

MTAS Voice Mail Management Guide

MTAS

USER GUIDE

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1 Introduction

This document describes how to configure the Voice Mail service in the MTAS.

1.1 Prerequisites

It is assumed that the user of this document is familiar with the Operation and Maintenance (O&M) area, in general.

1.1.1 Licenses

Not applicable.

1.1.2 Documents

Before any of the procedures in this document are carried out, the following documents must be read and understood:

- *Ericsson Command-Line Interface User Guide*
- *Managed Object Model (MOM)*

1.1.3 Conditions

The following condition must apply:

An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.





2 Overview

MTAS services can redirect the session to voice mail.

The voice mail address does not have to be explicitly known by the service.

The voice mail address can either be configured on node level or in the user's common operator data. Two addresses are configured, one for the deposit and the other for the retrieval of voice mail.

2.1 Subfunctions

The subfunctions included in the Voice Mail service are described in this section.

2.1.1 Determining User Voice Mail Address

Voice mail server addresses can either be configured at node level or provisioned in operator part of Voice Mail service.

2.1.2 Deposit Voice Mail

The following services can redirect the communication session to the voice mail server to deposit a voice message:

- Communication Diversion (CDIV)
- Flexible Communication Distribution (FCD)

2.1.3 Retrieve Voice Mail

Recorded voice mails can be retrieved in the following ways:

- Calling the voice mail server directly by using the voice mail number provided by the operator.
- Using an SSC code, configured in the `mtasSscVmRetrieveCode`.
- Calling own number (that is, one of the identities in IRS). This feature is handled by the Self-Call to Voice Mail (SCVM) service which has to be enabled using `mtasVoiceMailRetrievalOnSelfCall`.
- Hotline service (Delayed).



2.1.4 Redirection to Voice Mail Server

In case of redirection to voice mail server, MTAS replaces the R-URI in the INVITE with the provisioned voice mail address in the Voice Mail service or to the voice mail address configured in `mtasVoiceMailDepositServerAddress` (used in deposit VM use case) or `mtasVoiceMailRetrievalServerAddress` (used in retrieval VM use case).

2.2 Interaction with Other Services

This section describes how the Voice Mail service interacts with other services.

2.2.1 Outgoing Communication Barring

Outgoing Communication Barring (OCB) can bar the session redirection towards the voicemail server (VMS) by defining the VMS address in the operator barring categories.

2.2.2 Originating Calling Name Identity Presentation

Originating Calling Name Identity Presentation (OCNIP) is not invoked when the user retrieves voice mail using the SSC code, or by dialing its own number, or by the delayed Hotline service.



3 Voice Mail Configuration

The voice mail deposit and retrieval default server addresses as well as Self-Call to Voice Mail (enabled or disabled) is configured on node level by `mtasVoiceMailDepositServerAddress`, `mtasVoiceMailRetrievalServerAddress` and `mtasVoiceMailRetrievalOnSelfCall` parameters. A separate deposit and retrieval address can be provisioned per user in the operator part of the user data.

The MOs used to configure the Voice Mail service are shown in Figure 1.

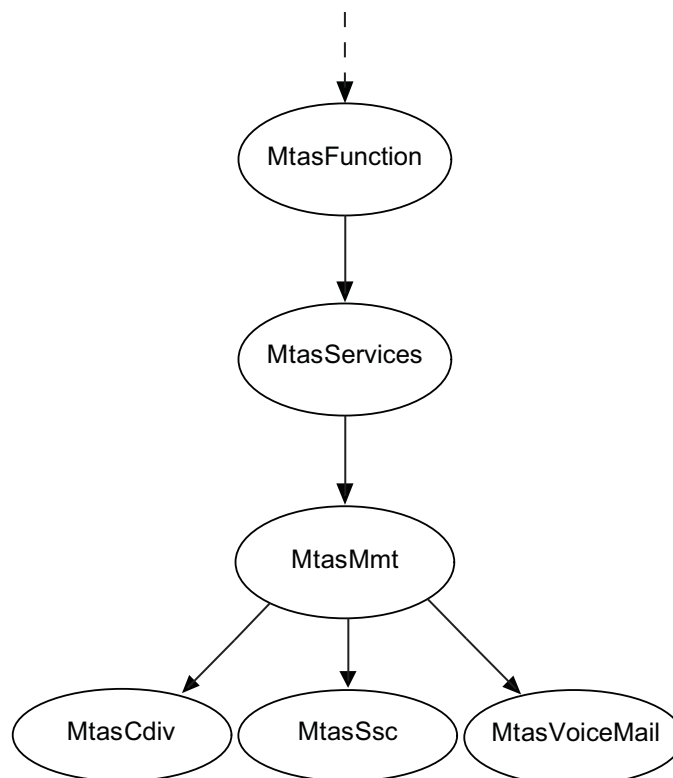


Figure 1 MTAS Voice Mail, MTAS CDIV, and MTAS SSC MO Structure

For information on configurable MOs and attributes related to the MTAS voice mail, MTAS CDIV and MTAS SSC MOs, refer to *Managed Object Model (MOM)*.

3.1 Default Voice Mail Address Configuration

The default deposit and retrieval voice mail addresses of the voice mail servers can either be set explicitly by modifying the attributes `mtasVoiceMailDepositServerAddress` and `mtasVoiceMailRetrievalServerAddress`, or implicitly by setting



configuration data per subscriber, see Section 3.2.1 Operator Subscription Level Service Configuration on page 7.

The per user voice mail deposit and retrieval addresses are defined in the Voice Mail operator service:

<voice-mail> The Voice Mail service. Use `xsi:nil="true"` to withdraw the entire service.

vm-operator-configuration

The configuration parameters for the Voice Mail service that are available to the operator rather than the user. This must be present at the creation of the `<voice-mail>` service.

activated The activated element can have the value “true” or “false”. When set to “true”, the user is provisioned with the Voice Mail service. This allows the user to include the special identity “voicemail:internal” as the target for Communication Diversion rules. If set to “false”, it withdraws the service from the user. It must be present at the creation of the Voice Mail service.

<voice-mail-address>

The `<voice-mail-address>` element specifies the target identity to “voicemail:internal”. It takes the form of a normalized sip: or tel: URI or the special value “voicemail:internal”. In the case of the special value of “voicemail:internal”, it is sent to the identity specified in the node level configuration parameter. This must be present on the creation of the `<voice-mail>` service.

This element has a relationship with the `<voice-mail-retrieval-address>` element. When the `<voice-mail-retrieval-address>` element is provisioned, the target identity in the `<voice-mail-address>` element is used only for depositing the voice mail. Otherwise, it is used both for depositing and retrieving the voice mail.

<voice-mail-retrieval-address>

The `<voice-mail-retrieval-address>` element specifies the target identity to be used when the communication is redirected to retrieve the voice mail. It takes the form of a normalized sip: or tel: URI or the special value “voicemail:internal”. In case of the special value of “voicemail:internal”, the communication is redirected to the identity specified in the node level configuration parameter. Use `xsi:nil="true"` to remove `<voice-mail-retrieval-address>` element.



3.2 Service Data Configuration

This section describes how to configure the service data.

3.2.1 Operator Subscription Level Service Configuration

The operator can activate or deactivate the CDIV and Voice Mail services subscriptions for the subscriber by setting the user data using the CAI3G protocol.

```
<cai3g:Create xmlns:xs="http://www.w3.org/2001/XMLSchema"
xmlns:cai3g="http://schemas.ericsson.com/cai3g1.2/"
xmlns:mc="http://schemas.ericsson.com/mtas/mmtel/cai3g"
xmlns:soap-env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://schemas.xmlsoap.org/soap/envelope/ ../schemas/cai3g/Soap-Envelope.xsd
http://schemas.ericsson.com/cai3g1.2/ ../schemas/cai3g/cai3g1.2_header-fault-corrected.xsd
http://schemas.ericsson.com/mtas/mmtel/cai3g ../schemas/mmtel/mmtel_aggregated_service.xsd">
  <!--
    Copyright notice: (c) Ericsson AB 2008
    Warning text "All rights reserved. No parts of this program may be reproduced in any
    form without the written permission of the copyright holder." -->

  <cai3g:MOType>MMTel@http://schemas.ericsson.com/mtas/mmtel/cai3g</cai3g:MOType>
  <cai3g:MOId>
    <mc:publicId>sip:user@telco.com</mc:publicId>
  </cai3g:MOId>
  <cai3g:MOAttributes>
    <mc:createMMTel publicId="sip:user@telco.com">
      <mc:publicId>sip:user@telco.com</mc:publicId>
      <mc:communication-diversion>
        <mc:cdiv-operator-configuration>
          <mc:activated>true</mc:activated>
          <mc:cdiv-op-conditions>
            <mc:busy-condition>activated</mc:busy-condition>
          </mc:cdiv-op-conditions>
        </mc:cdiv-operator-configuration>
        <mc:cdiv-user-configuration>
          <mc:cdiv-ruleset>
            <mc:cdiv-rule id="cfb">
              <mc:id>cfb</mc:id>
              <mc:cdiv-conditions>
                <mc:cdiv-call-state>busy</mc:cdiv-call-state>
              </mc:cdiv-conditions>
              <mc:cdiv-actions>
                <mc:forward-to>
                  <mc:target>voicemail:internal</mc:target>
                </mc:forward-to>
              </mc:cdiv-actions>
            </mc:cdiv-rule>
          </mc:cdiv-ruleset>
        </mc:cdiv-user-configuration>
      </mc:communication-diversion>
      <mc:voice-mail>
        <mc:vm-operator-configuration>
          <mc:activated>true</mc:activated>
          <mc:voice-mail-address>voicemail:internal</mc:voice-mail-address>
          <mc:voice-mail-retrieval-address>voicemail:internal</mc:voice-mail-retrieval-address>
        </mc:vm-operator-configuration>
      </mc:voice-mail>
    </mc:createMMTel>
  </cai3g:MOAttributes>
</cai3g:Create>
```

Example 1 Create CDIV and Voice Mail Using CAI3G

For more information about the CAI3G protocol, refer to *MTAS CAI3G Interface*.





4 Performance Management

There are no counters connected to the Voice Mail service.





5 Fault Management

There is no alarm connected to the Voice Mail service.