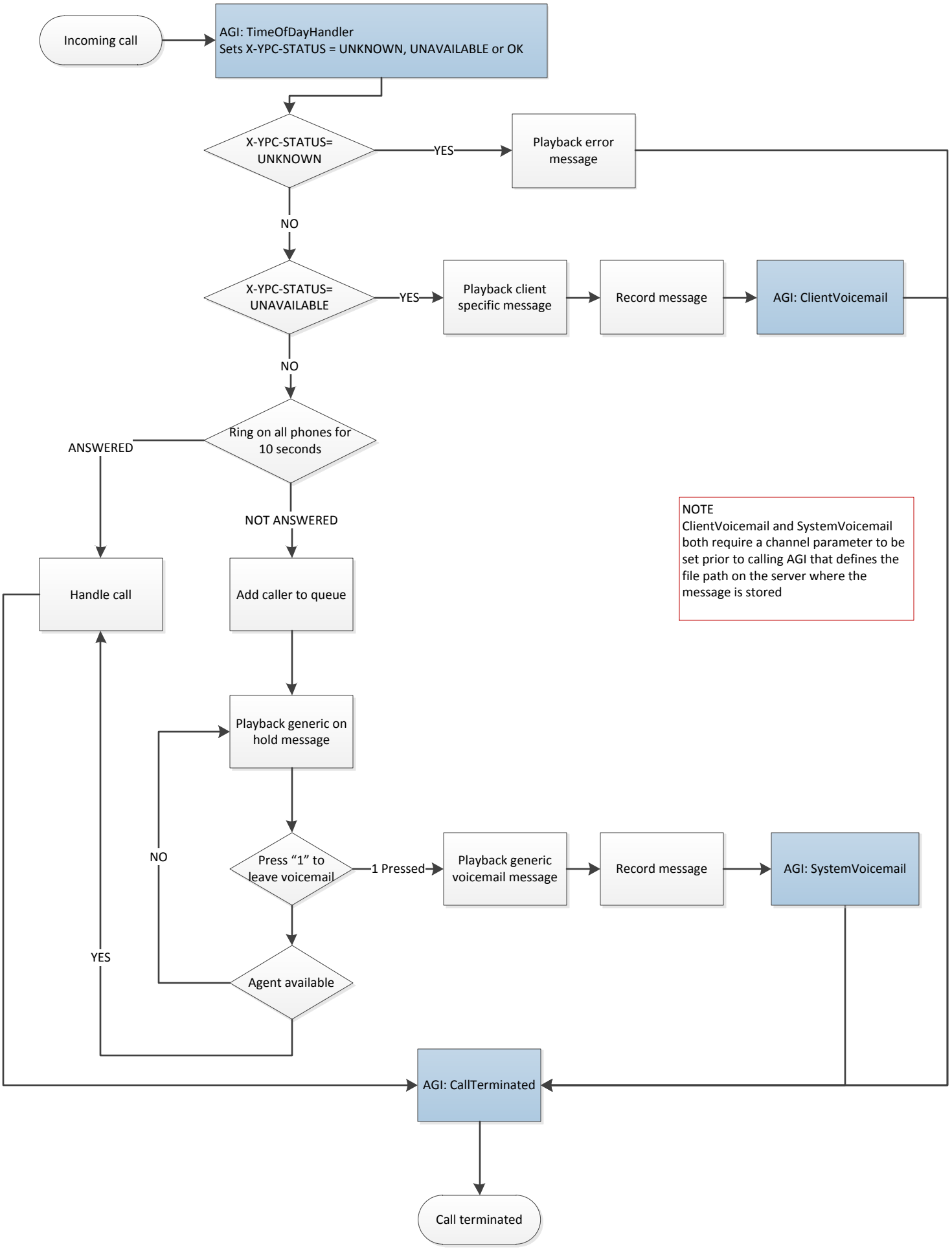
Incoming call
AGI: TimeOfDayHandler
Sets X-YPC-STATUS = UNKNOWN, UNAVAILABLE or OK
X-YPC-STATUS= UNKNOWN
YES
Playback error message
NO
X-YPC-STATUS= UNAVAILABLE
YES
Playback client specific message
Record message
AGI: ClientVoicemail
NO
Ring on all phones for 10 seconds
ANSWERED
NOT ANSWERED
Handle call
Add caller to queue
NOTE
ClientVoicemail and SystemVoicemail both require a channel parameter to be set prior to calling AGI that defines the file path on the server where the message is stored
Playback generic on hold message
NO
Press "1" to leave voicemail
1 Pressed
Playback generic voicemail message
Record message
AGI: SystemVoicemail
YES
Agent available
AGI: CallTerminated
Call terminated