AC Voicemail Drops - DRAFT

The CTI Adapter provides agents with the ability to quickly, and automatically leave voicemail messages for customers. This frees the agent up to complete other tasks, reduces handling time and also ensures consistency of messaging to customers.

There is flexibility within the adapter to provide static messaging where the majority of configuration is completed within Amazon. Connect. AWS Lambda and the Salesforce API can also be integrated within your Connect Contact Flow to query AC Voicemail Drop configuration within Salesforce and dynamically provide message wording alongside the Amazon Polly voice style and language of your choice. In this guide we'll start with the static configuration before moving into the dynamic configuration.

Configuring the Contact Flow and Quick Connect in Amazon Connect

We will configure a transfer to queue Contact Flow which will define the experience the customer receives when a voicemail message is left. A Quick Connect will then be configured and linked to the Contact Flow and Queue to allow Salesforce to route the call correctly when the agent triggers the voicemail drop.

- 1. Login to your Amazon Connect instance as an Administrator
- 2. From the left-hand navigation choose Routing then select Contact Flows



3. In the top right-hand side of the screen, choose the drop-down arrow and select **Create transfer to queue flow**

Create contact flow	•
Create customer queue flow	
Create customer hold flow	
Create customer whisper flow	-
Create outbound whisper flow	_
Create agent hold flow	
Create agent whisper flow	
Create transfer to agent flow	
Create transfer to queue flow	

- 4. Provide the Contact Flow with a suitable name. In this case we have named the flow "Voicemail Drop". Note the Contact Flow name you have created.
- 5. Add blocks to your Contact Flow to define the message you want to leave on the customers voicemail. For this example, we have configured the following blocks:
 - a. **Set Logging Behaviour: Enable** This triggers Contact Flow logs to be sent to Amazon CloudWatch to be used for any monitoring or troubleshooting
 - b. **Set Voice: Amy** We have set the voice Amazon Polly will use for Text To Speech (TTS) in our voicemail message
 - c. Play Prompt: Text to Speech Enter the wording you wish to use for the voicemail message. You can also play a pre-recorded prompt in a WAV format. More information on this can be found in Amazon Connect Administrator Guide Prompts

	Prompt
0	Select from the prompt library (audio)
0	Text-to-speech or chat text
	Enter text
	Hi, this is AnyCompany Gas Networks. We called to speak to you about your recent bill, but will try again later.
	O Enter dynamically
	Interpret as
	Text V

- d. **Disconnect/Hang Up** Once the voicemail message is played, this disconnects the call between Amazon Connect and the customer
- 6. Once the Contact Flow has been configured, in the top right-hand corner of the screen choose the drop-down arrow and select **Save & publish**. The Contact Flow is now ready for use.
- 7. From the left navigation, choose Routing then select Quick connects



- 8. On the Quick connects page, select Add new
- 9. Fill in the details for the Quick Connect adjusting the **Name**, **Destination**, and **Contact Flow** based on your Connect configuration:
 - a. **Name:** "**billingVoicemailDrop**" Choose a name for your Quick Connect so that it can be easily identified. Note this name for later as we will use it in the Salesforce configuration.
 - b. **Type: Queue** The Quick Connect will be used to transfer the call to the outbound queue being defined under Destination.
 - c. **Destination**: **Billing** This is the outbound queue destination you wish to use for the outbound voicemail drop
 - d. **Contact Flow:** "Voicemail Drop" Select the Contact Flow created in the previous steps
 - e. **Description** Enter a description to provide users with information on the way in which this Quick Connect will be used.
 - f. Select Save



10. From the left navigation, choose Routing then select Queues



11. Select a Queue assigned to a Routing Profile for the agent using Voicemail Drops and assign the newly created Quick connect to the queue



Quick connects available to this queue

12. Select Save

Configuring Salesforce Voicemail Drops Feature

- 1. Log in to your Salesforce Org and go to the Service Console
- 2. Expand the **navigation menu** by selecting the down arrow and select **AC CTI Adapters**

Service Console			Cases	\sim
Recently Vi 📋		С	ases	
• • Updated a few s	E	С	ontacts	
Search this list		A	ccounts	
ntly Viewed ↓		Reports		
1026	\bigcirc	D	ashboards	
±	~	С	hatter	
	î	Н	ome	
	€₽	A	C CTI Adapters	
	\sim	٨	C Quaua Matrice	
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3. Select your **AC Lightning Adapter** from the left-hand pane. If the list is empty it may be you need to change the list view from **Recently Viewed** to **All**. If the Adapter is still not visible, it may not yet have been created. Please see the process for adding an configuring the adapter earlier in this guide



4. At the bottom of the **AC Lightning Adapter** configuration page select **Features**, then select **New** to create a new AC Feature

Attrib	utes	CTI Flows	Presence Sync Rules	Features		
1 item	Features (• Updated a f	1) Tew seconds ago				¢t∗ C ⁱ New
	AC Featur	re Name		~	Active	~
1	FEATURE_	CTI_ATTRIBUTES				
				View All		

- 5. Populate the AC Feature with the following configuration:
 - a. AC Feature Name: "FEATURE_VOICEMAIL_DROP"
 - b. Value: "QuickConnect: [Name of Quick Connect]" In this example my Value is "QuickConnect: billingVoicemailDrop" which is the Quick connect we configured in the previous steps
 - c. Active: Checked
 - d. **CTI Adapter: ACLightningAdapter** If you have multiple CTI Adapters, please ensure the correct CTI Adapter is selected
 - e. Select Save

* AC Feature Name	
FEATURE_VOICEMAIL_DROP	
Value	
QuickConnect: billingVoicemailDrop	
Active	
×	
* CTI Adapter	
ACLightningAdapter	×

- 1. Expand the navigation menu by selecting the down arrow and select Edit
- 2. Under Navigation Items, select Add More Items
- 3. Use the Search all items box to search for and select "AC Voicemail Drops"
- 4. Select Add 1 Nav Item

		Add Items	
Available I	tems	Q Search all items	
All	1	AC Voicemail Drops × 1 item selected	
		AC Voicemail Drops	
		+ App Launcher	
		+ Approval Requests	
		+ Assets	
		+ Authorization Form	
		+ Authorization Form Consent	
		+ Authorization Form Data Use	
		+ Authorization Form Text	
		+ CMS Home	
		+ Calendar	
		+ Campaigns	
		+ Card Payment Methods	
		+ Communication Subscription Channel Types	
		+ Communication Subscription Consents	
		+ Communication Subscription Timings	
		Cancel Add 1 Nav Item	

5. Select Save

- 6. Expand the **navigation menu** by selecting the down arrow and select **AC Voicemail Drops**
- 7. Choose the down arrow and select New



- 8. Configure a new Voicemail Drop:
 - a. **AC Voicemail Drop Name** Choose a unique name for your voicemail drop. In this example it is named "Billing"
 - b. Language At this stage we are overriding this selection with the Set Voice prompt configured in the Contact Flow, however we will be using language in the next section. In this example we are selecting "English (British)"
 - c. **Voice** At this stage we are overriding this selection with the Set Voice prompt configured in the Contact Flow, however we will be using language in the next section. In this example we are selecting "Amy"
 - d. Active: Checked
 - e. Message: We can leave this blank at this stage
- 9. Select Save

Information	
* AC Voicemail Drop Name Billing	Owner Iain Truesdale
* Language	*Voice
View all dependencies	View all dependencies
Active	
Message	
Message	

Cancel	Save & New	Save
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- 10. From App Launcher, search for "AC CTI Adapters"
- 11. Select your AC Lightning Adapter.
- 12. Click on "CTI Flows" tab
- 13. Click on New button to create a new CTI Flow
- 14. Configure your CTI Flow
 - a. **CTI Script Name** The name of your flow. We will call it "Leave a Voicemail."
 - b. Source Select "CTI Action"
 - c. **CTI Flow** Drag and drop "Start," "End" and a "Process" block. When you drop the Process block, a modal window will open. Search for "Leave Voicemail" block. Connect your blocks by clicking their sockets from "Start" to "End."
- 15. Configure your "Leave Voicemail" block.
 - a. **voicemailDropName** Type the name you chose for your voicemail drop in the previous steps.
 - b. quickConnectName Type the name of your quick connect connection.

✓ CTI Flow

II FIOW					
Detail Menu	Save	Q			
	盲 Remove Change type 🗹				
	Leave Voicemail				
_	ID: uid-1 📵		\frown		
Arguments voicemailDropName			Start	Leave Voicemail	End
Billing				0	
quickConnectName 0					
me					

- 16. Hit Save.
- 17. Click on "Context Bar" dropdown (next to "App Launcher") and find "CCP Element Editor" button.



18. Click "New Action" button the CCP Element Editor page.



19. Configure a new **CTI Action**:

- a. Action Name This is the name of your CTI Action. Let's call it "Leave a Voicemail."
- b. **CTI Flow** Select the CTI Flow you created in the previous step from the dropdown.
- c. **Order** Use the default value

Actions

Step 1: Name and Flow	Save Quick Save Delete Cancel				
Step 2: Payload (optional)	This section asks you for some required information about your action. It is the only				
Step 3: Additional (optional) Data	required section you need to fill to create an action. Action Name Leave Voicemail				
	The name agents will see. CTI Flow Leave a Voicemail In this field, you will see all CTI Flows in this account whose source field is CCP Overlay. Order 0 Position of the action in the overlay.				

- 20. Save your CTI Action.
- 21. We have now created a Contact Flow providing the messaging to be left in the Voicemail message to the customer. We have also created a Quick connect and associated that Quick connect with the voicemail drop feature associated with our lightning adapter in Salesforce. A new voicemail drop feature has been created in Salesforce which can now be selected by our Amazon Connect agent. We also created a CTI Flow and a CTI Action to trigger the connection.
- 22. To test the functionality, refresh the Salesforce **Service Console** and access your Amazon Connect Contact Control Panel (CCP) from the **Utility Bar**
- 23. Log in your Amazon Connect agent

Available 🗸 🗖 🕻	
Welcome lain	
	<
Quick connects	
👯 Number pad	

24. Select the **Number** Pad, enter a test telephone number and select Call to place an outbound call to a test customer



25. Once the call is connected and the customers voicemail message is received, you can select the tab on the right-hand side of the CCP.

	Available 🗸 🔽 🗖	:
Q) 00:05 Connected ca	u
	II Hold	
	💃 Mute	_
	III Number pad	<

- 26. Select the **Actions** panel.
- 27. You can now see the **Leave a Voicemail** action for the voicemail drop created earlier. Select the **Execute** button. This will disconnect the agent from the call and transfer the customer to the Contact Flow associated with the Quick connect. The voicemail message will then be played as per the Contact Flow configuration

¢	Phone		_
	Attributes	Actions	:
	Leave Voicemail	I	Execute

28. The agent state will move to ACW once the voicemail icon is pressed



Dynamic Configuration of Voicemail Drops using AWS Lambda and Salesforce

We now have the ability to automatically leave a voicemail message for a customer. However, this message in being defined in the Contact Flow we created earlier. Using the **sfInvokeAPI** AWS Lambda function provided with the **AWS Serverless Application Repository** we can change the voicemail drop configuration in the Contact Flow by querying the Salesforce API and the **AC Voicemail Drop** object in your Salesforce Org to allow dynamic changes including Messaging, Language and Voice used.

Please note that deploying the **sfInvokeAPI** AWS Lambda function from the **AWS Serverless Application Repository** and **Allow Amazon Connect to Access the sfInvokeAPI Lambda Function** is a pre-requisite for this section. If you have not yet deployed this and created a Salesforce API user, please visit the earlier section in the guide, then re-visit this section.

- 1. Log in to your Salesforce Org and go to Setup
- 2. In the **Quick Find** box type **Object Manager** and choose **Object Manager** from the result list



3. From the **Object Manager** list, scroll down until you see the **AC Voicemail Drop** object. Take a note of the **API Name** used for this object and then select the **AC Voicemail Drop** object

AC Voicemail Drop

amazonconnect_

4. From the left hand side of the screen select **Fields & Relationships** and take a note of the custom object **Field Name** for **ContactId**, **Message** and **Voice**. These fields will be used as part of the AWS Lambda query run against the Salesforce API to determine the voice to use and the message to play to the customers voicemail

Details	Fields & Relationships 10 Items, Sorted by Field Label	
Fields & Relationships	FIELD LABEL	FIELD NAME
Page Layouts	AC Voicemail Drop Name	Name
Lightning Record Pages Buttons, Links, and Actions	Active	amazonconnectActivec
Compact Layouts	ContactId	amazonconnectContactIdc
Field Sets	Created By	CreatedById
Object Limits	Language	amazonconnectLanguagec
Record Types	Last Modified By	LastModifiedById
Related Lookup Filters Search Layouts	Message	amazonconnectMessagec
Search Layouts for Salesforce	Owner	OwnerId
Classic	Selected	amazonconnectSelectedc
Triggers Validation Rules	Voice	amazonconnectVoicec

- 5. Go to the **Service Console** without making any changes in Object Manager
- 6. Expand the **navigation menu** by selecting the down arrow and select **AC Voicemail Drops**
- 7. Select the voicemail drop created previously and select Edit

Ų	AC Voicemail Drop Billing			New Co
120				\sim
	AC Voicemail Drop Name		Owner	
	Billing	1	O Iain Truesdale	
	Language		Voice	
	English (British)	1	Amy	
	Active			
		1		

- 8. We will use this voicemail drop for English speaking Customers. Change AC Voicemail Drop Name to append "-English" and update Message within the voicemail drop to be played to the customers voicemail and also verify and note the Voice you have chosen. This will be used as part of our dynamic Contact Flow build in Amazon Connect
- 9. Select Save & New

* AC Voicemail Drop Name Billing - English	Owner Iain Truesdale
* Language	* Voice
English (British)	▼ Amy ▼
iew all dependencies	View all dependencies
Active essage Message	
Active Contemporate State Active Active Contemporate State Active	ks. We called to speak to you about your recent bill, but will try again later.
Active Created By	ks. We called to speak to you about your recent bill, but will try again later.

- 10. We will use the new Voicemail drop to be used for Spanish speaking customers. Enter a name under AC Voicemail Drop Name and append with "-Spanish". Under Language we will select "Spanish (Castialian) and Voice "Lucia". In the Message field enter the message you wish to leave on the customers voicemail.
- 11. Ensure the Active box is checked
- 12. Select Save

New AC Voicemail Drop

AC Voicemail Drop Name Billing - Spanish	Owner Iain Truesdale	
Language	* Voice	
Spanish (Castialian) 🔹	Lucia	•
iew all dependencies	View all dependencies	

Message

Hola, es tracta de Qualificacions de Gas AnyCompany. Vam trucar per parlar-vos sobre la vostra	
factura recent, però ho tornarem a provar més endavant	

	Cancel	Save & New	Save
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- 13. Login to your Amazon Connect instance as an Administrator14. Open the Transfer to Queue Contact Flow (Routing>Contact Flows) we created earlier
- 15. Remove all blocks after Set Logging Behaviour

Entry point	≡ Set logging behavior ×	
Start	Enable	
	Success	

16. Insert a **Set Contact Attributes** block with the following configuration:

- a. Use Attribute
- b. Destination key: "InitialContactId"
- c. Type: System
- d. Attribute: Initial Contact id

29. Select Save

○ Use text	×
Use attribute	
Destination key	
Туре	
System 🗸	
Attribute	
Initial Contact id	
Add another attribute	

30. Join the Logging Behaviour block to the Set Contact Attributes block

Save

Cancel

uccess Output: InitialContactId = Success Error	output: InitialContactId = Success Error Error	Set logging behavior	Set contact x attributes
Success Success Error	Success Success Error	able	Output: InitialContactId =
Error	Error	uccess	Success
			Error

- 31. Add a Invoke AWS Lambda function block
- 32. **Select a Function** and select the AWS Lambda function ARN you have linked to your Connect instance with "sfInvokeAPI" in the name
- 33. In the next step we are going to query the Salesforce Org using the Salesforce API to gather the AC Voicemail Drop configuration triggered by the agent.
- 34. Under **function input parameters**, add the following parameters using the **AC Voicemail Drop** object API Name and field names noted in the previous steps
 - a. Use Text, Destination key: "sf operation", Value: "queryOne"
 - b. Use Text, Destination key: "query", Value: "SELECT Id, amazonconnect__Voice__c, amazonconnect__Message__c FROM amazonconnect__AC_VoicemailDrop__c WHERE amazonconnect__ContactId__c = ':initialContactId'"
 - c. Use Attribute, Destination key: ":initialContactId", Type: System, Attribute: Initial Contact id
 - d. **Timeout:** "8" This can be adjusted depending on the time taken to query your Salesforce Org API from AWS Lambda

35. Select Save

Function input parameters

Use text	×
Destination key	
sf_operation	
Value	
queryOne	
○ Use attribute	
Use text	×
Destination key	
query	
Value	
SELECT Id, amazonconnect_Voice_c, amazo	
O Use attribute	

0	Use text		×
0	Use attribute		
	Destination key		
	:initialContactId		
	Туре		
	System	~	
	Attribute		
	Initial Contact id	~	

Aug another parameter

Timeout (max 8 seconds) 8

8

- 36. Join the success connector of the **Set Contact Attributes** block to the **Invoke AWS Lambda function** block
- 37. Add a Play Prompt block with the text "An error has occurred."
- 38. Add a Disconnect/hang up block
- 39. Join the error connector of the **Set Contact Attributes** block to the **Play Prompt** block.
- 40. Join the Play Prompt block to the Disconnect/hang up block

point	Set logging behavior x	Set contact ×	Invoke AWS Lambda ^x function
tart	Enable	Output: InitialContactId =	Invoke function: serverlessr
	Success	Success	Success
		Error	Error
			X X
			Text: An error has occurred
			Okay Termination event

41. Add a new Check Contact Attributes block with the following configuration:

- a. Type:External, Attribute: "sf_count"
- b. Under conditions to check, add a new condition "Equals" "1"

c. Select Save

42. Join the success connector of the **Invoke AWS Lambda function** block with the **Check Contact Attributes** block



- 43. Add a new **Set Contact Attributes** block with the following configuration (update the External attribute strings to match the custom objects gathered from the AC Voicemail Drop Salesforce Object earlier).
 - a. Use Attribute, Destination Key: "Voice", Type: External, Attribute: "amazonconnect__Voice__c"
 - b. **Use Attribute, Destination Key:** "Message", **External, Attribute:** "amazonconnect__Message__c"
 - c. Select Save

Use attribute	
Destination key	
Voice	
Туре	
External	-
Attribute	
amazonconnectVoicec	
○ Use text	×
Use attribute	
Destination key	
Message	
Туре	
External	-
Attribute	
amazonconnect_Message_c	

44. Join the "=1" connector of the **Check Contract Attributes** block with the newly created **Set Contact Attributes** block

Invoke AWS Lambda X Invoke function: serverless Invoke function: serverless Checking: External, sf_count Success Error No Match Play prompt X Text: An error has occurred Okay Okay Termination event				
Invoke function: servertesr Success Error Play prompt X Text: An error has occurred Okay Termination event	A Invoke AWS Lambda x function	Check contact X	Set contact × attributes	
Success Error No Match Error Play prompt X Text: An error has occurred Okay Termination event	Invoke function: serverlessr	Checking: External, sf_count	Multiple attributes (2)	
Error No Match Error	Success		Success	
Play prompt Text: An error has occurred Okay Disconnect / hang Termination event	Error	No Match	Error	
Play prompt x Text: An error has occurred Okay Okay Termination event				
Play prompt × Text: An error has occurred Okay Disconnect / hang × up Termination event				
Play prompt x Text: An error has occurred Okay Okay Okay Termination event				
Play prompt Text: An error has occurred Okay Okay Disconnect / hang Termination event				
Text: An error has occurred Okay Okay Disconnect / hang Termination event	Play prompt ×			
Okay Cokay Cochain Control of C	Text: An error has occurred			
Termination event	Okay			
Termination event				
Termination event				
Termination event	Disconnect / hang ×			
	Termination event			

- 45. Add a new **Check Contact Attributes** block with the following configuration. You can add extra voices condition as your use of the Salesforce AC Voicemail Drop feature grows. For this example, we have limited to the voices used so far and also added Joanna as a default voice should an error occur.
 - a. User Defined, Attribute: "Voice"
 - b. Under conditions to check, add a new condition "Equals" "Lucia"
 - c. Add a new condition "Equals" "Amy"
 - d. Add a new condition "Equals" "Joanna"
 - e. Select Save

	e			
U	ser Defined			~
Att	ribute			
Vo	ice			
Cor	ditions to check			
х	Equals	~	Lucia	
x	Equals	*	Lucia Amy	
x x x	Equals Equals Equals	~	Lucia Amy Joanna	
x x x No	Equals Equals Equals Match	~	Lucia Amy Joanna	

46. Join the success connector of the previously created **Set Contact Attributes** block with the newly created **Check Contract Attributes** block

Invoke AWS Lambda function	≺ Check contact × Est attributes	t contact x Check contact x attributes
Invoke function: serverlessr	Checking: External, sf_count	e attributes (2) Checking: User Defined, Vo
Success	= 1 Succes	ss = Lucia
Error	No Match Error	= Amy
		= Joanna
		No Match
	Play prompt x	
	Text: An error has occurred	
	Okay	
	Disconnect / hang ×	
	Termination event	

- 47. Add three new **Set Voice** blocks for each voice and join each of the **Check Contact Attributes** block connectors to the corresponding **Set Voice** block.
- 48. Join the Check Contact Attributes block No Match connector to the Set Voice block for Joanna.

	Set voice ×
	Voice: Lucia (Standard)
	Success
Checking: User Defined, Vo	
= Lucia	Set voice ×
= Amy	Voice: Amy (Standard)
= Joanna	Success
No Match	
	Set voice x
	Voice: Joanna (Standard)
	Success

- 49. Add a **Play Prompt** block with the following configuration. This prompt will play the message retrieved via the API call. If the API call fails, a default message will be played which we will configure shortly.
 - a. Select Text-to-Speech, Enter Dynamically, Type: User Defined, Attribute: "Message", Interpret as: Text (SSML tags are also supported and can be updated directly in the Salesforce AC Voicemail Drop Message

Prompt
○ Select from the prompt library (audio)
 Text-to-speech or chat text
○ Enter text
Enter dynamically
Туре
User Defined
Attribute
Message
Interpret as
Text 🗸

- 50. Join three **Set Voice** block success connectors to the **Play Prompt** block
- 51. Add a new **Disconnect/hang up** block and join the **Play Prompt** block success connector to it

	Voice: Lucia (Standard)		
Check contact X	Success		
= Lucia	Set voice x Voice: Amy (Standard)	Play prompt × Prompt: dynamic(Message)	Disconnect / hang ×
= Joanna	Success	Okay	
No Match	Set voice x Voice: Joanna (Standard)		
	Success		

- 52. Add a new **Set Contact Attributes** block with the following configuration. This block will set our default message and voice if the Salesforce API call fails.
 - a. Use Text, Destination key: Voice, Value: "Joanna"
 - b. Use Text, Destination key: Message, Value: "We are sorry we could not reach you. We will try again later"
 - c. Select Save

Use text	×
Destination key	
Voice	
Value	
Joanna	
○ Use attribute	
Use text	×
Destination key	
Message	
Value	
We are sorry we could not reach you. We will try	
○ Use attribute	

- 53. Join the error connector of the **Invoke AWS Lambda function** block with the **Set Contact Attributes** block we have just created (see screenshot)
- 54. Join the No Match connector of the **Check Contact Attributes** block with the **Set Contact Attributes** block we have just created (see screenshot)
- 55. Join the error connector of the second **Set Contact Attributes** block we created with the **Set Contact Attributes** block we have just created. (see screenshot)
- 56. Join the success connector of the **Set Contact Attributes** block we have just created to the **Check Contact Attributes** block where we have checked which voice to use (see screenshot)
- 57. Join the error connector of the **Set Contact Attributes** block we have just created to **Play Prompt** block we created earlier for errors (see screenshot)



58. In the top right-hand corner of the Contact Flow designer choose the drop-down arrow and select **Save & Publish**



- 59. Log in to your Salesforce Org and go to the Service Console
- 60. To test the dynamic functionality, access your Amazon Connect Contact Control Panel (CCP) from the **Utility Bar**
- 61. Log in your Amazon Connect agent

Available 🗸 🔽	\$
Welcome lain	
	<
Quick connects	
👯 Number pad	

62. Select the **Number** Pad, enter a test telephone number and select Call to place an outbound call to a test customer

,	Available	~	L D	\$
Nu	mber pa	d		×
	~			
	1	2 ABC	3	
	4 GHI	5	6 MNO	<
	7 PQRS	8 TUV	9 _{wxyz}	
	*	0 +	#	
	٥	Ľ	Call	

63. Once the call is connected and the customers voicemail message is received, you can select the tab on the right-hand side of the CCP.



64. You can now see the **Actions** section and the two voicemail drops created earlier. Select the **Execute** button next to the English language drop. This will disconnect the agent from the call and transfer the customer to the Contact Flow associated with the Quick connect. Ensure the correct message is left on the voicemail service.

C	Phone		_
	Attributes	Actions	:
	Leave Voicemail - English		Execute
	Leave Voicemail - Spa	nish	Execute

65. Repeat the test call process, but select the Spanish Language drop and ensure the correct message is left on the voicemail service.