

Record Voice Mail

Description: This feature will be used to record voice mail on a particular set scenario.

User can use this feature on any IVR system to enable voice mail recording in case of no response.

This feature can also be used to record voice mail in case of no response on admin number. This is a single call scenario, when any person calls on user DID number.

User will receive an e-mail containing a link, clicking by which recording will be played on the browser if browser is compatible else recording can be downloaded.

Follow this: Set the webhook URL for DID phone number after logging in to user portal of DIDforSale.

Login> Go to DID configs under Products > Select DID number> Choose action manage routing and apply> SELECT YOUR CONFIGURATION AND CHOOSE FORWARD TO WEB URL

Ex. webhook url:

<http://domainname.com/voicemail>

Web.config settings:

```
<add key="WebsitePath" value="http://domainname.com" />
<add key="SupportEmail" value="user@domainname.com" />
```

You must set website path and email for voicemail forwarding to email address after it's recorded.

Coding Description:

[VoicemailController.cs](#)

```
using System;
using System.Collections.Generic;
using System.Linq;
using System.Net.Mail;
```

```

using System.Web;
using System.Web.Configuration;
using System.Web.Mvc;

namespace DidIVR.Controllers
{
    public class VoicemailController : Controller
    {
        public ActionResult Index()
        {
            string response = "<Say>connecting</Say><Dial action=\"\" +
WebConfigurationManager.AppSettings["WebsitePath"].ToString() + "/Voicemail/CallEvents\"
><Number>1XXXXXXXXXX</Number></Dial>";
            return this.Content("<Response>" + response + "</Response>", "text/xml");
        }
        [HttpPost]
        public ActionResult CallEvents(string dialCallStatus)
        {
            string response = string.Empty;
            if (dialCallStatus == "completed")
            {
                return this.Content("<Root></Root>", "text/xml");
            }
            response = "<Say>Record your message after beep, press * to finish
recording.</Say><Record maxLength=\"30\" finishOnKey=\"*\" action=\"\" +
WebConfigurationManager.AppSettings["WebsitePath"].ToString() +
"/Voicemail/RecordingUrl\" />";
            return this.Content("<Response>" + response + "</Response>", "text/xml");
        }
        [HttpPost]
        public ActionResult RecordingUrl(string recordingUrl, string callerid)
        {
            string response = string.Empty;
            if (string.IsNullOrEmpty(recordingUrl))
            {
                response = "<Say>No message recorded, Good bye.</Say><Hangup />";
            }
            else {
                response = "<Say>Thanks for your message. Good bye.</Say><Hangup />";
                //To forward recorded voicemail to email
                SendEmail("New Voicemail Message from " + callerid, "You have a new
voicemail from " + callerid + ".<br/><br/><br/> Click this link to listen to the
message:<br/>" + recordingUrl);
            }
            return this.Content("<Response>" + response + "</Response>", "text/xml");
        }
        public void SendEmail(string subject, string body)
        {
            SmtpClient client = new SmtpClient();
            client.Port = 587;
            client.Host = "smtp.gmail.com";
            client.EnableSsl = true;
            client.Timeout = 10000;
            client.DeliveryMethod = SmtpDeliveryMethod.Network;
            client.UseDefaultCredentials = false;
            client.Credentials = new System.Net.NetworkCredential("fromemailaddress",
"password");
        }
    }
}

```

```
        MailMessage mm = new MailMessage("fromemailaddress",
WebConfigurationManager.AppSettings["SupportEmail"].ToString(), subject, body);
        mm.IsBodyHtml = true;
        mm.DeliveryNotificationOptions = DeliveryNotificationOptions.OnFailure;
        client.Send(mm);
    }
}
```

This code will send the DID number call to already set Admin number. If call is not answered or picked by any reason, voice mail function will work and user will hear a message to record a voice mail after beep.

After voicemail recording, an email will be sent to email id of admin.