



Prerequisites

For a full list of prerequisites visit www.mmanager.com/products/prereqs.htm



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Business today faces many challenges – providing timely customer service, informing and impressing your customers and partners with a customised professional image, eliminating telephone tag and caller frustration.

MESSAGEmanager Voice Mail is a flexible and scalable Telephony module based on MESSAGEmanager modular messaging and communications platform that is more flexible and cost effective than traditional platforms.

MESSAGEmanager can:

- Support both IP and TDM configurations
- Scale from 2 to 400 channels
- Support unlimited number of messages and storage time

Subscriber Features

With MESSAGEmanager you are never 'away from your desk' or 'out of the office' and unavailable to take calls. If the office phone is unanswered MESSAGEmanager you can optionally forward the call to Wireless PDA's, IP and Soft Phones, PSTN and Mobile phones.

Notifications

You are notified of the arrival of Voice Mail by the Message Waiting Indicator (MWI) on the telephone handset, the arrival of new mail, or when away from your desk, an SMS text message is sent to your mobile phone.

Message Retrieval

The Telephone User Interface menu options are intuitive and easy to use. You can key ahead to quickly navigate the functions, control message volume, rewind, fast forward, pause, delete or archive a message.

Deleted messages are stored for 3 days and can be easily recovered if required. In addition to the number of messages in the mailbox, the date and time information is announced before each message or for messages received before the current day. At any time the user can request date and time information by pressing the 9 key.

Urgent messages are announced before non urgent messages.

Set up and Enrolment

Set up your mailbox by listening to the New Subscriber tutorial on a telephone handset which guides you through the process of recording Name, Personal Greeting and setting a Security PIN code.

You can set up to 5 customisable greetings to be used for extended absence periods in addition to the standard Busy, Ring No Answer and Out of Hours Greetings. You can change the content of your greeting at any time to reflect changes in your schedule or plans.

MESSAGEmanager uses the Windows Operating system clock to automatically adjust for daylight saving time.

Security PIN's are set at the first time tutorial but can be reset at anytime. The PIN must meet strict rules to prevent hacking. PIN numbers that are sequential, include the extension number or a repetitive are not permitted.

Caller Features

Callers can leave a voice message for an individual subscriber and can mark the message as urgent, review the message and if necessary re-record the message.

Callers can select from a customised menu to transfer to three different numbers, including internal and external numbers.

At any time during the greeting, the caller can transfer to an operator.

Group Messages

Callers can leave a message for a defined group which can be delivered to all group members or on a first to retrieve basis.

MESSAGEmanager supports:

- **Distribution Groups**
A group mailbox where every subscriber in the group receives and actions each message.
- **Pickup Groups**
A group mailbox where the first subscriber to access each message takes ownership of that message and removes access to remaining subscribers. This ensures that only one subscriber responds or actions any one message.

Auto Attendant

The Auto Attendant can be easily customised to suit any requirement.

The Auto Attendant answers and routes incoming calls according to the callers instructions. Callers hear an opening greeting which provides instructions, information and options.

The default attendant provides up to nine options to direct callers to groups or extensions. For example 'For Sales press 1, for Support press 2' etc. In addition a caller can dial '0' for the Operator.

The Auto Attendant is controlled by the system schedule and automatically changes the actions and greetings for after hours, weekends and holidays.

Multiple attendants can be configured to answer calls for specific numbers.

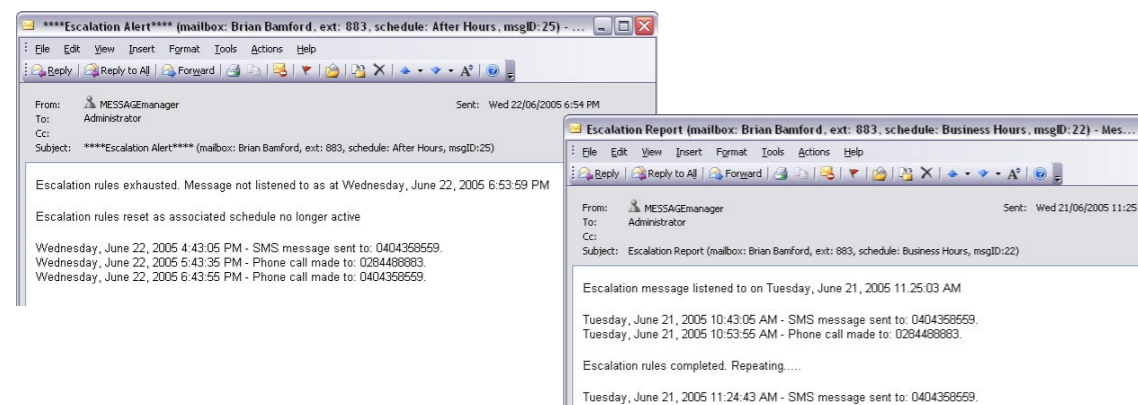
Escalation

Escalation 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.

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

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

Escalation reports can be emailed to the administrator with details of numbers called and when the message was retrieved from the mailbox.



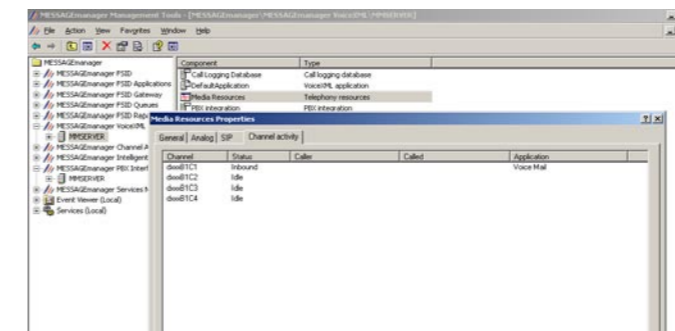
Telephony Integration

MESSAGEmanager integrates with SIP or H.323 compliant IP switches and PBX's and TDM PBX systems including NEC, Alcatel-Lucent, Fujitsu, Ericsson, Nortel, Avaya, Samsung, Siemens, LG Aria & Panasonic. Integration options include:

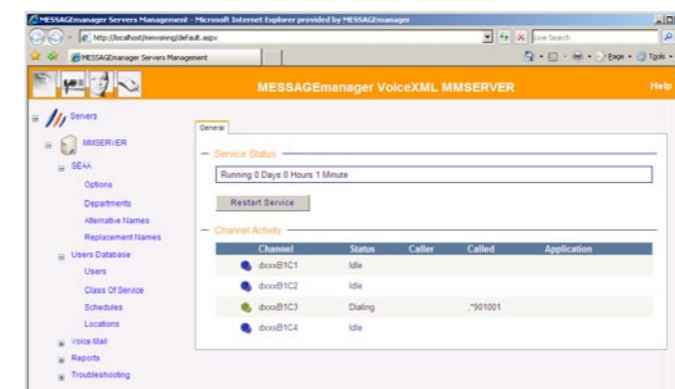
- IP Telephony
- In-band
- SMDI
- Proprietary Serial Links
- Digital Set Emulation

Administration

MESSAGEmanager Management Tools are available as Microsoft Management Console (MMC) and/or .NET enabled Web Management Tools. PBX settings, Channel settings, Scheduled tasks for back up and maintenance are maintained using Microsoft Management Console (MMC).



Administration tasks can also be carried out using MMC or Web tools. MMC provides detailed Event information and troubleshooting tools.



The Web Management Tools allow the Administrators to modify User and Group Mailboxes, Class of Service and run Reports.

Administration tasks are minimized with the powerful Class of Service feature which allows the administrator to set the permissions for a group of user mailboxes. One change by the administrator can be instantly applied to hundreds of mailboxes.

MESSAGEmanager Reports provide details of voice channel and mailbox usage. Administrators can easily add their own report as all data is accessible via SQL commands.

Support

MESSAGEmanager Solutions Technical Support use Windows Remote Desktop and Remote assistance to troubleshoot problems with MESSAGEmanager. This technology enables MESSAGEmanager Solutions to quickly investigate and rectify problems from anywhere on the internet without the need for a site visit.

Customers who prefer not to have remote access can use MESSAGEmanager snapshot technology which bundles all relevant troubleshooting data into a zip file for offline investigation.