

Auto Attendant Audiotex Voice Mail

Synectic
Adding value to communications



Voice Mail System Voice PRO

What is Voice PRO?

IN THIS COMPETITIVE business environment how you communicate with customers, staff and vendors has a huge impact on what a business can accomplish. With an increase in the number of business transactions over the phone, Voice Mail has become a very important tool for all businesses.

Voice PRO is a complete front and back end corporate Voice Mail System. Most companies today are looking for professional phone call handling at their office. **Voice PRO** handles calls professionally and easily, which enhances the image of your company and improves productivity. It allows the callers easy access to departments and extensions and has a built-in voice messaging system which facilitates callers to leave messages for your staff when they are busy on the phone or not available.

Voice PRO is a PC-based Voice Mail System utilizing non-proprietary, open standards based hardware platform and works on either Windows 98, Windows NT or Windows 2000 Operating System.

Voice PRO has a highly modular structure, which can grow along with your business. Starting with 2 Ports it can grow up to 48 Ports and is field up-gradable. Voice PRO easily integrates with most modern phone systems (PBX/EPABX).

Voice PRO
Version No.: 0.5

LOGOUT

Total new messages:	0
Total read messages:	0
Total # of MBX/Extns:	7
# of calls attended:	0
Total disk space:	10.82 Gb
Used disk space:	2.74 Gb
Free disk space:	5.05 Gb
Auto system maint.:	17:30
Last power-on date:	12/10/2001
Last power-on time:	06:09:03 PM
System date:	12/10/2001
System time:	6:09:42 PM

Phone Line	No Of Calls Attended
Phone Line 1	0
Phone Line 2	1
Phone Line 3	0
Phone Line 4	0



FEATURES

Automated Attendant:

- Recordable Company Greeting
- Time of the day greeting
- Holiday greetings
- Multilingual Greetings & Prompts
- Supervised & Blind call transfer modes
- Day and Night Mode with separate Night Operator
- Auto fax homing with multiple fax extensions (upto 99)
- Plays name of the person (or Extn. Number) while transferring calls.
- Company Directory
- Do not Disturb
- Follow me
- Audiotex
- Cut Through
- Multiple Operator extension.
- Single digit dialing plan – Easy access to departments
- Password protection for program parameters
- IVR (optional)
- Programming facility for Extension Length, Hook Flash Timing, Delay after Hook Flash, Off Hook to message Delay, Auto Learn Call Progress, Number of Rings to Pick-up, Software validation of Extension, Ghost Call Check (i.e. hang-up detection by either Disconnect Tone, Loop Disconnect, Busy Tone etc.)

Voice Mail:

- Individual greeting (Personal Greeting)
- Alternate personal greetings – Out for lunch etc.
- Date & time stamp for message
- Automatic station logon (PBX and phone instrument dependant)
- Remote mailbox access
- Default prompts recording and parameter programming
- Class of service General, Admin, Guest, Information
- General mailbox for a department or for a group of employees
- User definable mailbox password
- Voice mail reports
- PBX Integration supports both Analogue and Digital (Depending on phone system)

Message Recording and Retrieval:

- Record message & hang-up
- Replay message
- Delete message & hang-up
- Rerecord message
- Record message & try another extension
- Delete message & try another extension
- Forward same message to another extension
- Forward Message with comment/without comment
- Fast forward message
- Rewind message
- Pause message
- Skip message (forward/backward)
- Play message from beginning
- Message retrieval FIFO/LIFO
- Message retrieval from any extension or remotely
- Restore deleted messages (un-delete deleted messages)

Message Delivery and Notifications:

Distribution list –

- Express messaging – Caller can leave a message to other mailboxes without actually ringing their extensions
- Message waiting indication (LAMP)
- Pager/Mobile/Email notification (optional)
- E mail attachment (Optional)

Mailbox Administration –

- Windows based GUI with online help for Setting up of Mail Box, Class of service, Assign Mailbox to extensions, Multiple extensions to persons, Assign limits and assign or delete all options using password.
- Real time display of line status on screen
- Remote (via modem or through normal telephone or on LAN) programming
- Error Logging
- Auto delete read messages
- Time based auto delete of read message
- Auto system maintenance:

HOTEL / MOTEL FEATURES

1. Check-in & Check-out available through On-Screen or through touch tone
 - Opens Mail box for Guest with Welcome Greeting on Check In
 - Deletes mailbox and saves all existing messages on Check out
2. PMS Integration for Check-in and Check-out
 - Create mailbox on PMS input string on serial port
 - Deletes mailbox on PMS input string on serial port
3. Wake-up Call with snooze feature.
 - Snooze time is user programmable
 - Option to set Daily-wake up call
 - Wake-up call Reports
4. Guest Room Transfer through Touch Tone, On-Screen and PMS
5. Undelete Checked-out Messages up to 30 days
6. Audiotex with Fax back of Information
7. Message Read Confirmation Report
8. Deleted Calls Report
9. Three Class of Service Admin. (Staff), Guest and General
10. Off Premises voice mail access for Guest
11. Guest and Staff Tutorial