

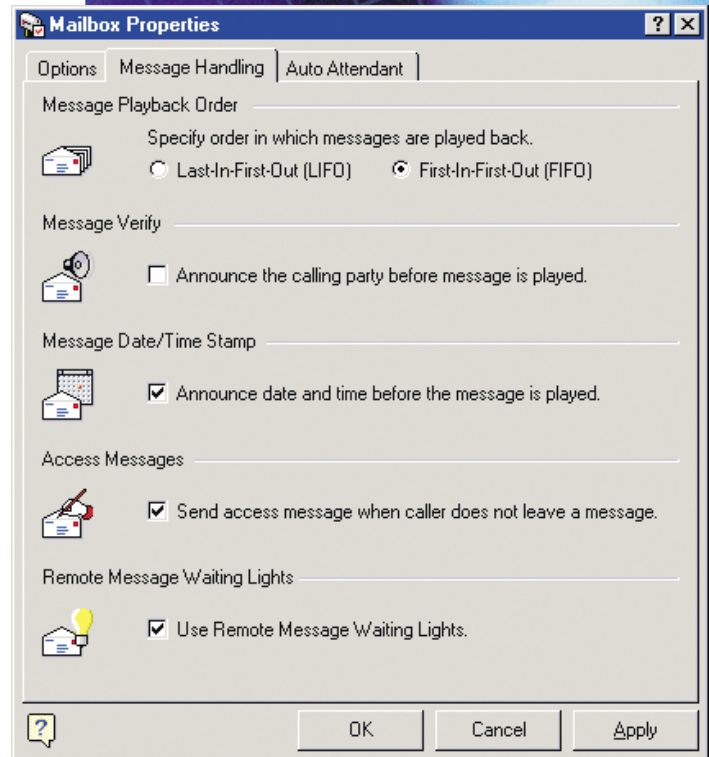


eQueue™ Voice Mail

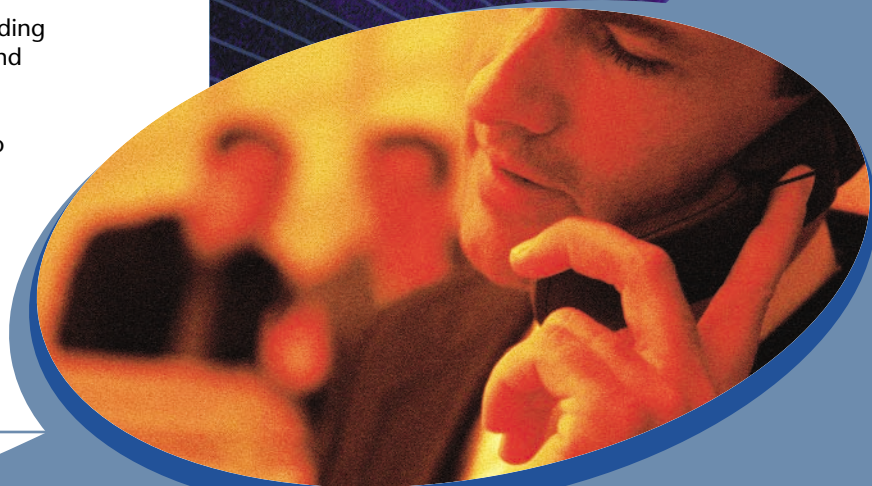
eQueue Voice Mail is a fully integrated voice communications system that offers a wide range of voice messaging options for users in both contact center and other business environments. Within contact centers, eQueue Voice Mail gives callers the option of leaving a voice message instead of waiting in queue. Voice messages are deposited into a group mailbox that is accessible by agents in that group who can then select, review and respond to the mailbox messages as they become available.

Other business environments also benefit from numerous value-added eQueue Voice Mail features that simplify everyday tasks and enhance productivity. For instance, a menu-driven voice tutorial makes initial mailbox setup automatic. And, single-digit menu commands with accompanying voice prompts, which may be bypassed, make navigation through the array of user options quick and easy. eQueue Voice Mail also offers:

- Flexible mailbox scheduling for different times of day
- Automatic playback of new messages
- Enhanced message header information providing delivery/origination times, message length and number of pages (for fax messages)
- Greeting override capability allowing users to override their pre-recorded greetings (ideal during travel periods)



Powerful mailbox management provides flexible control for mailbox options, message handling and auto attendant.



Message Notification

Delivered eQueue Voice Mail messages can be communicated to users in a number of ways, including LCD display, message waiting lights, calling extensions, and out-dialing to a cellular phone or a digital, voice, or text pager. Message notification includes message class, time of day, and day of week.



Adaptability to Various Environments

The flexibility of eQueue Voice Mail allows it to adapt to virtually any application or environment, including departmental or multi/shared tenant applications. In addition, all systems can support multiple languages simultaneously and language preference can be programmed at a system level, by specific group, or by individual user. eQueue Voice Mail accommodates a variety of application requirements providing a tailored solution for each environment, while at the same time optimizing the use of system resources including system ports and message storage.

Easy-to-Manage Administrative Features

eQueue Voice Mail includes graphical menus with drag-and-drop configuration options, context-sensitive help, and the ability to create templates for repetitive tasks enabling system administrators to effortlessly manage the system. eQueue Voice Mail also provides the capability to easily record system greetings, system menus, notification messages, and distribution lists.

Networking Capabilities

eQueue Voice Mail offers multiple means of networking an organization's voice processing capabilities: VoiceClusters™, Centralized Voice Mail and AMIS.

VoiceClusters™ – allows users to link multiple voice mail servers together into a single, high-speed global messaging system. Existing WANs can exchange messages digitally between multiple system nodes at speeds up to 100 megabits per second over Ethernet connections. This extremely flexible networking option permits users in one office to send and distribute voice and fax messages to multiple locations worldwide, reducing transmission costs and message delivery time.

Centralized Voice Mail – enables your business to consolidate resources and ensure consistent call answering and routing across all locations. A single, centralized voice messaging system saves money, speeds information sharing between locations, allows for multi-site distribution lists, and simplifies the task of adding new extensions.

Audio Messaging Interchange Specification (AMIS) – this protocol allows integration of eQueue Voice Mail with other voice messaging systems. The AMIS protocol defines formats for identifying message originators and recipients, addressing messages, and sending, receiving, and replying to messages. Users on a voice mail system that supports this protocol can send messages to any user on another voice mail system that also supports the protocol.



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