

## Avaya IP Office Voicemail Pro

Avaya IP Office VoiceMail Pro builds on the features and facilities offered by Voicemail Lite, can be tailored to meet the individual needs of a business and can scale up to 30 simultaneous calls if required.

Voicemail Pro allows message handling for individuals or groups, provides information to callers, assisting the operator during periods of heavy call activity and more by including a powerful voice processing system and an easy to use graphical user interface - the VoiceMail Pro client. VoiceMail messages can be integrated into a user's email box and dealt with as any email message. Through the use of Text To Speech facilities users can be provided with access to their voice and email messages through the telephone while in the office or remotely when away from the office.

The Voicemail Pro client application also allows far more to be achieved than just guiding a user to the group or extension they require. It allows VoiceMail Pro to dial back users, internally or externally, as soon as a voicemail message is left for them. It provides security, by prompting for a PIN code should a user wish to change their Forwarding or Follow Me number from an external telephone.

A single Voicemail Pro server (PC-based) can provide voicemail services to multiple IP Office systems over the LAN, WAN or a Frame Relay network. This is referred to as 'Centralized Voicemail' and can reduce costs, while facilitating communication between IP Office sites.

Other uses for Voicemail Pro include Whisper Announce which prompts callers for information (usually their name) which is recorded and passed on to the user's extension (if free), allowing them to choose to accept the call or not. This is particularly useful on "CLI/ANI withheld" numbers - usually calls from telesales companies where somebody is trying to sell you something. Voicemail Pro will not intrude onto busy extensions.

Assisted Transfer allows transfer of a call to a destination, but allows the call to return to Voicemail Pro automatically for other options should the called party be engaged, or not answer within a pre-determined time.

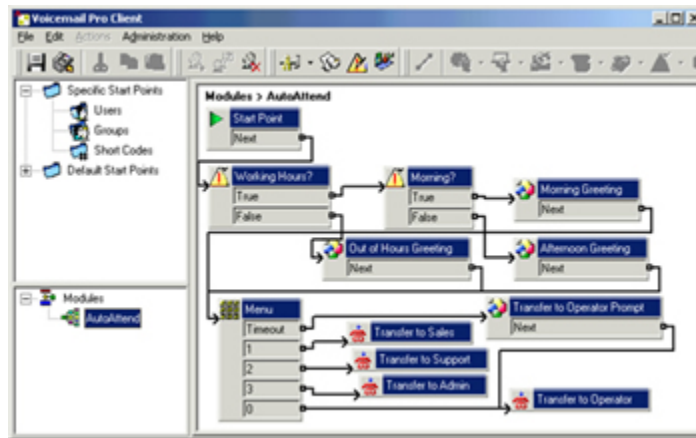
By testing conditions (such as whether out-of-hours), calls can be routed depending on system or user-definable criteria. Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example, the Week Planner can be used to define the company's standard working hours, and then combined with the calendar to define exception days such as public holidays / vacation.

Voicemail Pro also offers the concept of modules. Modules allow you to create sequences of actions that you want to share between a number of different call routing scenarios. These modules can be used to create a library of vertical voicemail applications or just easy dissemination to other IP Office voicemail sites, thanks to its import and export functionality.

Voicemail Pro can also trigger external actions such as activating the external relays on the IP Office. For example, remotely checking the status of the office heating and then turning it on from your Mobile/Cell Phone on your drive in to work.

Voicemail Pro provides the ability to allow a caller to select the language in which they require the system to respond in.

Finally, a Speaking Clock, that takes its time from the Voicemail server, is built into Voicemail Pro to minimize call charges.



In addition to its advanced voice mail facilities, VoiceMail Pro provides an easy-to-use, multi-level configuration tool 'the VoiceMail Pro Manager' which allows network managers and system administrators to construct an interactive system, based upon DTMF telephone key entry.

At its most basic, this allows an Auto-Attendant system to be built and configured to suit the way the company operates in the best interests of staff efficiency and customer service, be that on its own, or as a back-up for the regular operator when call volumes are high. VoiceMail Pro also offers the ability to enter the name of the person via DTMF key entry, after which the auto-attendant offers the caller a possible name that matches or if there is more than one, a selection list is provided and allows the caller to select which one they wish to call.

As an example, Voicemail Pro can be used to build an Auto-Attendant that prompts callers to "enter 1 for sales, 2 for support, 3 for admin, or 0 for the operator" allowing them to be transferred to the appropriate department without operator intervention. Alternatively, a list of personnel and their extension numbers could be listed, allowing the caller to directly access the person they want. For larger companies it could be department number listed first, followed by the list of employee extensions within the department.

The latter two examples are ideal where company telephone operation has changed from a central operator only based system to Direct Dialing In (DDI/DID), allowing callers to "learn" the required extension number from the prompting of Voicemail Pro, and then in future dial the extension number directly. Auto-Attendant operation is also ideal where multiple languages are required, for example "Dial 1 for English, 2 for German, 3 for French,...".