



Do More with MESSAGEmanager

MESSAGEmanager Escalation

Any Voice Mail message not retrieved within a specified time is automatically escalated by SMS or telephone call to the next nominated person to perform the task.

Faced with steadily rising costs and pressure to improve the speed and efficiency of business processes, organisations are searching for more efficient ways to deliver consistently outstanding service.

Escalation, a feature of MESSAGEmanager Voice Mail, ensures no call to your organisation is left unanswered - during business hours and after hours. Messages which have not been actioned within a given time period are escalated to another party, who is notified by SMS or telephone call.

Escalation is ideal for sales and support teams, critical and after hours service. It allows you to create escalating support levels.

Schedules determine when Escalation needs to be actioned – for different User and Group mailboxes there will be different requirements. Rules can be scheduled for after hours, business hours, weekends, holidays etc.

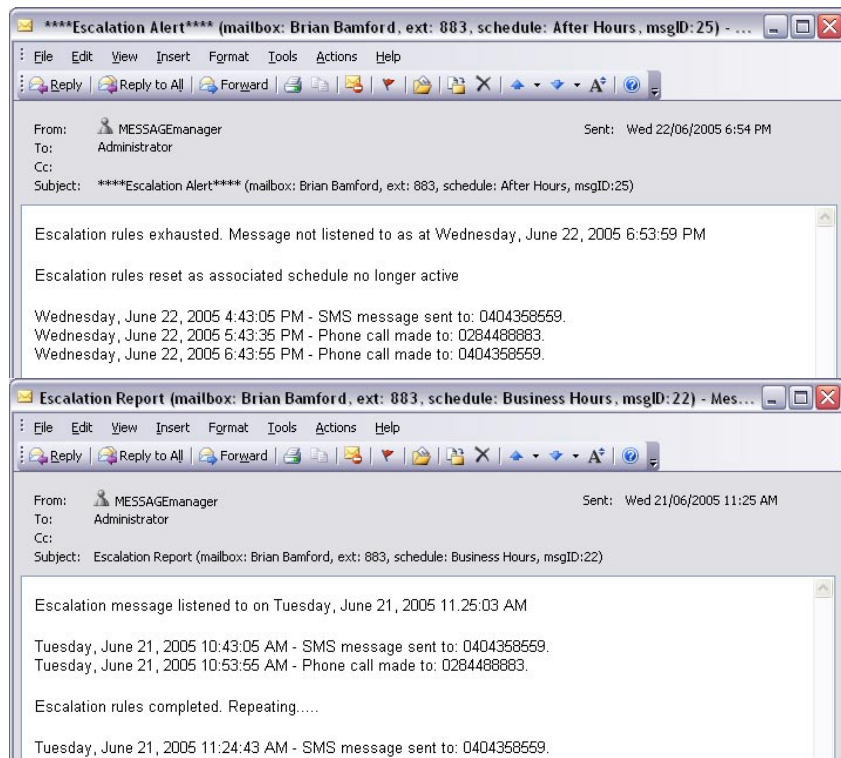
Escalations determine the mailboxes being monitored, which messages in the mailbox should be escalated eg all or only urgent and during which schedule Escalation is required.

Rules determine which numbers to dial, number type (i.e. SMS or phone), the number of attempts to dial the number and the time delay between attempts.

The schedule can be repeated as often as required. The number of parties MESSAGEmanager can contact is virtually unlimited.

Once the Voice Mail message has been actioned, all Escalation notification stops.

Escalation reports can be emailed to the administrator with details of numbers called and when the message was retrieved from the mailbox. Reports can be sent when a message has been actioned, remains inactive after all rules have been exhausted or when all numbers have been exhausted and the schedule is no longer active.



Prerequisites

Escalation works with MESSAGEmanager Voice Mail and Exchange and Domino Voice Mail. No additional license is required to use Escalation.