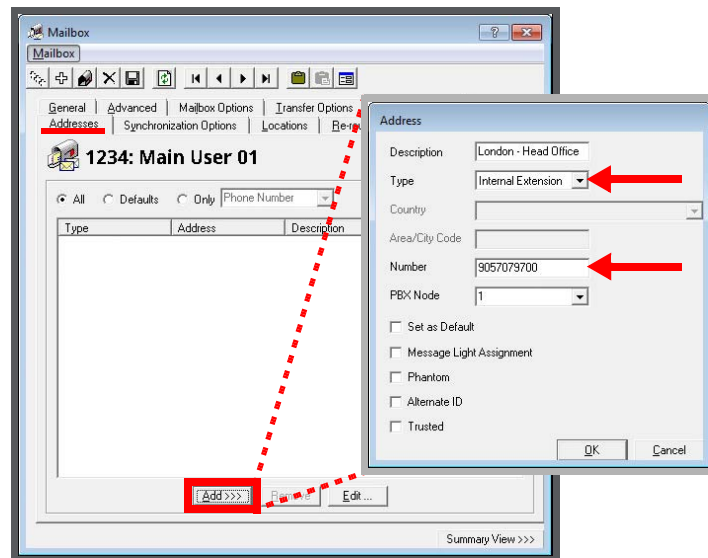


**Note:** Do not enable this item on **sub-menus** within a company / location.

7. Add a unique corporate mailbox to each of the companies / locations.  
For each company, right-click **Mailbox Structure** > **New** > **Mailbox**. Fill out the details as required; the extension number from the PBX and a username are required.



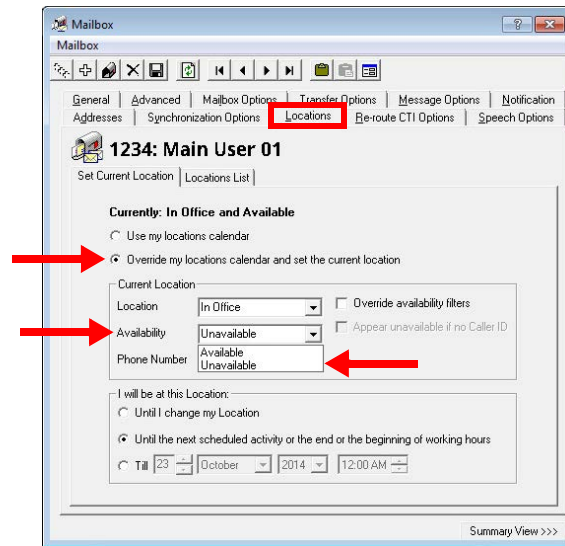
8. Add, as an internal extension, the number associated with that company / location.  
On the **Addresses** tab, click **Add** to create a new location.



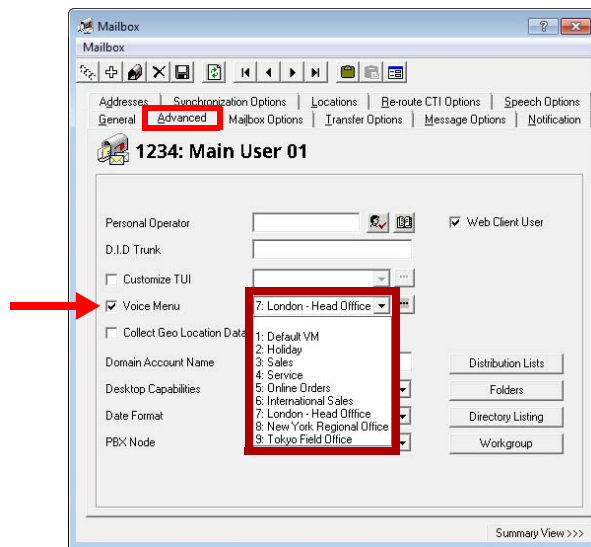
- Description:** Enter a user friendly description for the address.
- Type:** From the dropdown list, choose **Internal Extension**.
- Number:** Type in the telephone number for this company / location.
- PBX Node:** Choose the correct node for this site from the dropdown list.

Click **OK** when finished.

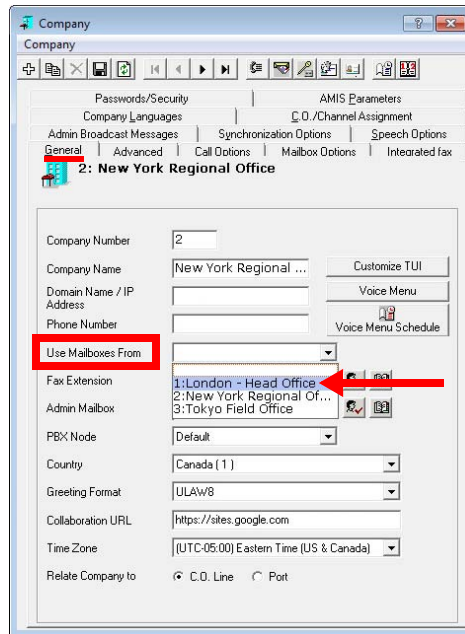
- Set the mailbox to be unavailable.  
On the **Locations** tab, enable **Override my locations calendar and set the current location**.  
Select **Unavailable** from the Availability dropdown menu.



- Attach the voice menu you created for the company / location to the specific mailbox under the **Advanced** tab.  
Enable the **Voice Menu** checkbox, then select the appropriate item from the dropdown list.

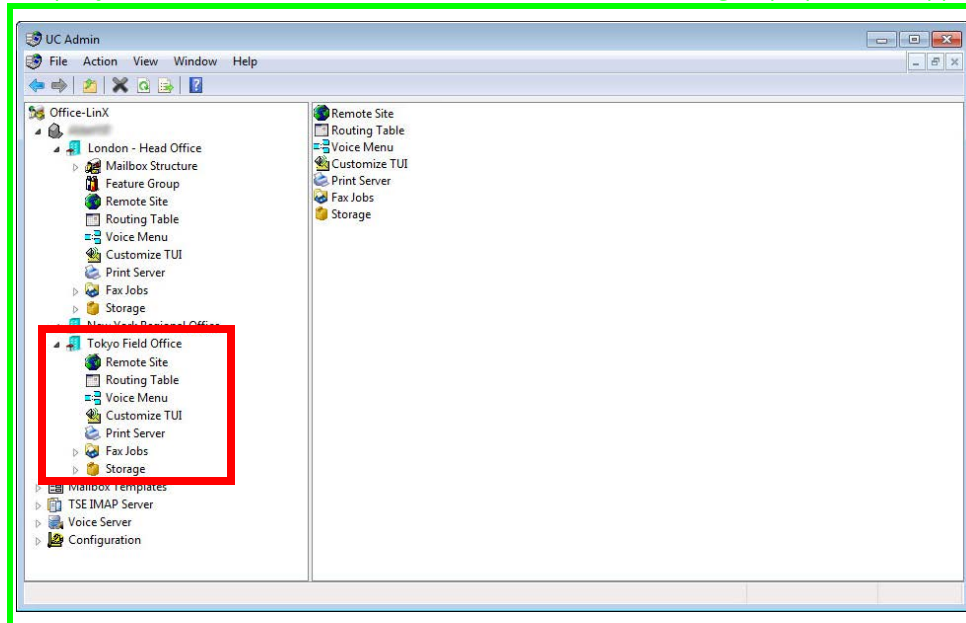


- Every company / location must share the mailboxes from the main site. From the **General** tab of each company (except the main), select **Use Mailboxes From** and choose the main location from the dropdown menu.



Click **Save** and close Company properties.

Click on the company name and click **Refresh** until the mailbox and feature group options disappear.



**Note:** The unique mailboxes added in step 7 will no longer be accessible after sharing. However, those mailboxes have been added to the database and provide the link to each company / location for the voice menus.

The configuration is complete.

