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Adding Phone Numbers

How to add a new number to your account



Written by Karina

Updated over a week ago

To add a phone number to your MightyCall account, you essentially have two options: you can complement your main MightyCall number with an additional one from MightyCall, or you can port in a virtual number you're already using.

Wanna learn how? Well to start, head on over to the web panel and go to the **Numbers and Web Widgets** tab.

To add a Local or Toll-free number:

1. Click on **Add local or Toll-free number** if you would like to add more numbers to your MightyCall account.

Type	Number	Label	Call flow rule	Status	Text Message
Business	+1 (332) 213-9228	NY	NY number	Active	✓
Business	+1 (647) 361-5305	Toronto	Toronto number	Active	✓
Business	+1 (650) 300-0672	San Francisco	My San Fran number	Active	✓
800	+1 (888) 708-2096	Toll-Free	Main US number	Active	✓

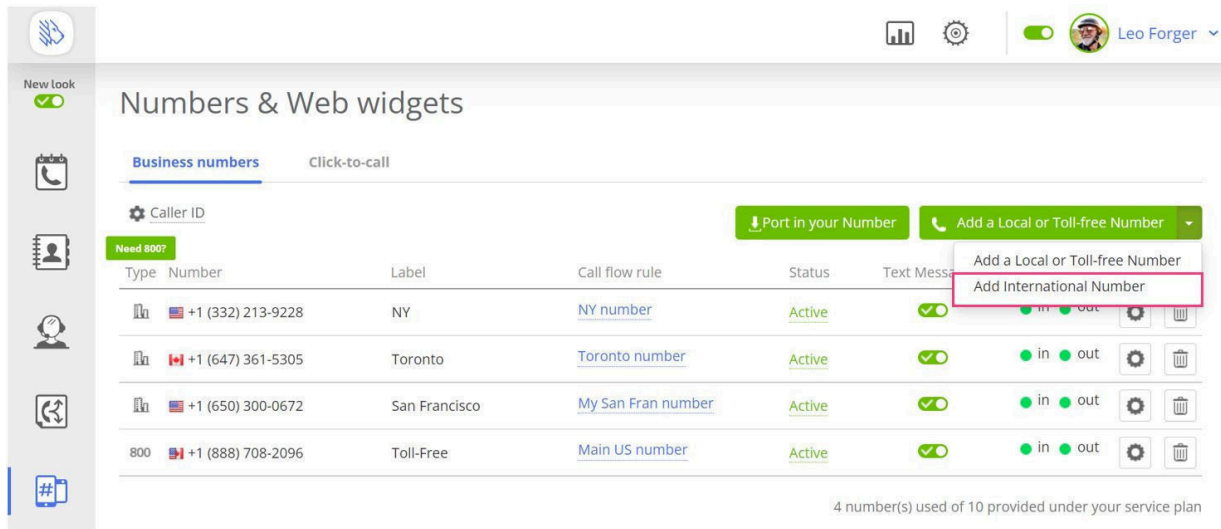
4 number(s) used of 10 provided under your service plan

2. A window with available toll-free or local numbers will open.
3. Select a number and confirm. This will now be the main number on your account by default, but you can create separate rules for it (for example, if you want to use another greeting).
Small Team, Business and **Enterprise** plans allow for **2** numbers.

To add an international number:

International numbers are **an Add-on** and are **\$10 per number**.

1. Click on **Add local or Toll-free number**, then select **Add international number**.



Numbers & Web widgets

Business numbers Click-to-call

Caller ID

Need 800?

Type	Number	Label	Call flow rule	Status	Text Message	
🇺🇸	+1 (332) 213-9228	NY	NY number	Active	🟢	🟢 in 🟢 out
🇨🇦	+1 (647) 361-5305	Toronto	Toronto number	Active	🟢	🟢 in 🟢 out
🇺🇸	+1 (650) 300-0672	San Francisco	My San Fran number	Active	🟢	🟢 in 🟢 out
800	+1 (888) 708-2096	Toll-Free	Main US number	Active	🟢	🟢 in 🟢 out

4 number(s) used of 10 provided under your service plan

2. Submit the request to add an international number to our support team.
Please click on “I have already sent the required documents” in case it is not the first time you have bought an international number add-on.

✕

International Number Slot

[< Back to Add Numbers Slot](#)

In order to enable international number on your account, we will need you to provide some verification documents as email attachments to verify your identity.

We will send the necessary instructions to your email:
leo@firebikes.com
[Change](#)

☐ I have already sent the required documents

CancelSend Request

3. In order to enable international calling on your account, we will need you to provide the following verification documents as email attachments to verify your identity:

A current government-issued ID for the payment method owner

In other words, it's the name on the credit card used to register with MightyCall. The identification must be current and should include both a full name and a photo (driver's license, passport, or green card).

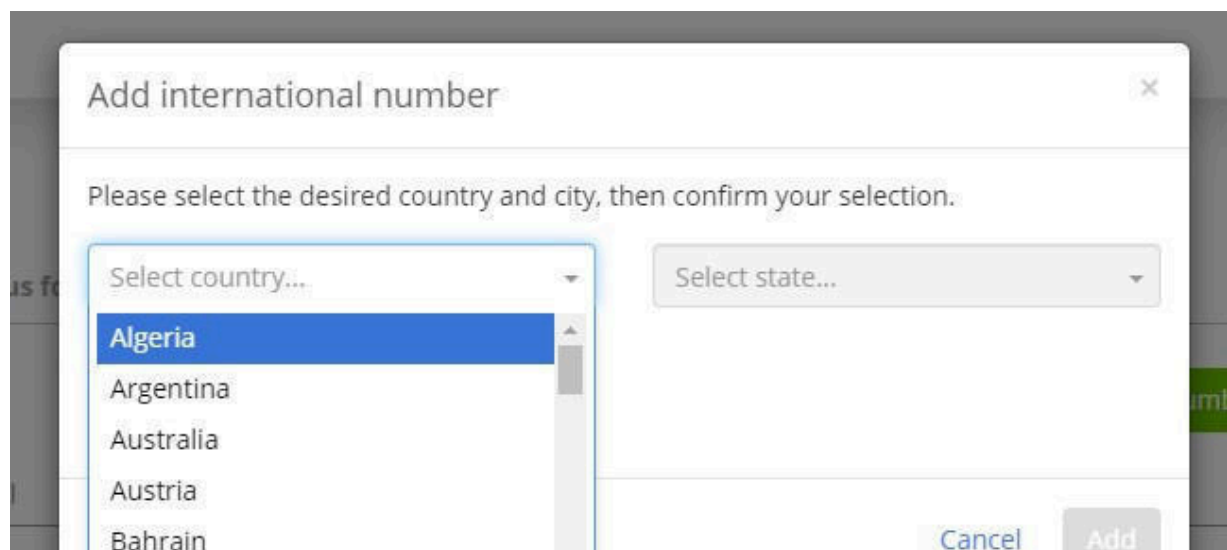
A recent bank statement

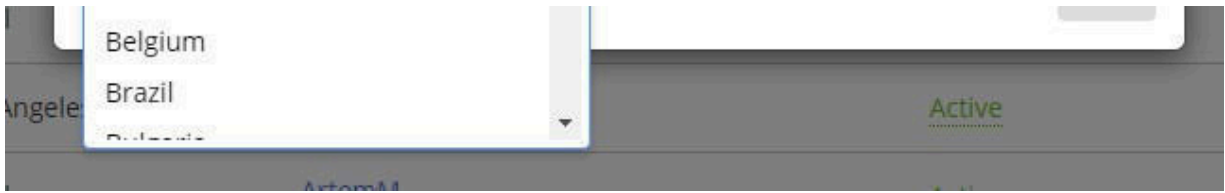
The statement should show the original MightyCall purchase. (For your privacy, you should mark out all but the last four digits of your account number as well as any transactions with other companies.)

Debit/Credit Card

Photos of the front and back of the credit/debit card. To preserve the integrity of your payment information, please strike out the three/four-digit security code and all but the last four digits of the card number. The name and last four digits of the card number must be visible, however.

4. After the verification process is finished you will be notified by email. The add-on will then be available in your account.
5. Go to the **Numbers and Web Widgets** tab and select the country, region, and an international number.





To port in your number to MightyCall:

Click on **Port in Your Number** if you want to port in your existing number. It is free of charge. Learn more [how to port in your number to MightyCall](#).

Numbers & Web widgets

Business numbers Click-to-call

Caller ID

Need 800?

Port in your Number Add a Local or Toll-free Number

Type	Number	Label	Call flow rule	Status	Text Message	
📠	+1 (332) 213-9228	NY	NY number	Active	✓	in out ⚙️ 🗑️
📠	+1 (647) 361-5305	Toronto	Toronto number	Active	✓	in out ⚙️ 🗑️
📠	+1 (650) 300-0672	San Francisco	My San Fran number	Active	✓	in out ⚙️ 🗑️
800	+1 (888) 708-2096	Toll-Free	Main US number	Active	✓	in out ⚙️ 🗑️

4 number(s) used of 10 provided under your service plan



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Adding Users



Written by Karina

Updated over a week ago

You can invite your colleagues to the service and make calls together! For example, spread calls between different employees during work or off-hours, or even create whole groups, such as Sales and Support.

To invite colleagues:

1. Go to the section labeled **Team**, and click the button labeled **Add User**.

Team

Users

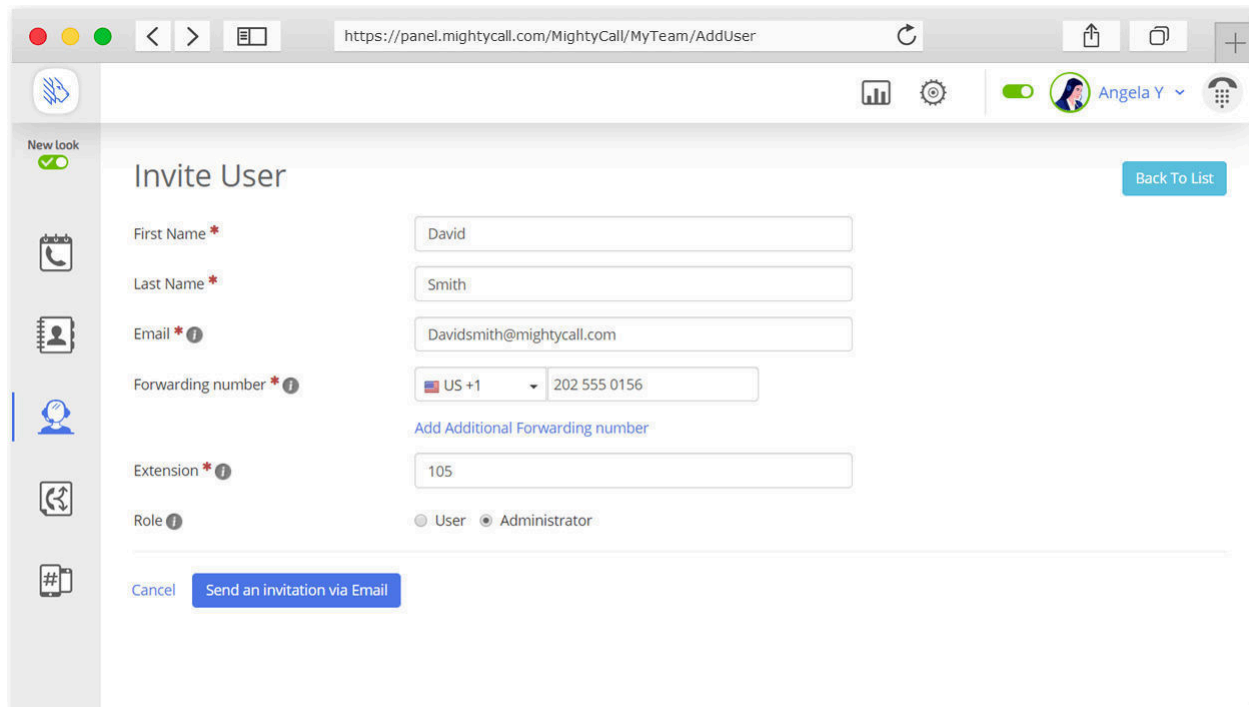
Extension	Name	Forwarding Number	Email	Role	
100	John Gearhead	+12121112222	john@firebikes.com	Administrator	[*] [eye] [pencil] [trash]
101	Peter Rock	+12122012950	peter@firebikes.com	User	[*] [eye] [pencil] [trash]
111	Leo Forger	+19293332222	leo@firebikes.com	Administrator	[*] [eye] [pencil] [trash]
102	Jessica Hawk	+11232886702	jessica@firebikes.com	User	[*] [eye] [pencil] [trash]
103	Rachel Welder	+12561862946	rachel@firebikes.com	Administrator	[*] [eye] [pencil] [trash]
104	Allie Trucker	+17033409505	allie@firebikes.com	Administrator	[*] [eye] [pencil] [trash]

Groups

Group Name	Users Count	
Sales East Coast	3	[pencil] [trash]
Sales West Coast	2	[pencil] [trash]

2. First, put in the information for the colleague you'd like to invite. Please note that you can invite them as either an administrator or a user.

- If your colleague is made **an admin**, they will be able to do the same actions as you.
- If you make them **a user**, they will be able to use the service but will not be able to make changes to many of the settings.



The screenshot shows a web browser window with the URL <https://panel.mightycall.com/MightyCall/MyTeam/AddUser>. The page title is "Invite User". On the left is a sidebar with icons for various features. The main form contains the following fields and options:

- First Name ***: Text input with "David" entered.
- Last Name ***: Text input with "Smith" entered.
- Email ***: Text input with "Davidsmith@mightycall.com" entered.
- Forwarding number ***: A dropdown menu showing "US +1" and a text input with "202 555 0156". Below this is a link "Add Additional Forwarding number".
- Extension ***: Text input with "105" entered.
- Role**: Radio buttons for "User" and "Administrator", with "Administrator" selected.

At the bottom of the form are two buttons: "Cancel" and "Send an invitation via Email". In the top right corner of the form area is a button labeled "Back To List".

When finished, click the button labeled **Send invitation via Email**. The colleague will receive an email through where they will be able to access the service.

3. You may add several colleagues and include them in groups. This can be accomplished by clicking **Team**, and then **Add Group**.

4. Users added to the group will be accessible in the Call Switch settings. You can also always add users directly when creating new groups.

[Go to MightyCall](#)[All Collections](#)[Admin Settings](#)[Auto Receptionist \(IVR\)](#)

Auto Receptionist (IVR)



Written by Karina

Updated over a week ago

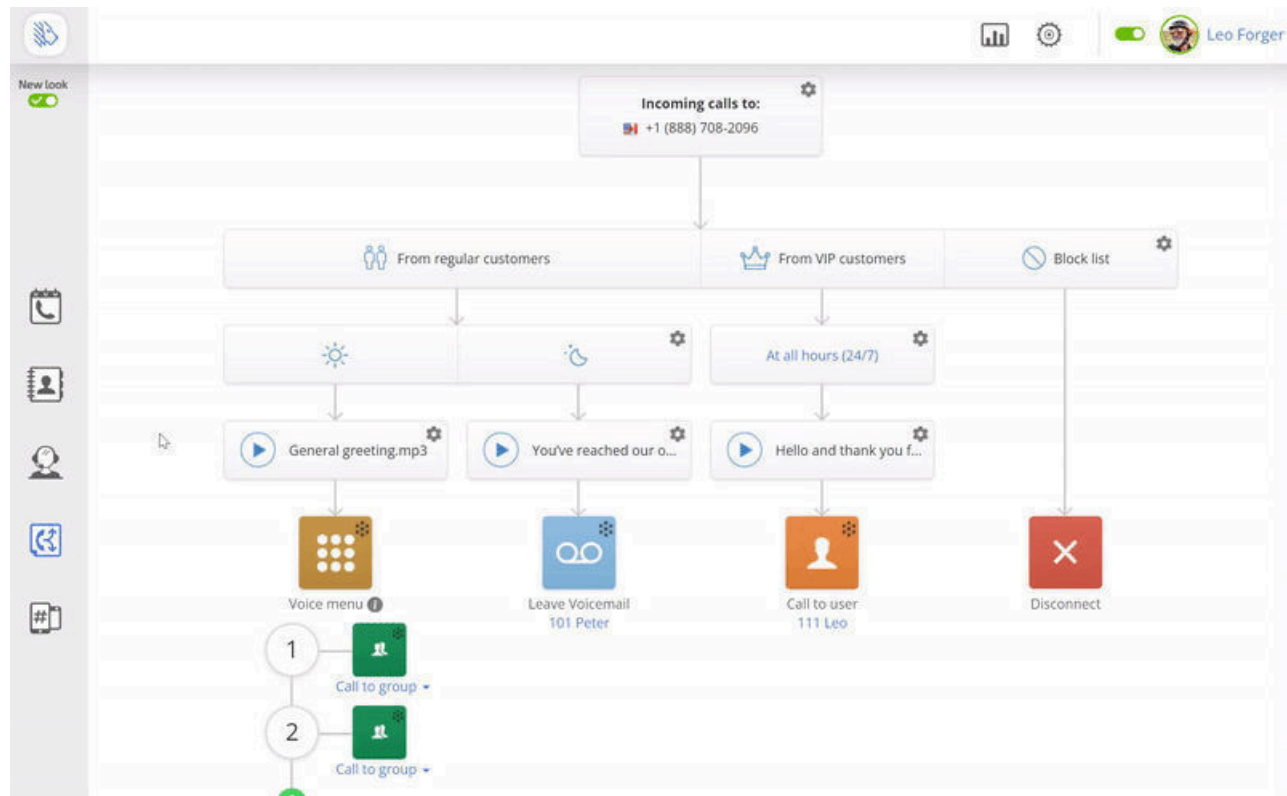
Auto Receptionist, also known as **IVR (Interactive Voice Response)** allows callers to interact with a phone system via their phone's keypad. You've definitely encountered them before, probably in the form of "Press 1 for Sales, press 2 for Support and press 3 to leave a voicemail."

What is IVR?

Interactive Voice Response (IVR) is designed to:

- Greet callers
- Deliver necessary information
- Forward calls to the appropriate extension
- Take human error out of the system

How does it work?



The information playback menu starts the call (Press 1 for Sales, Press 2 for Support, etc.), and then forwards it to the proper destination using a routing system.

Most IVR systems designed for small businesses also contain a dial-by-name directory. This allows a caller to dial the first name, last name, or full name of the person they need and the system will automatically forward the call there.

If a call goes to a group, the Automated Call Distribution determines who gets the call first using 1 of 4 distribution methods (which you can select and change at any time).

Running multiple auto-attendants on an IVR system will allow you to handle things like:

- Business vs non-business hours
- Regular vs VIP clients
- Using multiple phone numbers

How to enable IVR with MightyCall

1. Go to **Call Flow**.
2. Click on the **Actions** block.
3. Select **Enable Voice Menu**.
4. Record your own greeting for the voice menu and a media prompt for incorrect input.
5. Select the desired actions for numbers 0 up to 9.
6. Select an action should a timeout occur (if a caller does nothing for a long time).
7. Save changes.

How can that help business?

IVR systems for small businesses help make sure calls coming into your company get routed fast and efficiently, often without even needing a receptionist (or fewer than you otherwise would).

The systems aren't just cold, lifeless robots either, as you can upload your own personal greetings to show your company's personality and relay important info. This efficiency will give you a professional look and your customers a better calling experience.

Auto-attendant. VoIP feature. MightyCall phon...



[Go to MightyCall](#)[All Collections](#) [Admin Settings](#) [Business Contact Book](#)

Business Contact Book

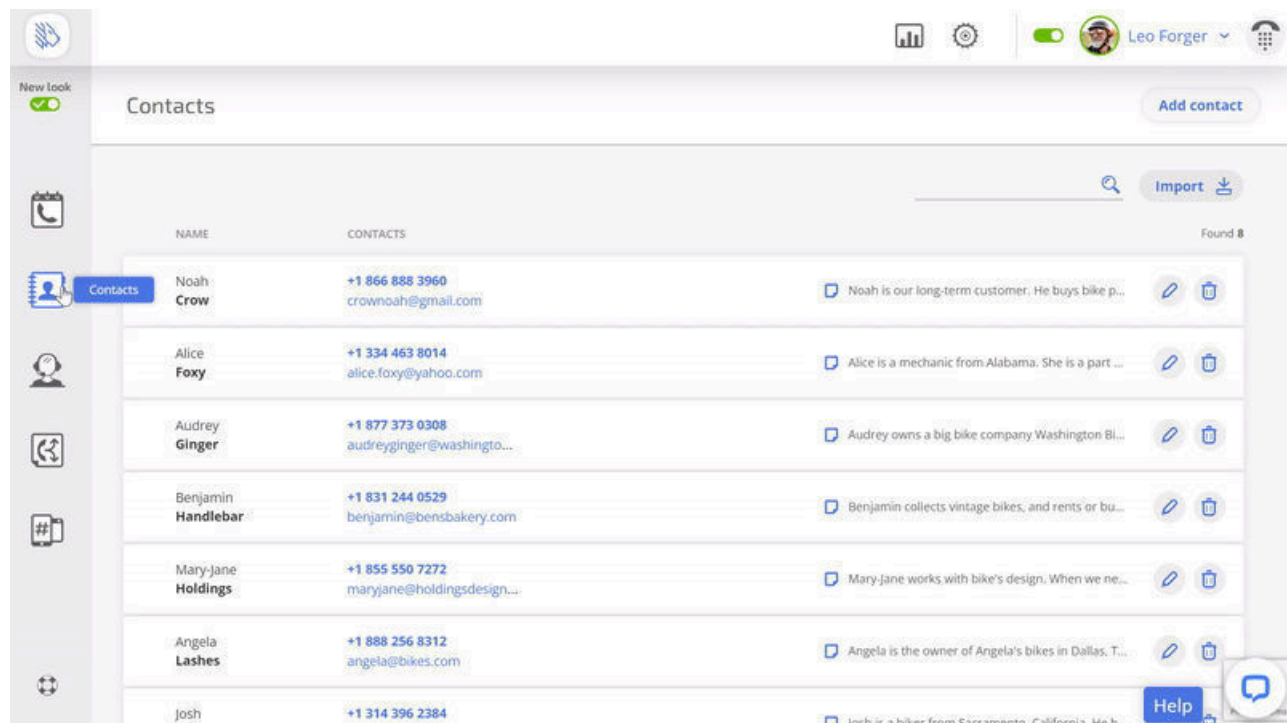
How to set up your contacts



Written by Karina

Updated over a week ago

MightyCall now supports the Business Contact Book feature which allows you to save information about your customers.



For each client you can add a **name**, **email**, and **up to 20 phone numbers**, as well as a **personal**

comment visible to all users in the account.

The Contact Book is shared by all users in the account. A client created by one user will also be visible to all the other users in the team.

Names saved to the Contact Book will be shown in the Journal, the MightyCall webphone, and the mobile app.

How to add contacts

Importing contacts:

- You can upload a file in the **CSV** or **vCard** format into MightyCall's contact book.
- For the best results, we recommend using **UTF-8** encoding.
- The maximum file size is **10 MB**.
- The number of lines in one file must not exceed **9991**.

To import a contact click on the **Import** button in the top right corner of the **Contacts** tab.

To add a new contact from the Journal:

- Go to the list of calls and click on the icon next to the corresponding phone number. Click **Add a number to Contacts**.
- Specify the contact's first and last name and additional information: email and comments.
- Make sure to save your changes.

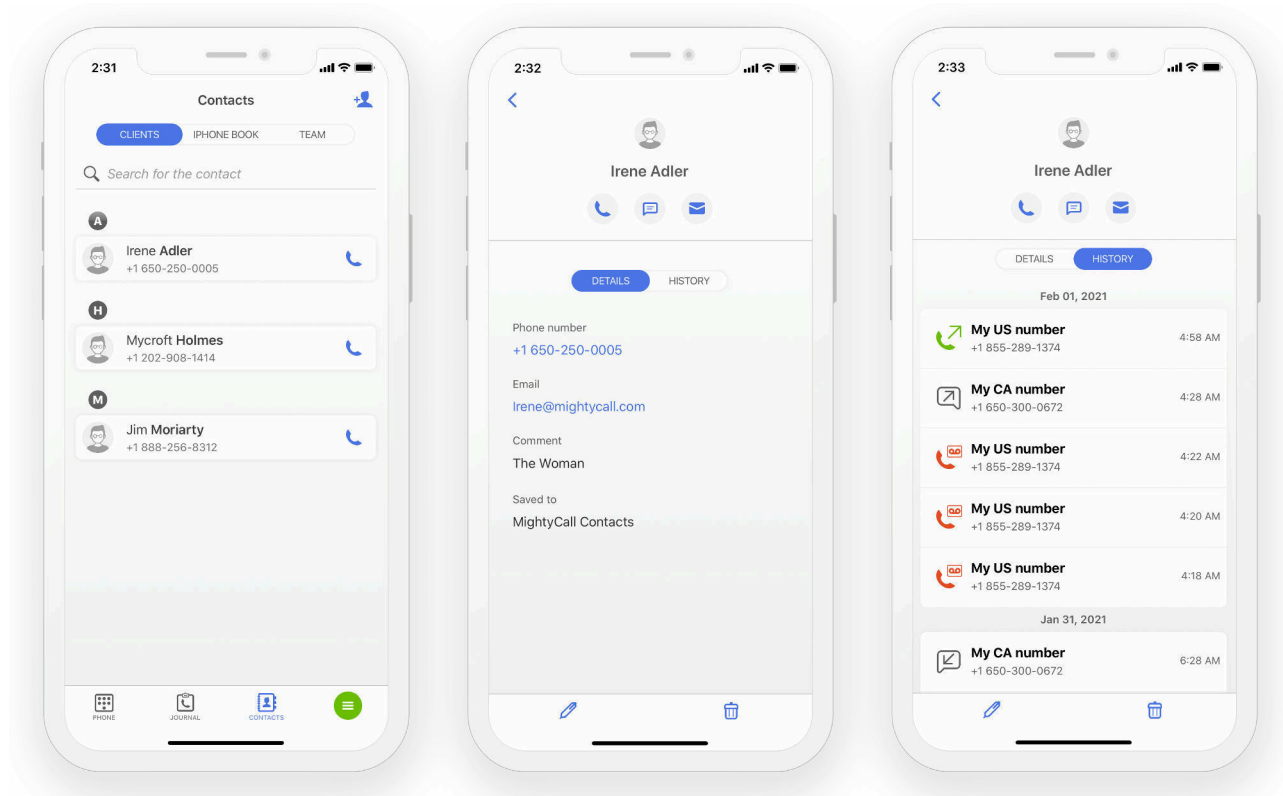
To add a new contact from scratch:

- Go to the **Contact Book** section.
- Click the **Add Contact** button.
- Specify the contact's first and last name, phone number, and additional information: email and comments.
- Save changes.

The client's name will be displayed on the MightyCall webphone and in the Journal.

Contact Book in the mobile app

Our Business Contact Book works on our [mobile app](#) as well. You can save contacts in the app through your call history to make life easier than having to create new contacts completely, and you can also edit contacts the same way. This is in addition to being able to leave comments on contacts and view your communication history with each individual contact.



Notes

- You may create multiple contacts associated with one phone number. In this case, the interface will display the note Multiple contacts and will list all the names associated with this phone number.
- Calls from deleted or edited phone numbers will be shown without names.
- To create a contact, you need to save information in at least one field. If no number is associated with the contact, it will be displayed with the note: Name not set.
- The maximum number of contacts on the Basic plan is 10.

Contact Book limitations based on monthly plans

Some plans limit the number of contacts you may create in the shared Contact Book. After reaching the contact limit, you will not be able to create new contacts, but you can edit the ones

already created.

If the number of created contacts exceeds the available limit at the time of switching plans, you will not be able to create and edit contacts. Saved clients will be displayed in the Journal. After deleting “extra” contacts or switching to the appropriate plan, you will be able to edit/create contacts again.



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Business Hours



Written by Karina

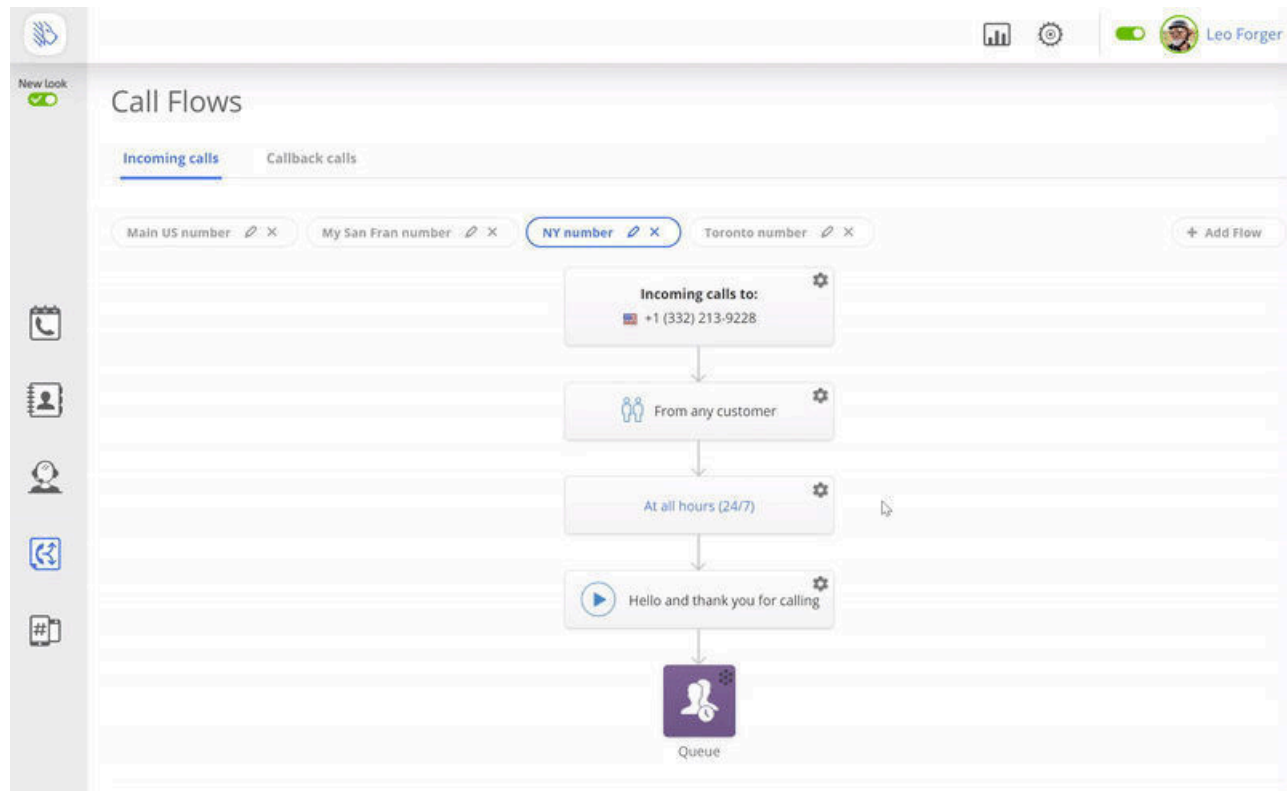
Updated over a week ago

Customers are going to call your business number at all times of the day – including at night and on weekends. If you're a small business, you need to be flexible enough to handle these calls at any time. Now, of course, that's not really possible in a literal sense- there are going to be times when even the most committed business owners just can't get to the phone. The solution is to set up business hours and rules for handling incoming calls during them, as well as to route calls received during non-business hours to a voicemail or to a specific phone line.

MightyCall's web panel gives you this necessary flexibility and makes it straightforward to easily set and alter your operating hours. You have multiple choices when it comes to doing so: you can set specific times when an after-hours call should be forwarded (and to whom it should be forwarded), or you can simply send the caller straight to voicemail. It's all up to you!

How to configure your Business Hours

1. Go to **Call Flow**.
2. Click on the **At all hours (24/7)** block.
3. Select the **Have Business Hours** option.
4. Define your business hours and holidays as needed. Click **OK**.
5. Your call flow now has 2 parts – business hours and after hours.
6. Select your greetings and an appropriate method for call handling. For instance, you can forward all calls after business hours to voicemail.
7. Save changes.



Note: Click on the **Schedule** block and select the **Available 24 hours** option to reset this option.



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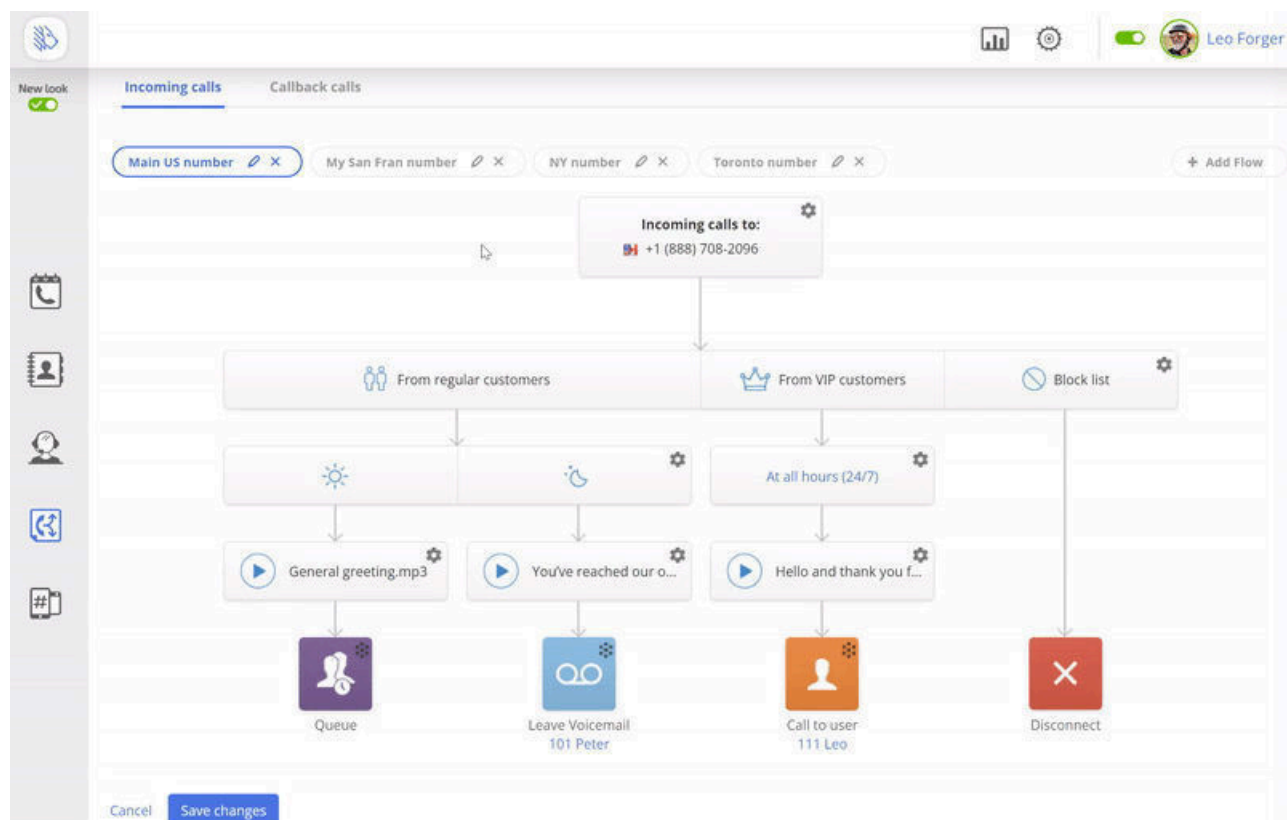
Call Flow Settings



Written by Karina

Updated over a week ago

Click on the **Call Flo** icon. From there, click on the **Incoming calls to** block and check off the numbers you want this call flow to apply to.



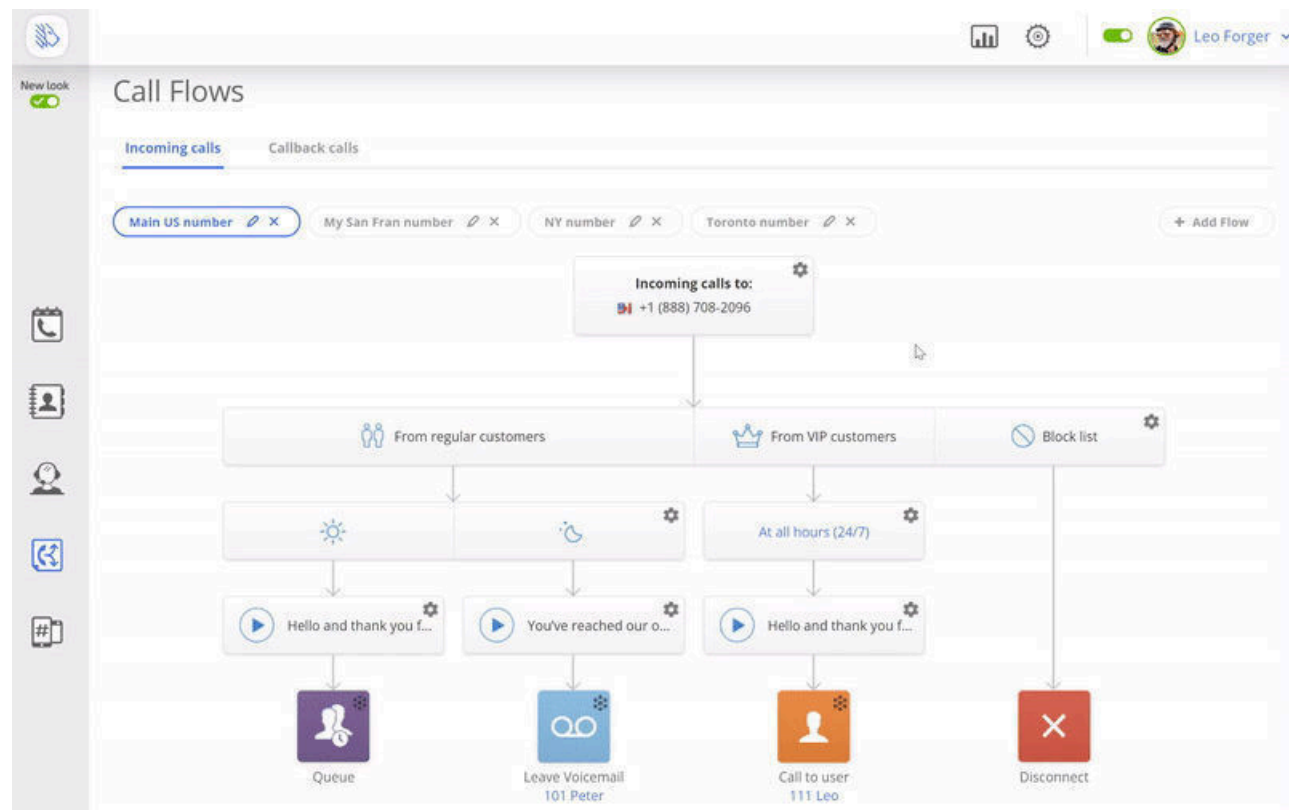
The default call flow will take your callers through a voice greeting and will then forward the call to the main user.

However, there are other call handling options you can choose:

- Call to user
- Call to group
- Call to queue
- Call to non MightyCall number
- Voicemail (for a user or the [General Voicemail box](#))
- Voice menu
- Dial by name
- Disconnect

VIP & Block lists

For one, you can choose how to handle calls from different numbers – like regular calls, VIP calls, or block list calls.



As you add numbers to **VIP lists** and **block lists**, you'll see your call flow “tree” expand.

You can also choose custom call forwarding options for each type of caller.

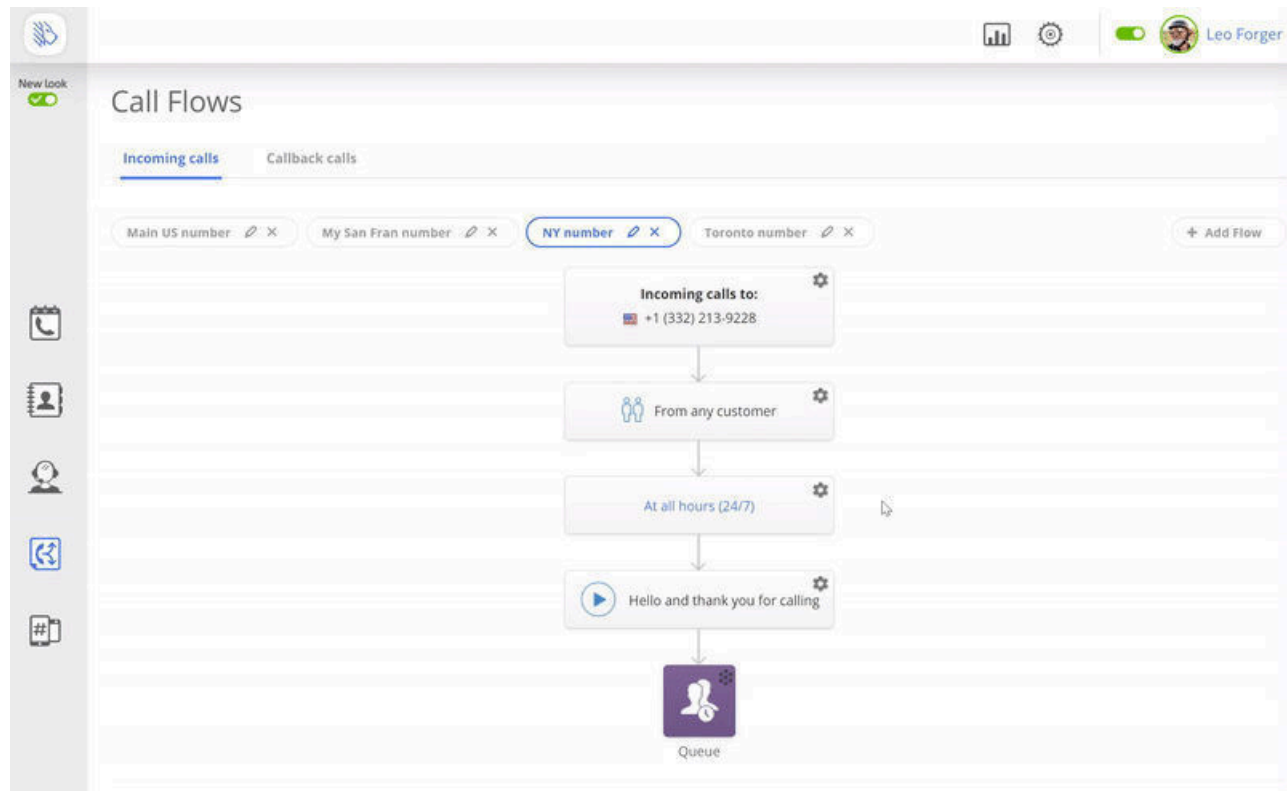
Block lists are a simple way to cut off communication with spam callers.

Numbers on your block list will be automatically disconnected whenever they call.

You can add a phone number to a block list from the history page or the mobile app.

Business hours

Most business owners want to receive calls from regular customers only during business hours.

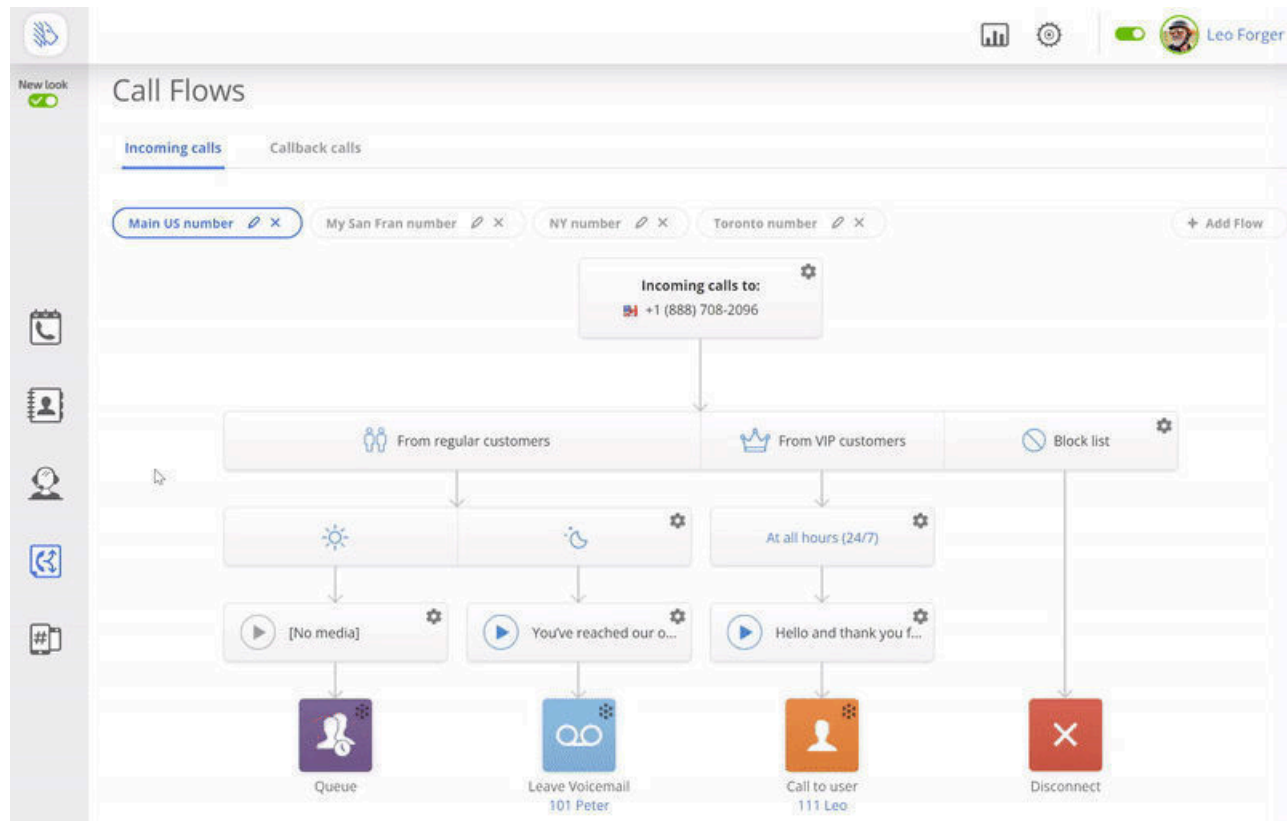


To do that, click the **24/7** block and change the setting from **Available 24 hours** to **Have Business Hours**. Then, specify your business hours.

Voice greetings

You may change the voice greeting your customers hear when they call you.

If you want to personalize the voice greeting, just click the **Customi** icon.



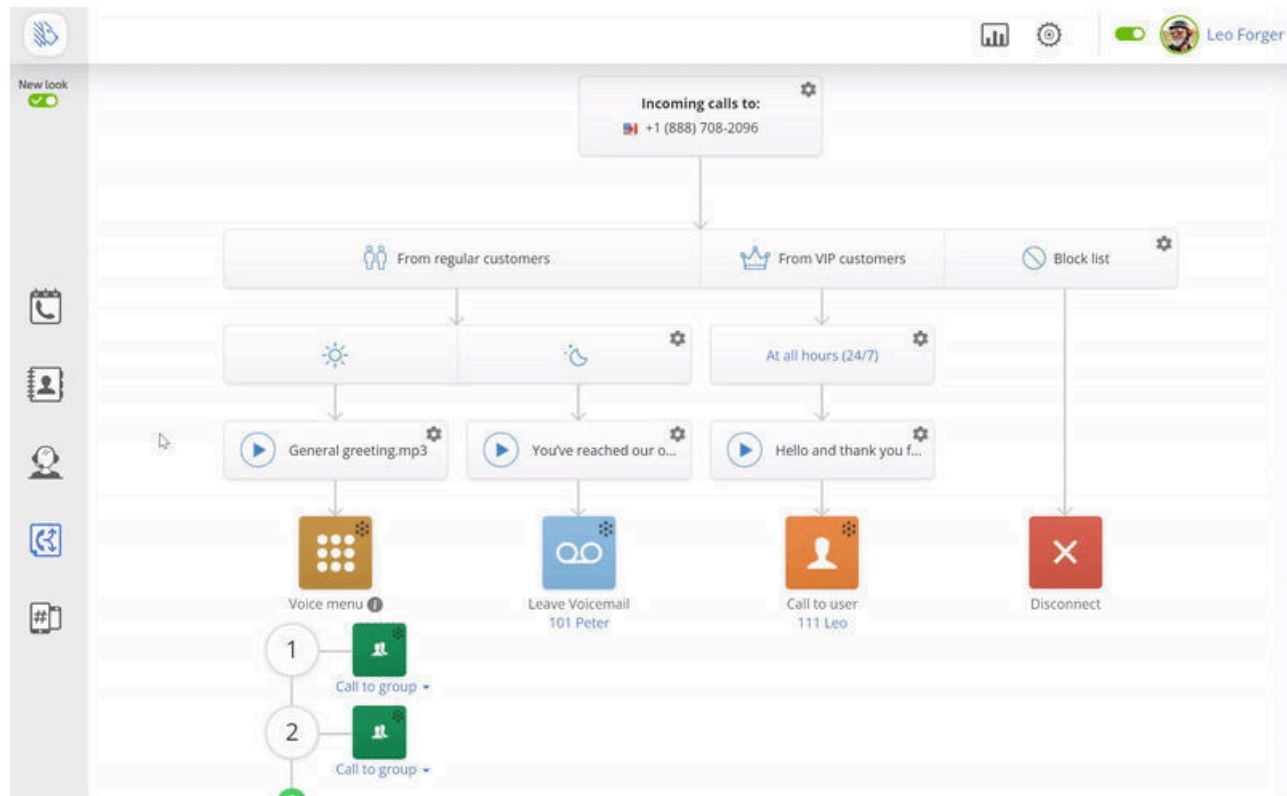
You'll have the option to upload an audio file, record a greeting on your phone, or use the MightyCall voice studio.

Call handling options

If you have a team, you may want regular business-hour calls to be forwarded not just to the main user like yourself, but to a **group** (like a department) or a **call queue**.

At the bottom of your call flow chart, you'll see the end-user who will receive the call. By default, that's the main user.

To change this setting, click on the small **Action menu** icon (seven dots in a circle). You'll now see 9 different options of how to handle the call.



You can employ any of the following options:

- **Call to user** – the call will be forwarded to one person.
- **Call to group** – the call will be forwarded to an entire group, for example, Sales.
- **Call to queue** – the call will be sent to a group but first placed in a queue, and will remain there until an employee answers the call or the caller hangs up.
- **Call to non Might** **Call number** – call any external number.
- **Voicemail** – the call will automatically be sent to voicemail. This option is particularly useful during off-hours.
- **IVR (Voice menu)** – the caller will be offered several options (for sales press 1 and so on).
- **Dial b name** – the caller can dial in letters of an employee's name instead of a number using the number pad, (for example, John) and if the system recognizes it, the call will be forwarded to the appropriate person.
- **Disconnect** – the call will be disconnected.

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Call Queue

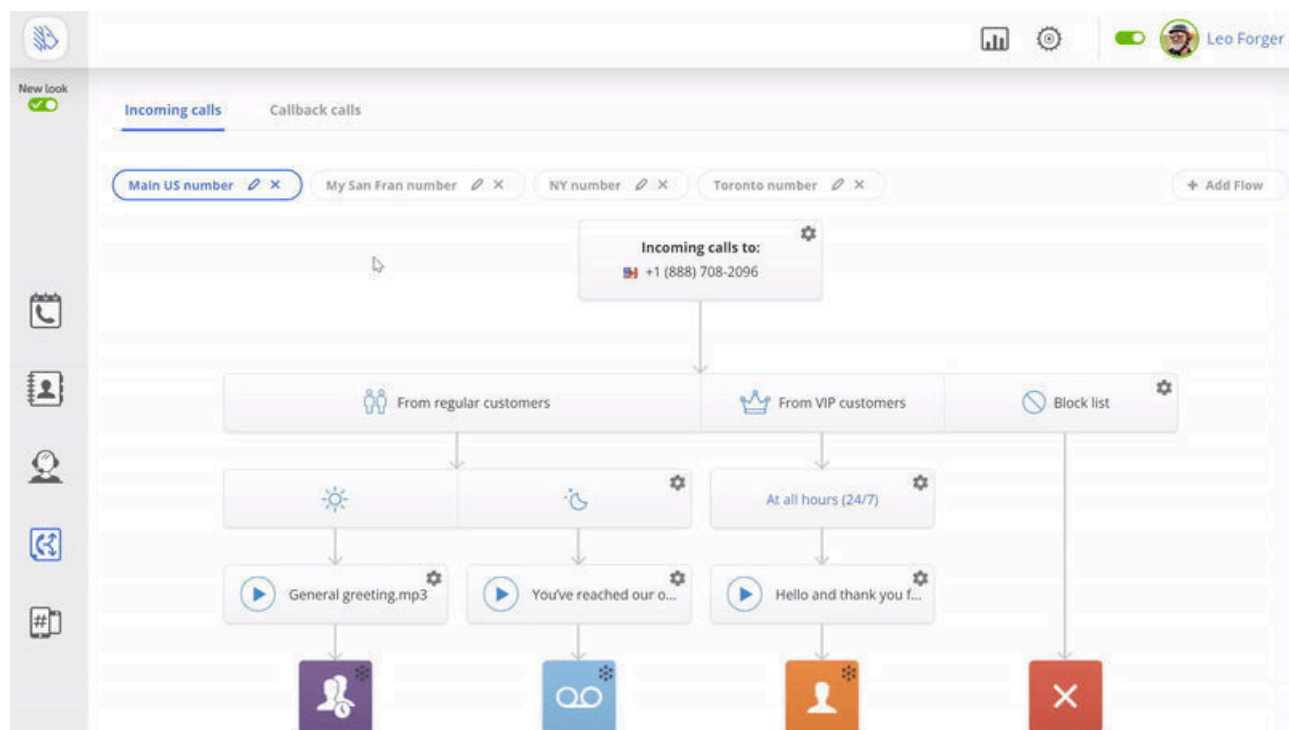


Written by Karina

Updated over a week ago

Hopefully, as your business expands, you'll get more calls. However, this success of course will come with a caveat: more calls means more people to talk to, which means less time for you and your employees (and potentially, it means too many callers at once!). And as you undoubtedly know, a missed call could end up being a missed big client.

MightyCall recognizes this, which is why we offer the **Call Queue** function. A call queue allows you to manage large call volumes with limited staff, cut down on missed calls and voicemails, and present a professional experience for customers.



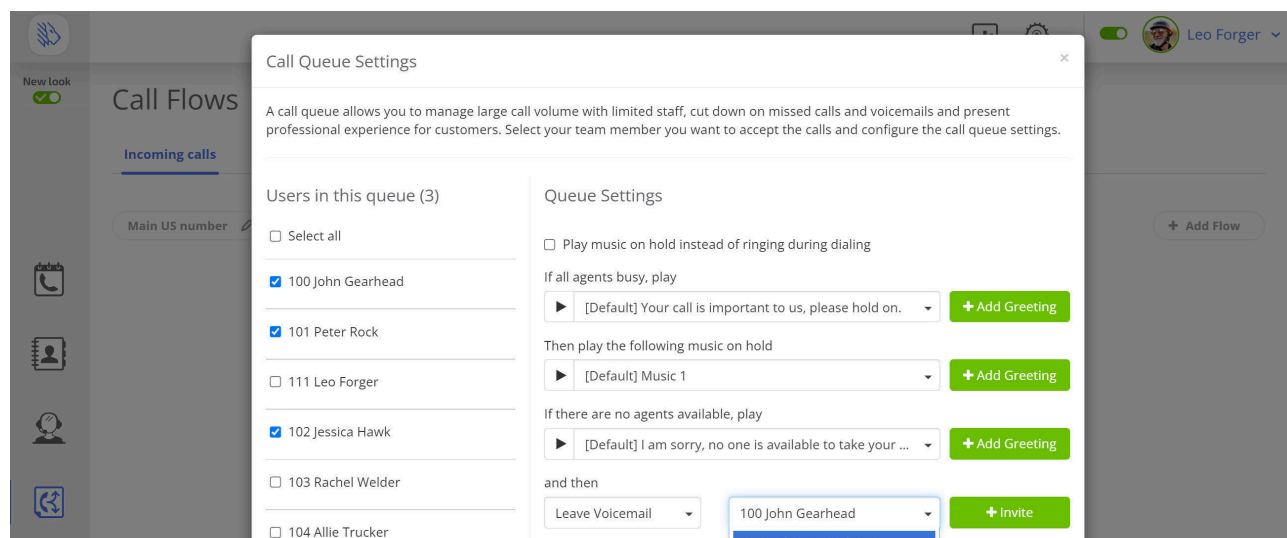


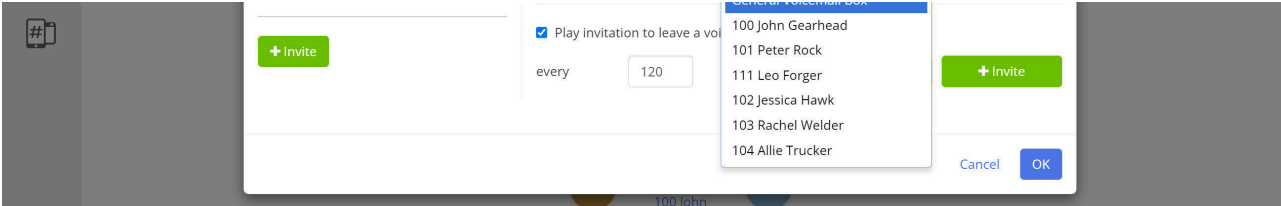
How to put a call into a Queue

- Start on your web panel. Go to the **Call Flow** section.
- Click on the **Actions** menu (a circle of seven dots).
- Select **Queue**.

Select the team member who will be accepting the calls, and configure the call queue settings:

- *“If all team members are busy, play”* – here you can upload any media file you want or use the default. This is useful as, thanks to MightyCall allowing you to provide your own sound files, you can already be providing information to callers without actually having to speak with them. Many people, for example, may be calling to ask about sales or opening hours; while they’re waiting in the queue, these questions can already be answered by them via your pre-recorded message.
- *“Play the following music on hold”* – here you can upload any media file you want or use the default. Once again, being able to upload your own sound files means your callers can have a more interesting experience than just elevator music (though responsibility for using copyrighted material is on you!).
- *“If there are no team members available”*, you can change the greeting and select an action for the call: leave a voicemail (for a user or the [General Voicemail box](#)), call 1 extension, play audio, call a non-MightyCall phone number, or disconnect. These options allow you to dramatically expand your callers’ options and make life easier for both them and you.
- *“Play invitation to leave a voicemail in...”* – allows customers to leave a voicemail if they prefer not to wait in a queue. Many people won’t have pressing questions and as a result may be happy with just leaving a voicemail, giving you time to focus on the ones who need attention immediately.





Do not forget to save all changes!



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Call Recording

How to enable call recordings for your numbers



Written by Karina

Updated over a week ago

How to enable Call Recording

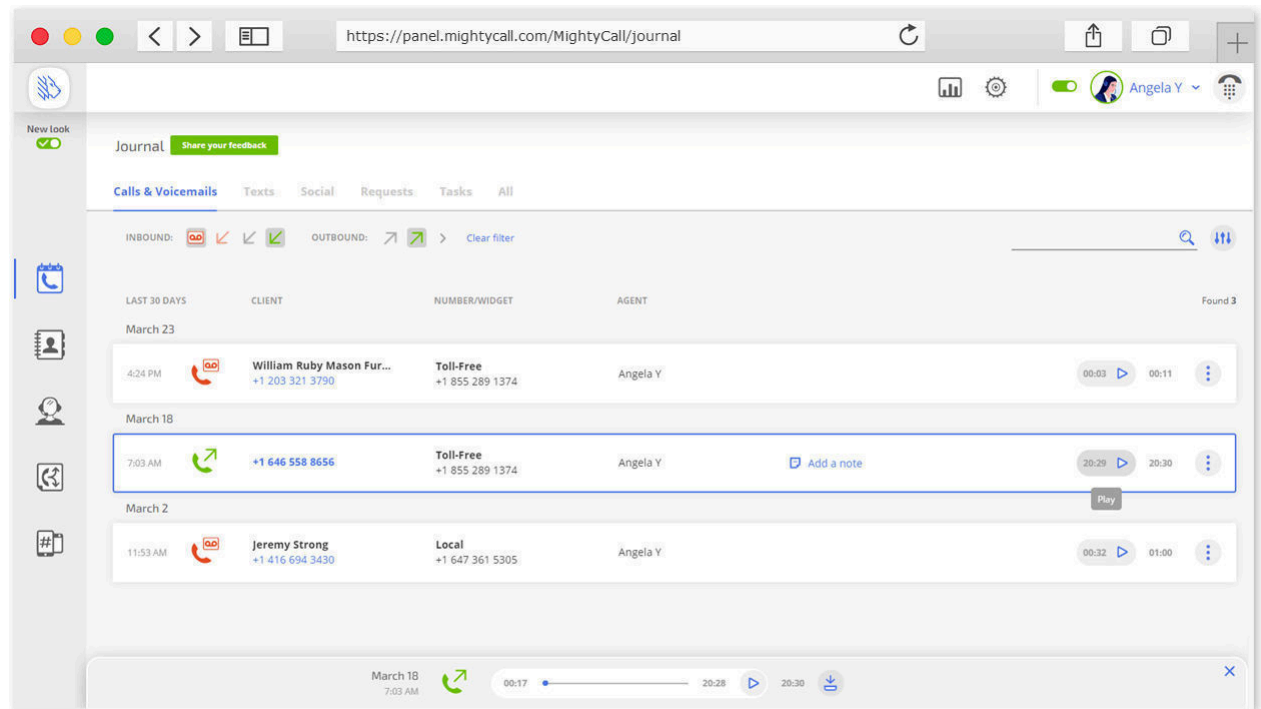
The Call Recording feature will be automatically enabled for all your phone numbers. You can adjust this option on the **Numbers & Web Widgets** page.

The screenshot shows the 'Numbers & Web widgets' page in the MightyCall dashboard. The page has a sidebar with icons for 'New look', 'Call Display Control', 'Click-to-call', 'Callback', and 'Contact us form'. The main content area is titled 'Numbers & Web widgets' and contains a table of phone numbers. The table has columns for 'Type', 'Number', 'Label', 'Call flow rule', 'Status', 'Text Messaging', and 'Call Recording'. The 'Call Recording' column is highlighted with a red box. Below the table, it says '4 Local or Toll Free number(s) used of 10 provided under your service plan'.

Type	Number	Label	Call flow rule	Status	Text Messaging	Call Recording
Local	+1 (332) 213-9228	Local	Local numbers	Active	<input type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out
Local	+1 (647) 361-5305	Local	CA number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out
Local	+1 (650) 300-0672	Local	Local numbers	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out
Toll-Free	800 +1 (855) 289-1374	Toll-Free	Toll-free number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out

How to listen to Recorded calls

You can listen to all recorded calls in the **Journal**.



MightyCall's Call Recording feature lets you record calls so you can be sure that you and your team are giving the right advice and service to your customers. With Call Recording you can be sure that you never miss a word of a conversation with a client. It also allows you to work with your employees to address weak spots in their sales pitches and how they can better do their work.

- If you've enabled the Call Recording option, you automatically give your consent to call recording on your end. Your customers will hear the automated verbal announcement: "This call may be recorded for quality assurance" when call recording has been initiated. By continuing, they give their implicit consent to be recorded.
- The maximum duration is **90 minutes per recording**. If you have a call that is going to go over this limit and you need it recorded, you can simply hang up and quickly call again.
- Calls recorded within the MightyCall system are only stored for **1 year** before being automatically removed. To avoid losing any call recordings, you can export your call records at any time.

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Call to Group



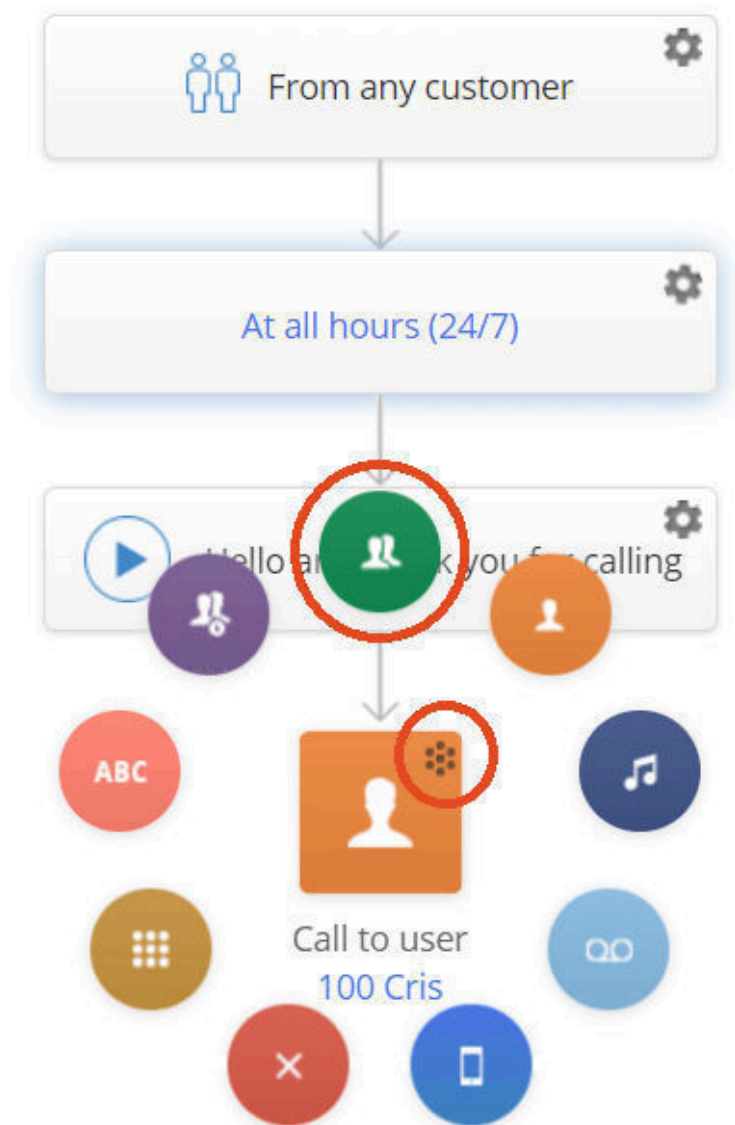
Written by Karina

Updated over a week ago

MightyCall wants to give you the power to shape your business' future – and that means the power to shape how you receive calls! In the **Call Flow** section of the MightyCall web panel, you'll find nine call routing different possibilities, after hours and greetings have been set.

One of those, and the focus of this article, is the **Call to Group** setting. **Call to Group** comes in handy when you can separate your staff into at least two departments, like Sales and Tech Support.

To get there, open up your web panel, and click on the **Call Flow** section. On whichever call tree you'd like, click the action menu (the seven dots, circled below), and then the green icon.



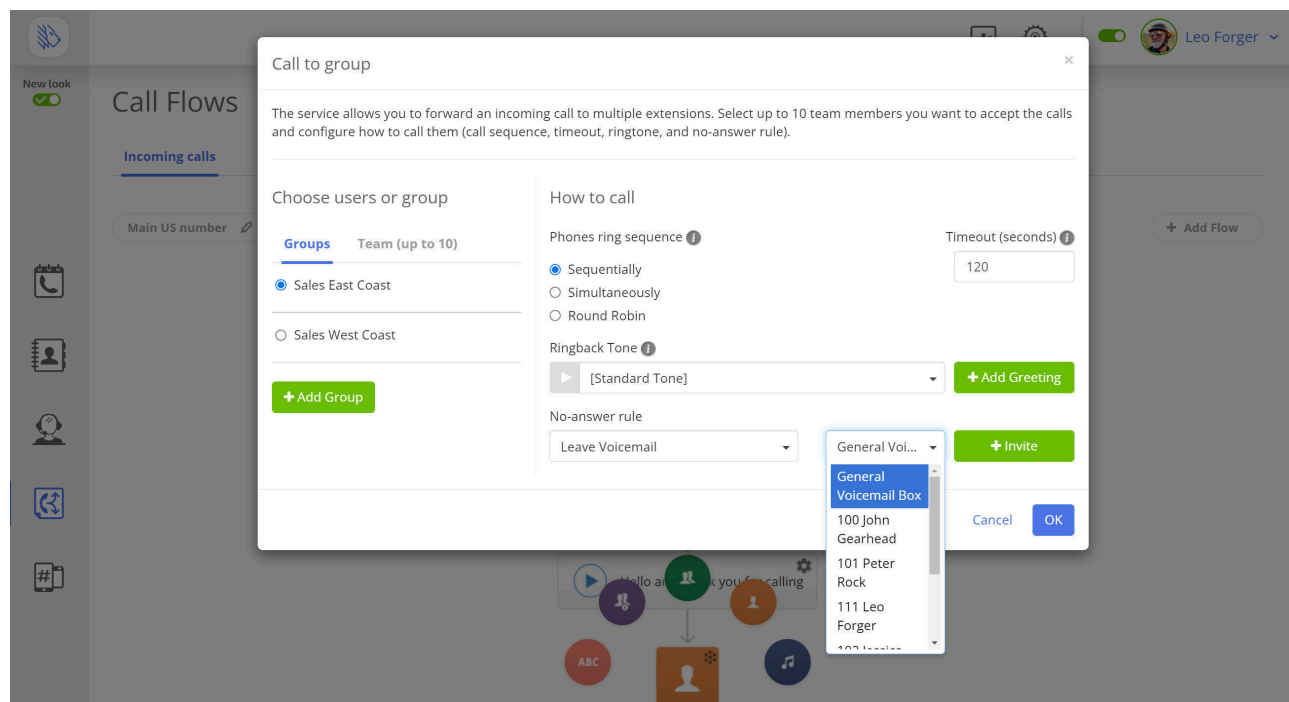
You'll get a pop-up, which is pictured above. As we mentioned earlier, MightyCall does give you flexibility, which means you have a lot of options here!

Let's start with the most obvious one: adding a new group. To add a new group, click the **Add group** button. There you can select from your available groups.

For each group you create, you may then customize the voice greeting. As with other voice greetings in the web panel, you can easily upload your own, either using a file from your computer, from your phone, or create a new one via the voice studio.

As it's 'Call to Group,' and multiple people will probably be in whichever group you pick, you can choose three ways of contacting said group: either **Sequentially** (which means one after another will be called until someone picks up), **Simultaneously** (all numbers will be called, and whoever picks up first will complete the call), or **Round Robin** (the first call goes to the first person on the list, the next to the next person, etc.).

If there is no answer, you can change how the call is handled: you can have it automatically disconnect, call to another user (which you can of course set), play audio, leave a voicemail, call a non-MightyCall phone number, or leave a voicemail (for a user or the [General Voicemail Box](#)).



[Go to MightyCall](#)[All Collections](#) [Admin Settings](#) [Click to Call Widget](#)

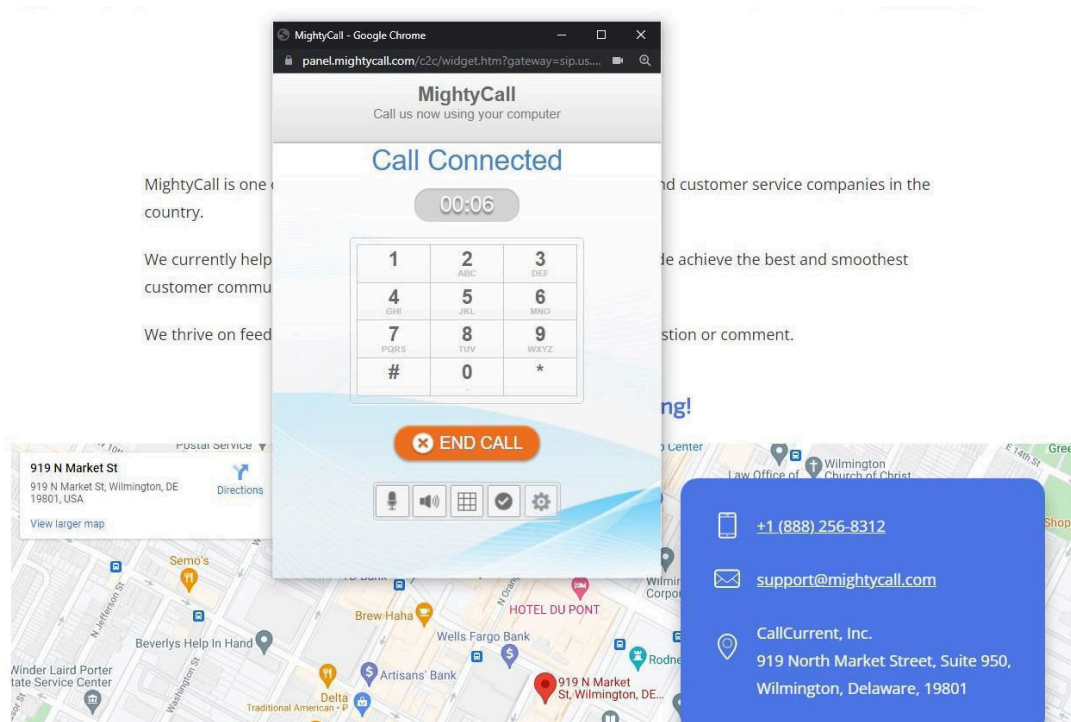
Click to Call Widget



Written by Karina

Updated over a week ago

Looking for an easy way to turn website visitors into customers? Our **Click-to-Call** widget is just that by letting people call you with the click of their mouse.



How do you set up the Click-to-call widget?

1. To get started, once on your MightyCall profile page, go to **Numbers & Web Widgets** →

1. Click **Click-to-Call** and click on the **Add Widget** button.
2. Name your widget (likely just your company name).
3. Enter the phone number the widget will connect to.
4. Customize your widget (this includes its color, shape, corner roundness, and opacity).
5. Choose where on your site the widget will go (left, right, bottom, or indent).
6. Save your changes.
7. Click the green button to get your widget's code to put on the website (you can use the code to put either the call button on your website or just make your phone number clickable).
8. (Optional) If you are tech-savvy and experienced with HTML, you can copy the code and put your own touches on your click-to-call button.

The screenshot shows the 'Numbers & Web widgets' section of the MightyCall dashboard. The 'Click-to-call' tab is selected. On the left, there is a sidebar with icons for various features. The main area is titled 'Edit Widget' and contains a form for configuring a 'Click-to-call' widget. The form includes fields for 'Name' (set to 'Web visitor call'), 'Phone' (set to '(855) 698-9475'), 'Type' (set to 'Text'), 'Animation' (checked), 'Corner roundness' (slider), 'Opacity' (slider), 'Button text' (set to 'Free instant call'), 'Position' (four icons for placement), 'Button color' (blue), and 'Text color' (white). A preview of the widget is shown on the right, featuring a blue button with the text 'Free instant call'. Below the preview is a green button labeled 'Get website widget code' and a note: 'Ready? Click to get HTML-code of the button.' A 'Back To List' button is in the top right corner of the form area. A 'Help' button is in the bottom right corner.

How to set a custom call flow for the Click-to-call widget?

Once your click-to-call widget is up and running, you'll want to set a custom call flow for it. To do that:

1. Click the **Numbers and Web Widgets** on the left side of your MightyCall profile.
2. Select the **Click-to-call** tab at the top of the page.
3. Choose how you want calls from the widget to be routed.

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Company Greetings



Written by Karina

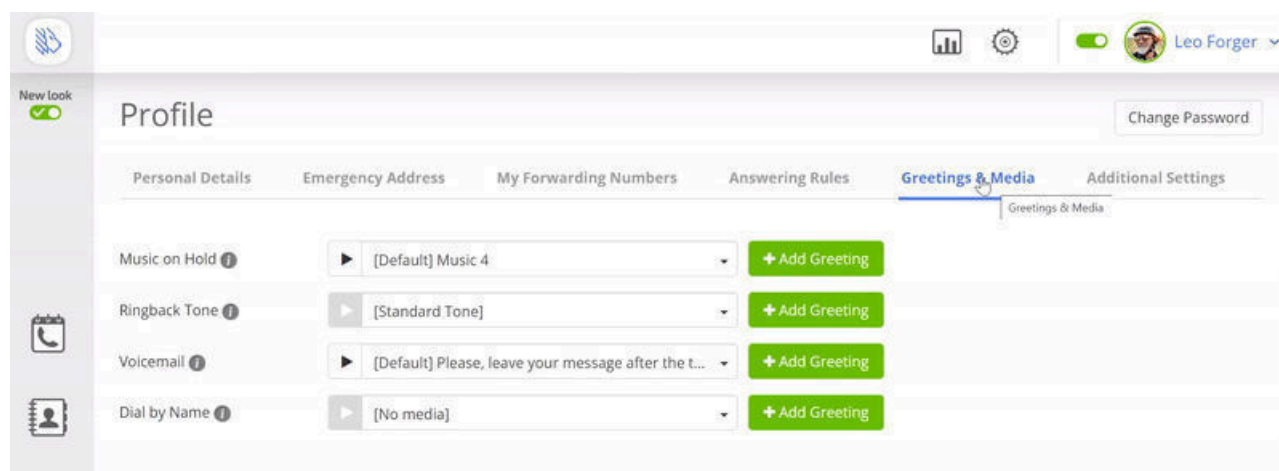
Updated over a week ago

When things get busy at work, odds are you won't be able to speak to every single caller immediately upon receiving their call. Even the most efficient of businesses occasionally will need to place people on hold, and callers will have to wait to talk to someone.

MightyCall understands this and has endeavored to make it as easy as possible to upload greetings in as many places as possible for as many situations as possible. Here we'll be going over wherein the MightyCall web panel you can upload those greetings, and how you can do so.

Adding Personal Greeting

We'll start in the **Profile** section of the web panel, which you can get to by clicking your name (or your account name) and selecting the **Profile** option in the drop-down. Then, click the **Greetings and Media** tab which will appear on your screen. It'll look something like this:





From here you can input all of the necessary Greetings you may need for call flows:

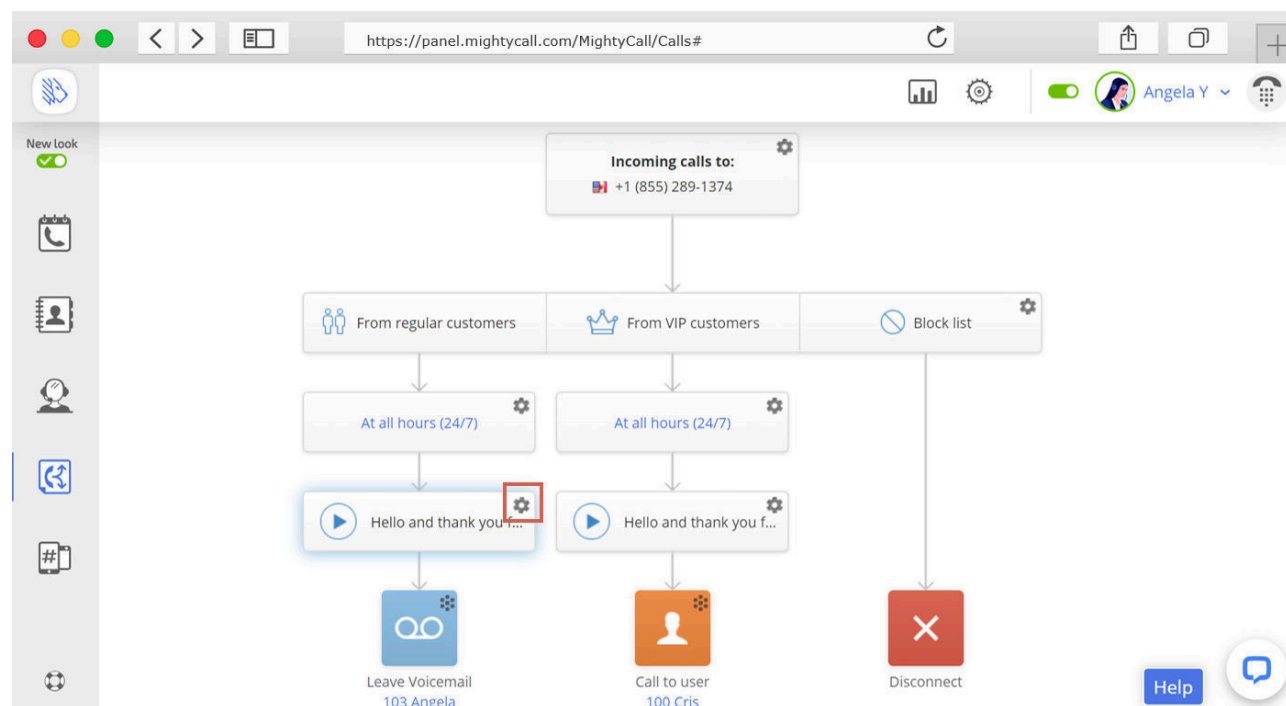
- hold music,
- ring back tone,
- voicemail, and
- dial by name.

To do so, click **+Add Greeting** (all of the +Add Greeting buttons take you to the same page).

From there you can upload a file from your computer, record one via your phone, create one in the **Voice Studio**, or pick from the one you've previously uploaded. Be sure to save changes! There are a few other sections where you can upload Greetings.

Adding Company Greeting

In the call flow section, for example, toward the bottom of your flow you'll see something like this:

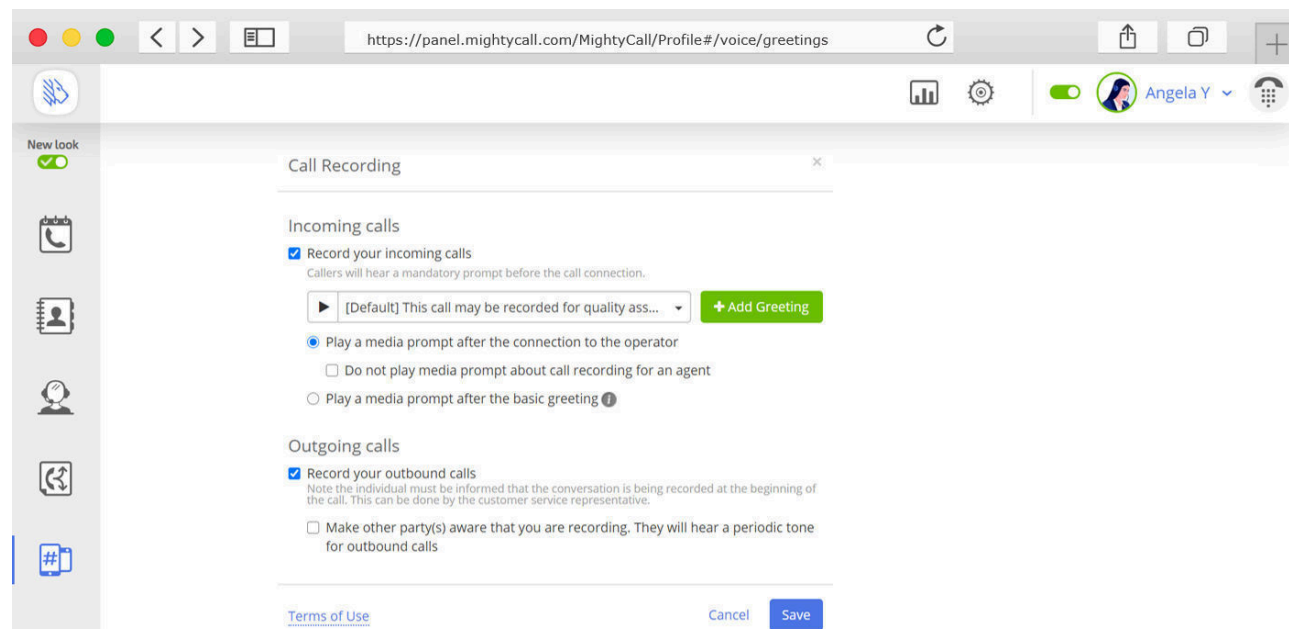


These defaults are what your customer will hear when they call you. Like everything else, you can change that. Clicking the little gears on the top right will take you to the same **Greeting** upload page which you saw previously (with the options to upload by phone, computer, **Voice Studio**, or to pick from previously uploaded **Greetings**).

Once a greeting is uploaded, it's uploaded to your account, so you can access the greeting on any page (and don't have to keep re-uploading the said greeting).

Adding Greeting for the Call Recording

Another place you can upload Greetings is in the **Numbers and Web Widgets** section. This one isn't as obvious at first. Clicking on the section takes you to a list of all of your numbers. Next to your numbers and their call recording status is a little gear. Clicking on it takes you to this page:



Here you'll be able to make changes to your call recording options. But see that **+Add Greeting** button? Yep. That's another place you can upload greetings.

The holiday is coming up and you want to quickly change your auto receptionist? Easy. New hours? Easy. New sales? Easy.

With MightyCall, everything is easy.

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General Voicemail Box

How to set up and use your General Voicemail Box



Written by Karina

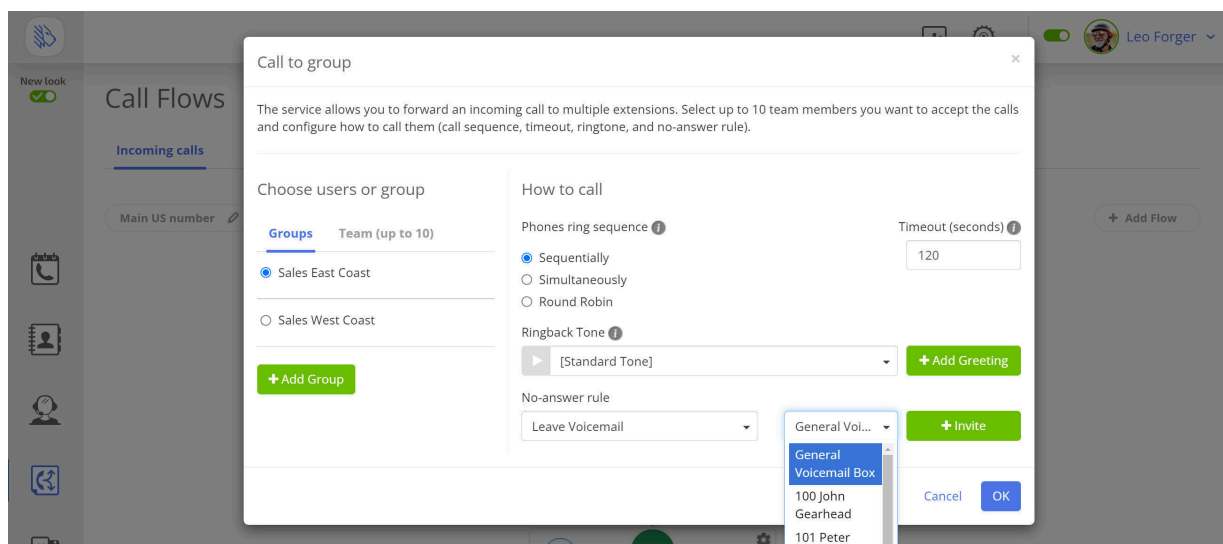
Updated over a week ago

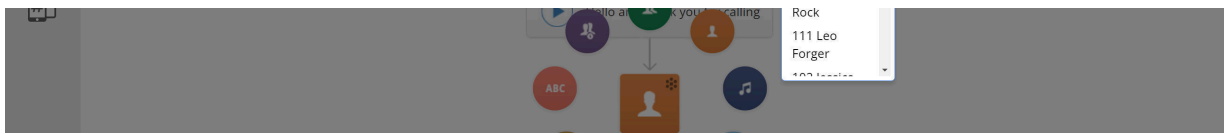
General Voicemail Vox (GVM) allows to configure the general company voicemail box without creating a separate user. The main difference is that the voicemails left for a certain user are only seen by this user and by the Admin, when the GVM voicemails can be seen and handled by everyone.

General Voicemail Box in Call Flow

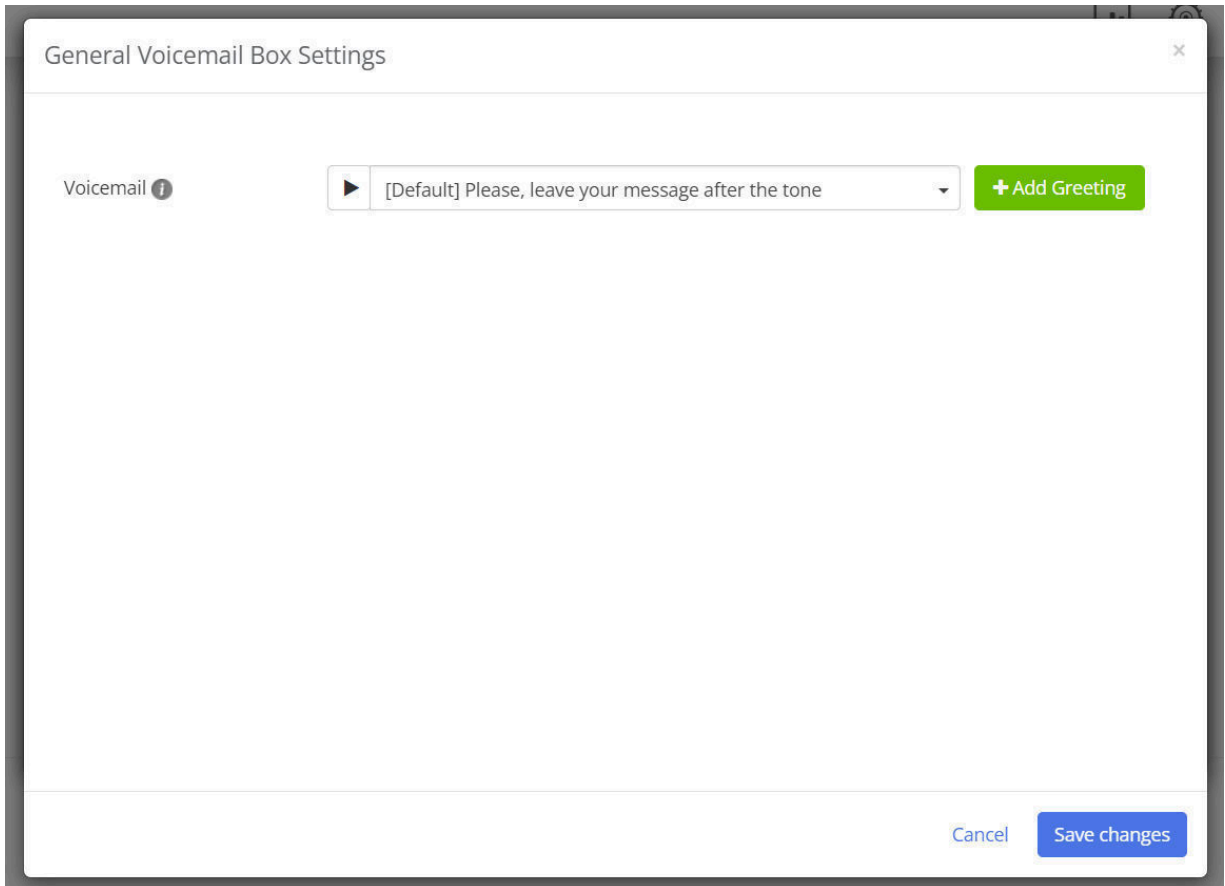
There are three main scenarios where GVM can be set up in the CallFlow:

1. **Call to Group.** Configured by Admin, **Call to Group** has a **No-answer** rule with a *Leave a Voicemail -> GVM* option in the drop-down list.

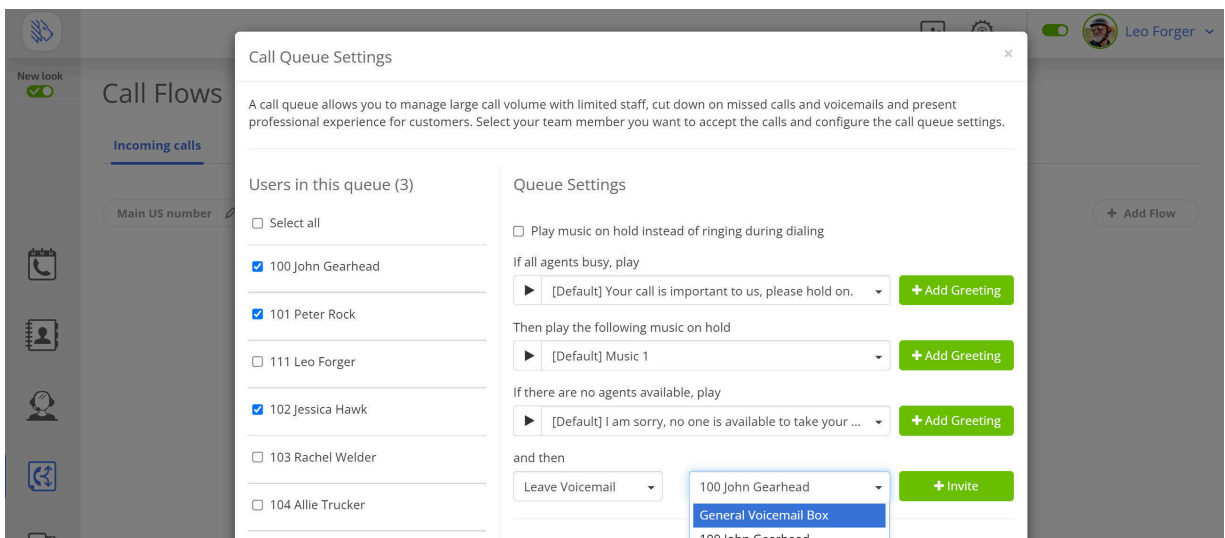


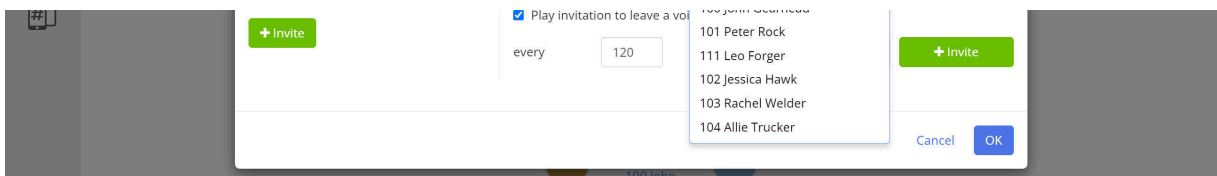


Once you choose GVM, you may set a voice greeting. To do that, click **General Voicemail Box Settings**. Please note that the voice greeting will always be played for any incoming call regardless the Call Flow it came in. The same goes for the next two scenarios.



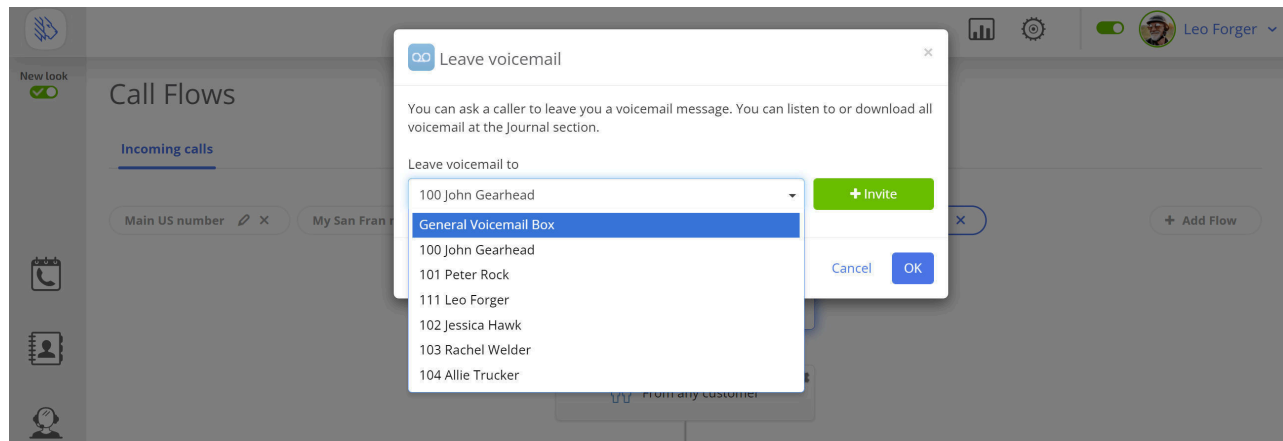
2. **Call Queue.** For the Call Queue, it will be *And then -> Leave a Voicemail -> GVM*:





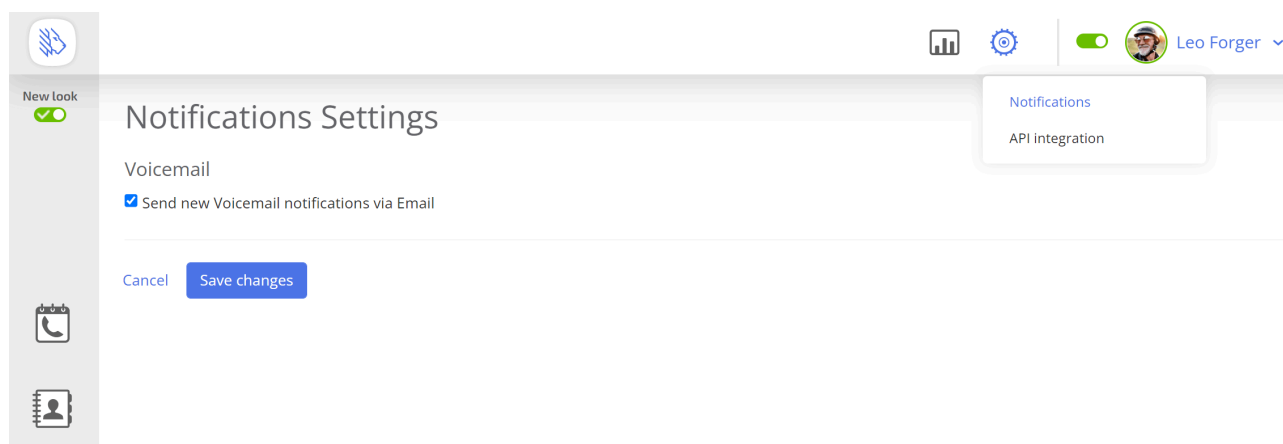
Once you choose GVM, click **General Voicemail Box Settings** to choose a voice greeting.

3. **Leave Voicemail** (to user). Among users there is an option of GVM.

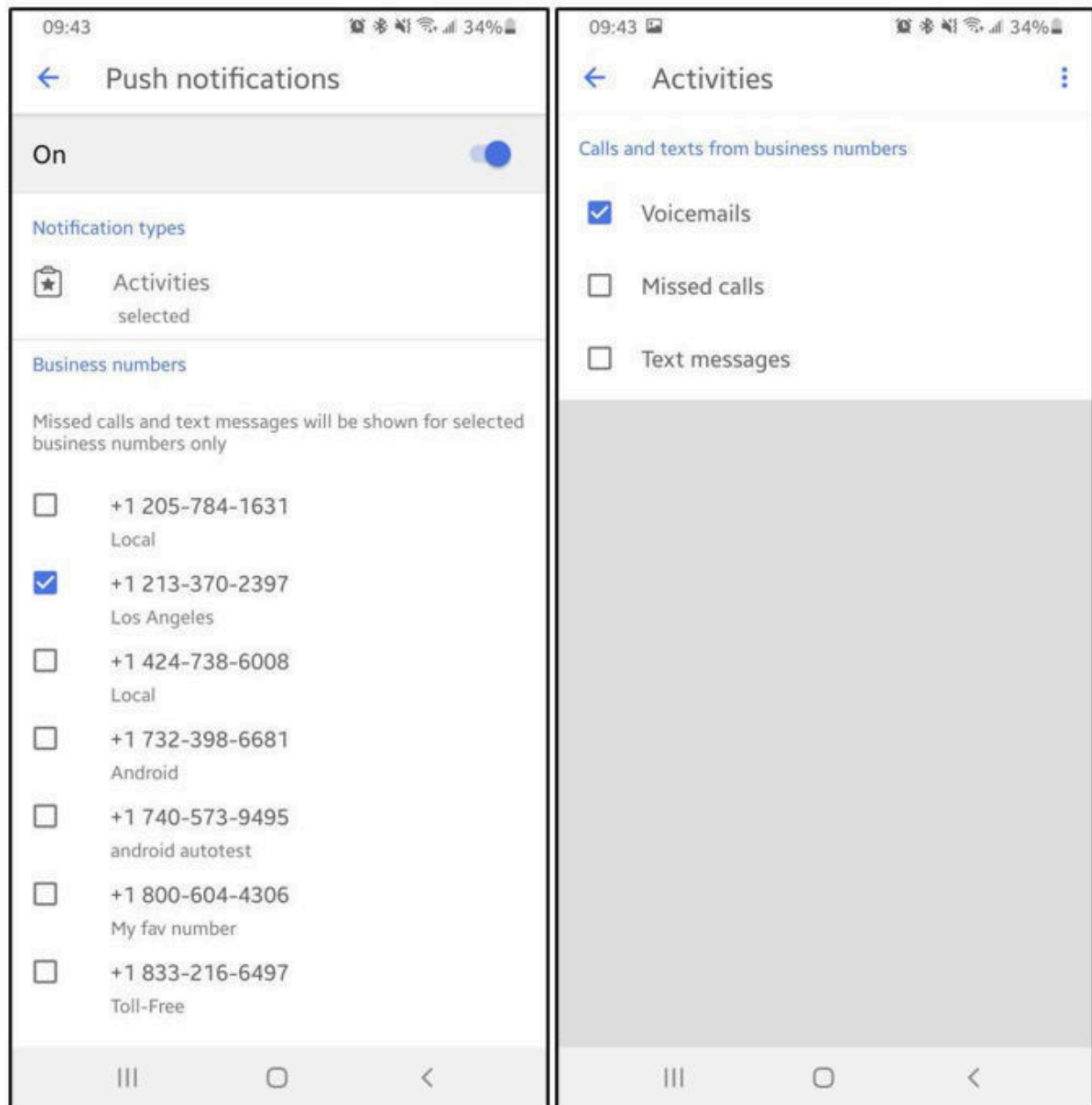


How General Voicemail Box is handled

Once a new VM lands in the GVM, every user receives an email notification if he has *Send new Voicemail notification via Email* option enabled.



In case of a Mobile App, a push is sent if a voicemail was left for the selected business number and if **Voicemails** are enabled in **Activities**:

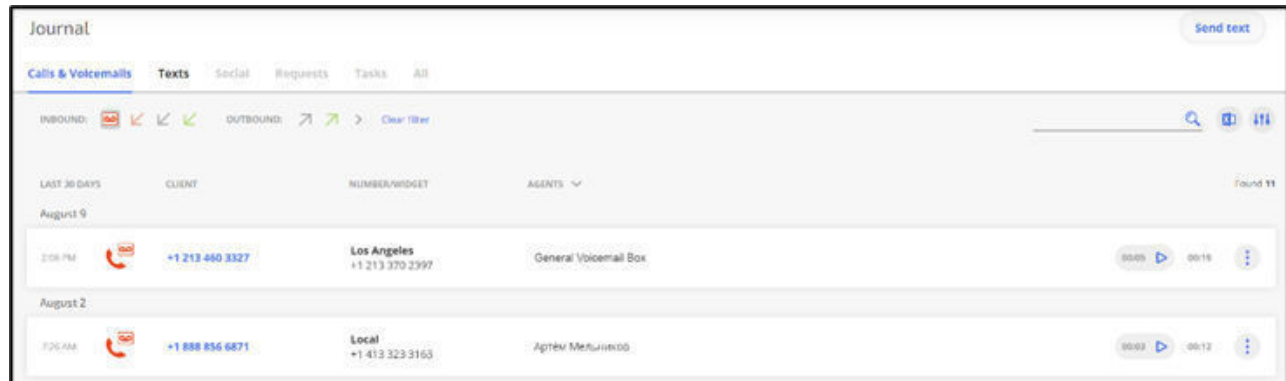


For example, according to the screenshots above, a user will receive push notifications only for the new voicemails and for the +1 213-370-2397 (including GVM).

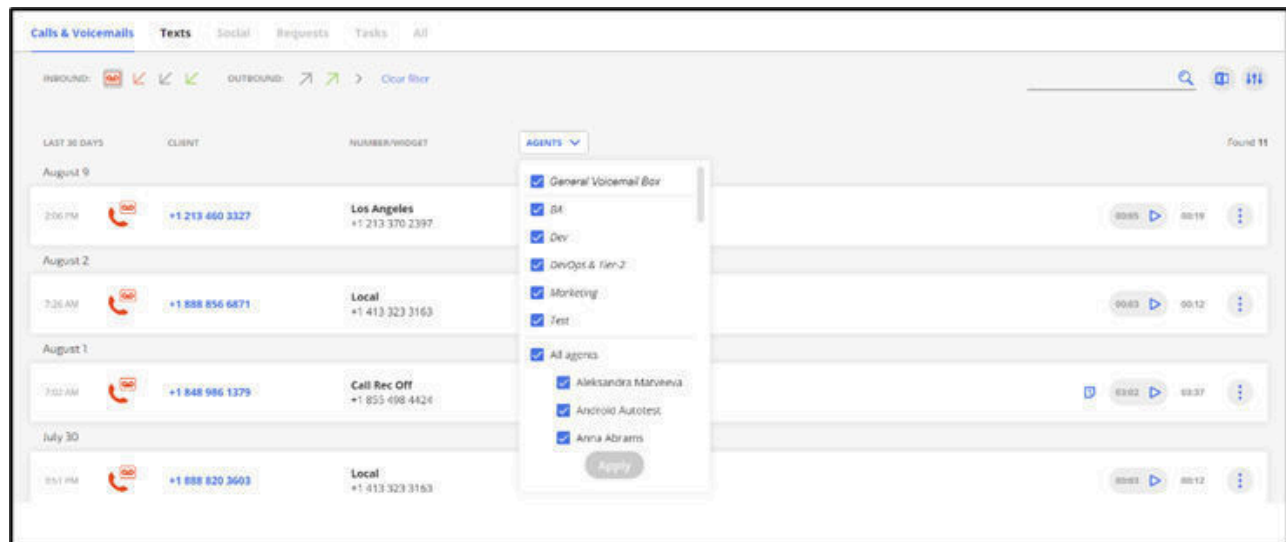
Voicemail in Journal Web

In Journal, Admin can access and delete all the voicemails, including those left in GVM. As for users, they can access voicemails left for their extension and for the GVM, yet they can only delete their extension voicemails.

GVM voicemails have a Voice-to-text option.



Admins can also access GVM voicemails by clicking the **Agents** column as GVM is set as a default filter option.



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Multi Level IVR



Written by Karina

Updated over a week ago

Multi Level IVR is [an IVR](#) that allows creating a voice menu with a wider choice of redirections. This is crucial for the following use cases, among others:

1. Your company provides services in different languages.
2. Your company has several offices or departments, and the incoming calls should be directed accordingly.

What plans is it available on?

- One level IVR is available for all plans
- Multi Level IVR is available for premium plans, e.g. **Standard, Business**
- Multi Level IVR is **unavailable** on Trial

**multi level IVR example MightyCall**

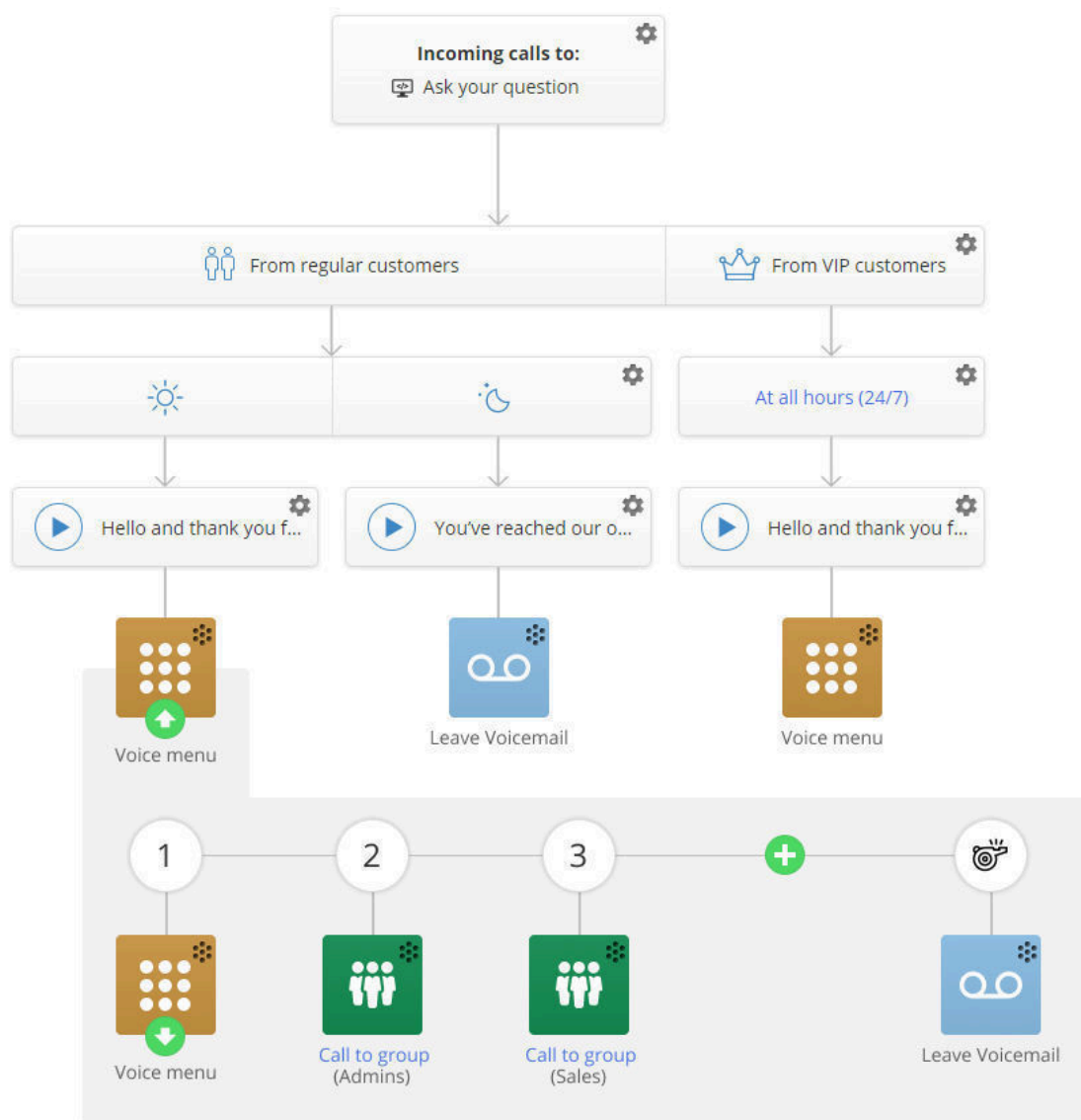
MightyCall

00:06



file with further instructions in English (e.g. *for Sales press 1, for Support press 2*). The chosen actions (e.g. for Sales/Support) should be chosen on the second level.

- b. For option 2, again, choose **Voice menu** and upload instructions in Spanish. Once done, set your options on the second level.



To return to the previous level, a caller can press * **(star)**. You can also add this to your voice instructions for easier navigation.

The maximum number of IVR levels is **10**, yet for the best user experience, we do not recommend creating more than two.

Should you decide that you need a different price plan that does not support Multi Level IVR, please edit your Call Flow prior to the plan downgrade. Make sure you only have one level IVRs.

Multi level IVRs will have an indicator, and the icon would be displayed under **Account** if you try to downgrade:

