

## **UVAXPR5USER**

### **HiPath Xpressions End User Training UVA Course Content**

#### **Module 1: HiPath Xpressions Introduction**



## Lesson 1. HiPath Xpressions Overview

### Objectives

In this lesson, you will learn:

- HiPath Xpressions voice-messaging options
- Mailbox configuration options

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### Introduction

HiPath Xpressions voice messages can be accessed easily from any PC or touch-tone telephone. It lets you retrieve your messages at any time and in a way that is most convenient for you.

In addition, Xpressions provides real-time communication choices. Callers who reach your Xpressions mailbox can be transferred to another phone for those times when you are not at your desk yet still available to your customers or colleagues.

The University of Virginia's HiPath Xpressions system is a voicemail-only system.



## Voicemail-Only Users

When Xpressions is configured as a voice-messaging system, Xpressions users are *voicemail-only users*.

Callers leave messages for voicemail-only users when they are either on their telephones or away from their desks. To retrieve their messages, voicemail-only users dial into the Xpressions system from any touch-tone telephone, enter a password, and retrieve their messages from their secure and private Xpressions mailbox. This type of Xpressions access is called *Telephony User Interface* or *TUI* and is covered in Module 2.

They can also access their messages from a Web browser by using the *Mail Client* which is covered in Module 4.



## Mailbox Configuration



Your Xpressions mailbox is assigned a number which is typically your telephone extension. The Xpressions system administrator assigns specific settings for your mailbox. You can customize some of the settings to meet your specific user requirements.

For example, you might manage a group of people and, on occasion, need to record and send your team the same message. An easy way to accomplish this is to configure a private group. You can use the TUI; or, if your system administrator provides you access, you can use the *Web Assistant*.

The Web Assistant is a convenient, browser-based application that allows you to customize your Xpressions mailbox according to your personal requirements. You can access it from any PC with a secure connection to your corporate intranet. The Web Assistant interface and mailbox configuration options are covered in Module 3.



## Lesson 2. User Groups and Privileges

### Objectives

In this lesson, you will learn:

- User groups and their function
- User group privileges and their impact on user capabilities
- Possible error messages based on user group privilege settings

### User Groups

User groups allow the Xpressions system administrator to assign specific privileges to groups of Xpressions users. When you are created as a user in the Xpressions system, your system administrator assigns you to the appropriate pre-defined user group based on your work responsibilities.



## User Group Privileges

Each user group is assigned specific privileges that determine which features the members can and cannot configure in their Xpressions mailboxes.

For example, some users might need access to the Web Assistant and some might not based on how they use Xpressions. Therefore, users requiring the Web Assistant would be in a separate user group with the same privileges. Those not requiring the Web Assistant would be in another user group with their own set of privileges.

In addition, the administrator can configure user groups to hide seldom used TUI menu options. Therefore, users hear fewer options making the TUI easier to use.



## User Group Privileges Error Messages

As an Xpressions user, the privileges defined for your user group are usually based on business needs and your job responsibilities. If your privileges do not allow you to configure a specific feature, you will receive an error message when you try or the feature will not work once configured. The way Xpressions reacts depends on the feature you are trying to configure and the user interface you are using for configuration.

For example, if you try to configure a feature using the TUI, Xpressions will say *You are not authorized to use this feature*, or you will not be provided verbal instructions to configure the feature. When making a change in the Web Assistant, an error message will typically appear on the screen when you try to save your configuration changes.

As you go through this course, we will cover many Xpressions end user capabilities. Therefore, it is important for you to know what you can and cannot configure from your Xpressions mailbox. Consult with your Xpressions system administrator for details regarding your user group and privileges.

## Lesson 3. Module Summary

### Introduction

HiPath Xpressions unifies voice messages into a single mailbox that can be accessed easily from any touch-tone telephone or PC using a Web browser.

### Mailbox Configuration

Each Xpressions user is assigned a mailbox, and the number is typically the user's telephone extension. Xpressions users can modify their mailbox settings from the TUI or, if provided access, from the Web Assistant.

## Module Summary

### User Groups and User Privileges

Each Xpressions user is assigned to a user group, which defines user privileges. User groups and their assigned privileges are based on job responsibilities. Privileges determine how users can configure their mailbox.

If you try to configure something that is not available in your user group, Xpressions provides feedback to let you know that you cannot perform that function. The feedback you receive depends on whether you were configuring the change from the TUI or from the Web Assistant.

