

TCL “Voice Messenger +” Overview

According to Advantage Business Research Corp., the top three reasons given for implementing telephony solutions are:

1. Improved productivity
2. Improved customer contact
3. Costs savings

(2000 Computer Telephony Study, ABR)

TCL “Voice Messenger+” is specifically designed to meet all three of these commercial requirements and can provide significant cost savings through better contact management and improved productivity.

“The two most important productivity concepts involve Managing interruptions and avoiding rework.”

Managing Interruptions

Industry sources state the average professional gets between 169 and 200 messages every day.

This is further compounded by:

- } 75% of business calls not being completed on the first attempt
- } 50% of calls being one way transfer of information
- } 66% of calls being less important than the work they interrupt

Productivity has become the new competitive advantage and the number one reason given for buying new systems.

Productivity Gains from voice mail to e-mail processing

It is a fact that checking several different messages stores, several times a day, burns time and money. Usability studies have shown that deploying unified messaging instead of disparate messages systems will provide up to:

- } 75% time savings for mobile workers
- } 53% time savings for office staff
- } 80% time savings over traditional fax handling

(www.unifiedmessaging.com)

The introduction of voice mail to e-mail processing will have a dramatic impact on responsiveness and productivity of your most valuable resource – your people. Staff can now check all important voice messages, email and faxes from their inbox or from any phone, anywhere, anytime.

“Voice Messenger+” from Talking Computers Limited

TCL have released this product on our market-proven server platform that supports over 100,000 mailboxes in NZ. This exciting product gives users voice,

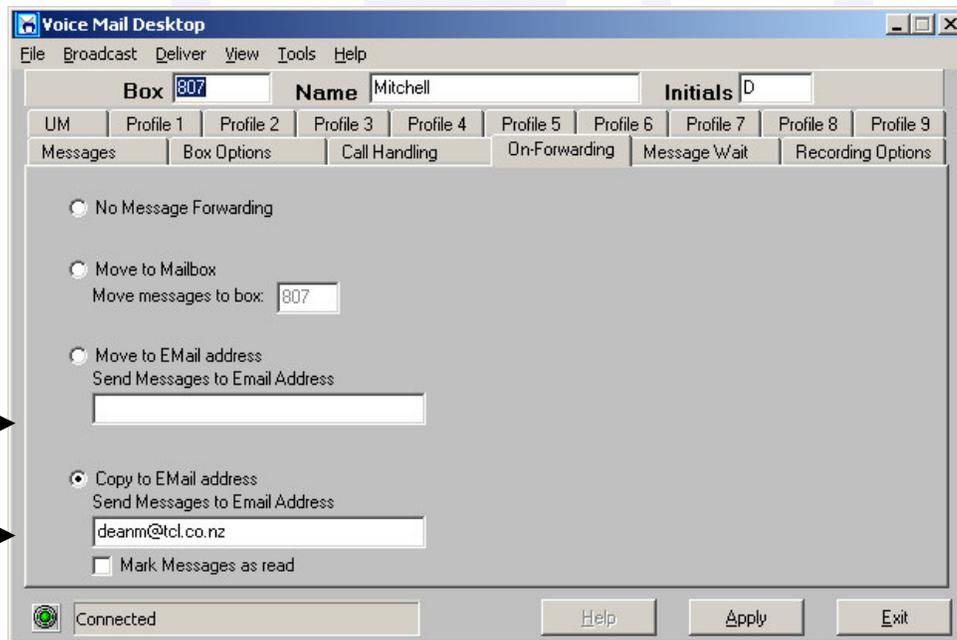
fax and email access through their Microsoft Outlook® Inbox® without the expense of Microsoft Exchange Server and licensing. As our *voice mail* family will work with MS Outlook (2000/XP) client PCs and your existing POP3 mail server, there is no need for a costly upgrade to Microsoft® Exchange Server or to migrate to a Lotus Domino Server.

For our current clients, a full upgrade path from their current version 5 and 6 environments allows for seamless growth.

The TCL Version 8 with Voice Mail to E-Mail transfer

Major Features

Voice Mail to E-Mail transfer



→ This is the MOVE option which when selected will move any voice messages out to the e-mail address entered into the box below the selection.

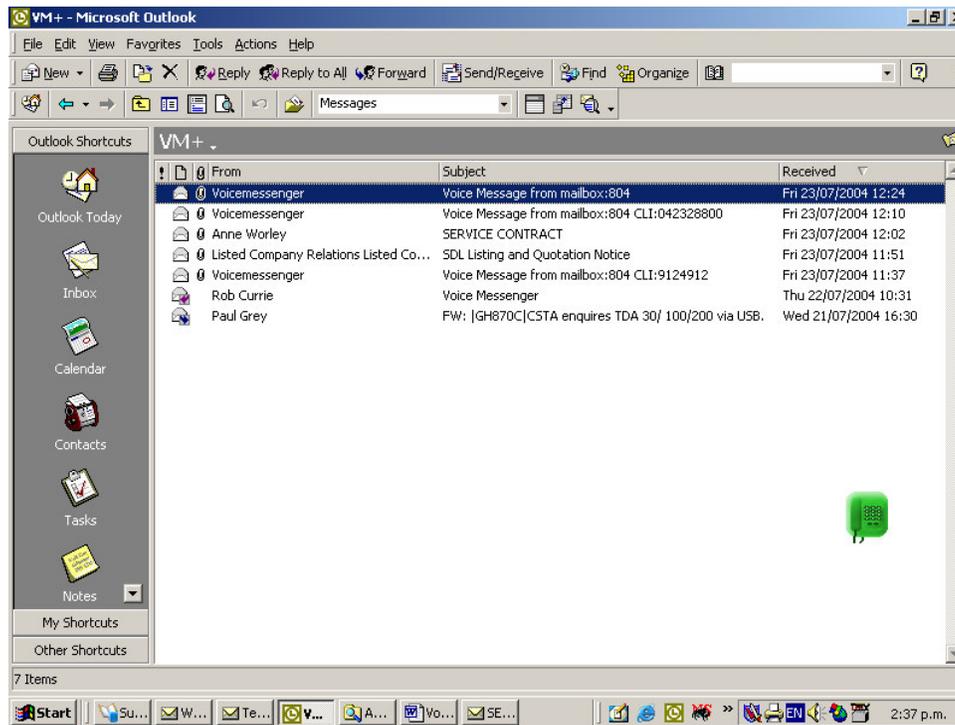
“Voice Messenger+” will then delete the voice message from the voice mail system.

→ This is the COPY option which when selected will retain the voice message in *“Voice Messenger+”* AND send it as a e-mail message to the address entered into the box below the selection.

If the box *“Mark Messages as read”* is selected – the voice message will be marked as read any message notification affected accordingly – eg the message wait lamp will be turned off.

(Note: Voice messages sent to e-mails addresses will be in the form of a .WAV file and will require a multi-media sound capability on the PC receiving the e-mail)

This is what it looks like in your Outlook mailbox



Extended Feature List

With “*Voice Messenger+*” you can now:-

Listen to your Voice Mail messages from Microsoft Outlook® or Lotus Notes or any SMTP type e-mail service.

Organize and archive Voice Mail messages and faxes as you currently do now with email messages.

Remotely access voice messages, emails and faxes on any telephone from anywhere.

View faxes directly as a .TIF file.

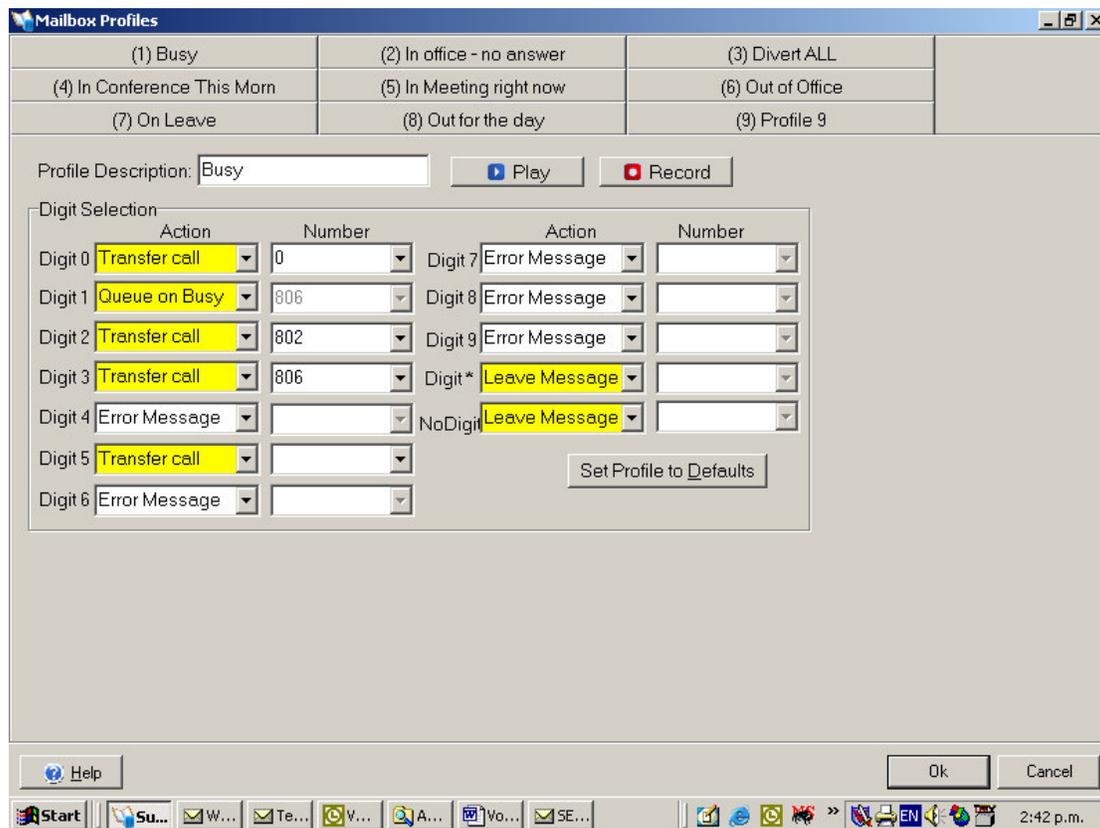
Print incoming faxes on your printer rather than separate fax machine.

Receive email or mobile phone notification of new messages when the Copy mode is invoked.

Have a display on your desk phone notify you of an incoming fax or voice mail message.

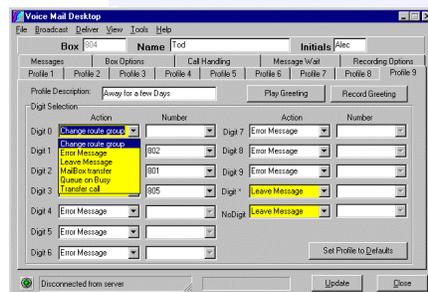
PLUS

NINE profiles to set up your voice prompts to suit a particular need:-



Can be configured for the small office through to a full corporate system.

To change your Voice Mail Profile and Greeting just click one of nine different profiles and record a new greeting.



[“Voice Messenger+” - Out of the Office.](#)

When out of the office users can dial into their unified messaging system from any telephone and be able to access and manage voice mail, fax and email. If RAS (Remote Access Server) or VPN (Virtual Private Network) connectivity is available to your company server, all messages can be retrieved and processed remotely on a laptop.

Other features of “Voice Messenger+” include:

Auto Attendant - can be used to answer all calls or just be a back up to your own Operators when they are busy.

999 individual Route Groups - Powerful ability within Unified Messenger giving an enormous range of options to an organization to ensure the full use of Call Routing can be maximised.

Company Directory - “alpha” directory search makes finding a person within the organization as easy as spelling the first few characters of their name.

Administration Module - The Administrator of the Mail system can maintain mailbox users personal Profiles over the network. Add, Moves and Changes are similarly remotely processed

Holidays - These dates are programmed into “Voice Messenger+” each year so callers hear the appropriate opening greeting during holiday periods

Message delivery options - “Voice Messenger+” can call and deliver messages to Mailbox Users at designated telephone numbers—e.g., home, cellular telephone, remote office—based on Mailbox User-defined parameters.

Rules-based messaging - Mailbox Users can execute rules-based messaging. For example, while on vacation a sales support technician can have all voice messages automatically forwarded to a third party who can then respond promptly to new situations.

For further Information:-



TALKING COMPUTERS
L - I - M - I - T - E - D

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