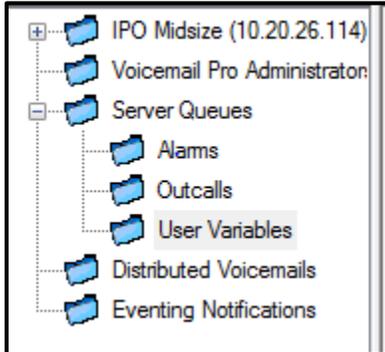
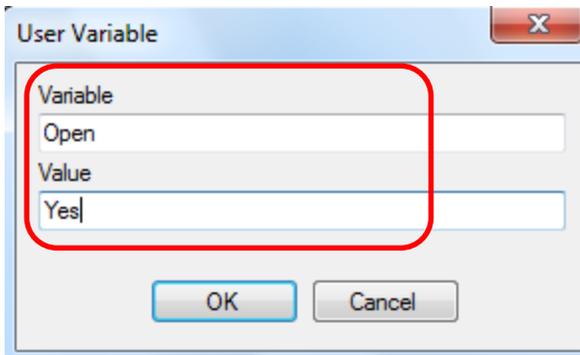


Create a user defined variable

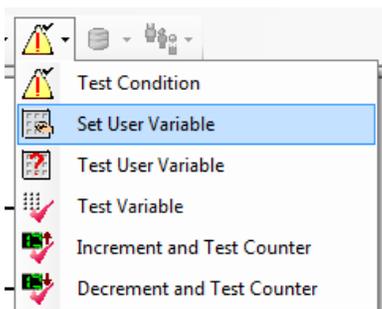
1. In Voicemail Pro Client in the navigation pane click on “+” for Server Queues and then click on “**User Variables**”.



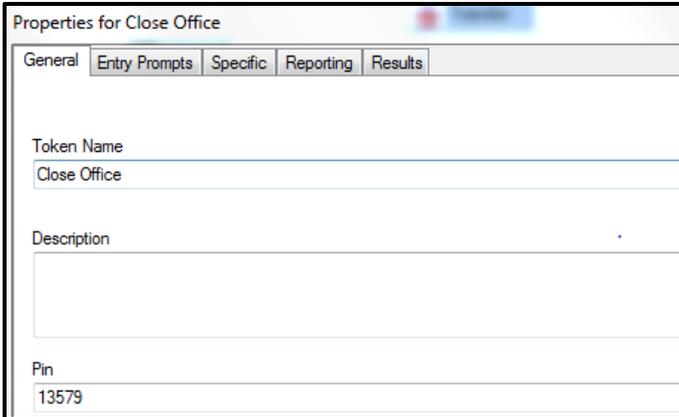
Then right click in the details pane on the right side and select “Add”. And enter the following info. This information is **Very Important**, if the information does not match below, the user variable will not work.



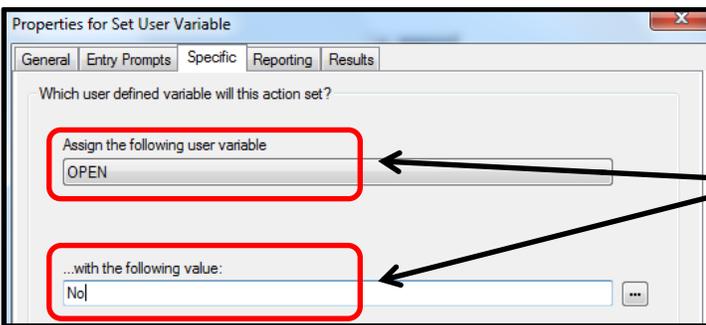
2. Create a new auto attendant module or add the following to your existing module. Click on the Condition Actions and select “**Set User Variable**”



3. Double click on your **Set User Variable**. On the General tab, you may optionally provide a name to the variable. You must also password protect the variable by entering a password into the “**Pin**” field. and click on the “**Specific**” tab and enter the following information:

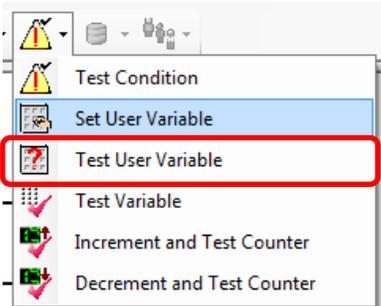


4. On the Set User Variable > Specific tab, enter the following information:

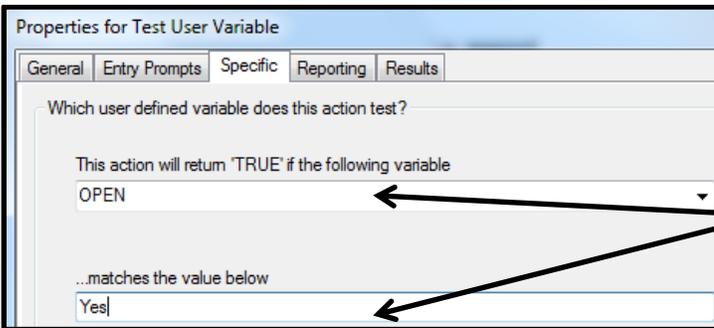


Select the Variable created in step 1 from the drop down and set the value to "No". This is informing the system that your office is not opened.

5. Add a "Test User Variable" to your call flow from the Condition Actions.

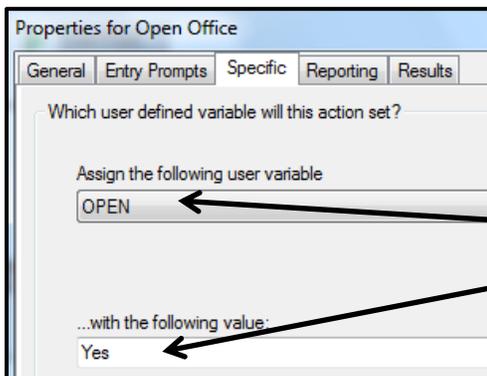
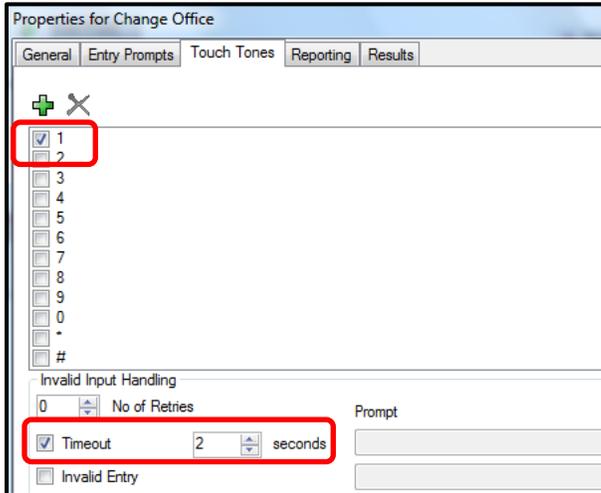


6. Double click on your Set User Variable and click on the "Specific" tab and enter the following information:



Select the Variable created in step 1 from the drop down and set the value to "Yes", this matches the variable under Server Queues. This is performing a comparison based on the status of the "Set User Variable".

7. Based on the status of the Set User Variable, either the office is opened or closed the office the call will be routed accordingly. If the office is open, calls will ring to your automated attendant. If the office is closed, calls can be routed to a Generic greeting stating why the office was closed such as due to inclement weather.
8. You will also require a mechanism to open the office from the MainAA. In order to accomplish this, you will integrate an additional Set User Variable as a silent prompt from a menu. The Menu will have a silent option to Open the office and a timeout to leave the office closed The Menu and Set User Variable will be as follows:



Select the Variable created in step 1 from the drop down and set the value to "Yes", this matches the variable under Server Queues. This will allow you to open the office through the MainAA.

9. Your final "MainAA" will look as follows:

