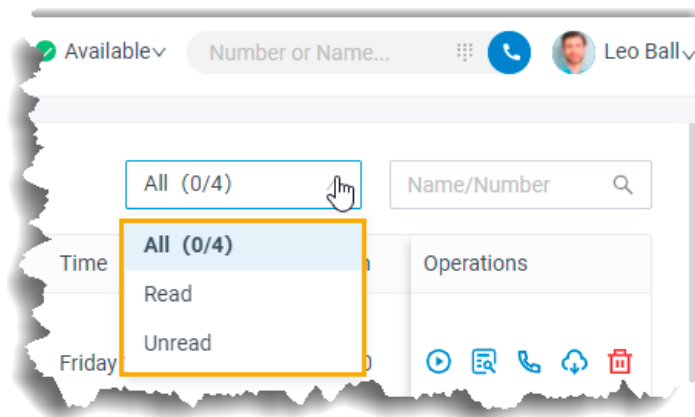



# Manage Your Voicemails

This topic describes how to manage your voicemails.

## Procedure

1. Log in to Network PBX Web Client.
2. On the left navigation bar, click **Voicemails**.
3. **Optional:** To filter voicemails, you can do as follows:
  - a. Select which status of voicemail messages you want to check.




- b. In the search bar, enter the caller's name or number.
4. Manage voicemails according to your needs.
    - a. To listen to a voicemail, click .



An unread voicemail will be marked as read.

- b. To view a transcribed voicemail text, click .

**Note:** This feature is only available when the Speech to Text (STT) API integration and Voicemail Transcription feature on the PBX are both enabled.

- c. To place a call to the caller, double click a record or click .
- d. To chat with the caller, right click a record, click **Chat**.

**Note:** **Chat** feature is only for internal communication.

- e. To download a voicemail, click .
- f. To delete a voicemail, click  and **OK**.
- g. To bulk delete voicemails, select the checkboxes of the desired voicemails, click **Delete** and **OK**.



# Manage Your Voicemails

- h. To bulk mark voicemails as read, select the checkboxes of the desired voicemails, click **Mark as read**.

**Tip:** You can also right click a record to perform the above operations for a specific voicemail.