

The AAM system allows the administrator the option of including or excluding the WAV file of the voice message. Beyond that, there are no options for changing what is sent. You could optionally add the Mutare EVM functionality which not only would supplement the notification with message management controls directly within the notification (mark as read, delete, reply, etc.), you'd also have the ability to choose from WAV, MP3, or a streaming audio link (no attachment). If you really wanted to step-up the user experience, you'd go with the Mutare EVM/giSTT which includes all the items above PLUS text transcription of the voice message. This makes it super-easy to read your voice-mail. See below for a sample.

Otherwise, if you want the ability to customize the subject line, message body, add branding, or other items, recommendation would be to submit a GRIP enhancement request for each items requested, with clear definition of what you're looking for.

