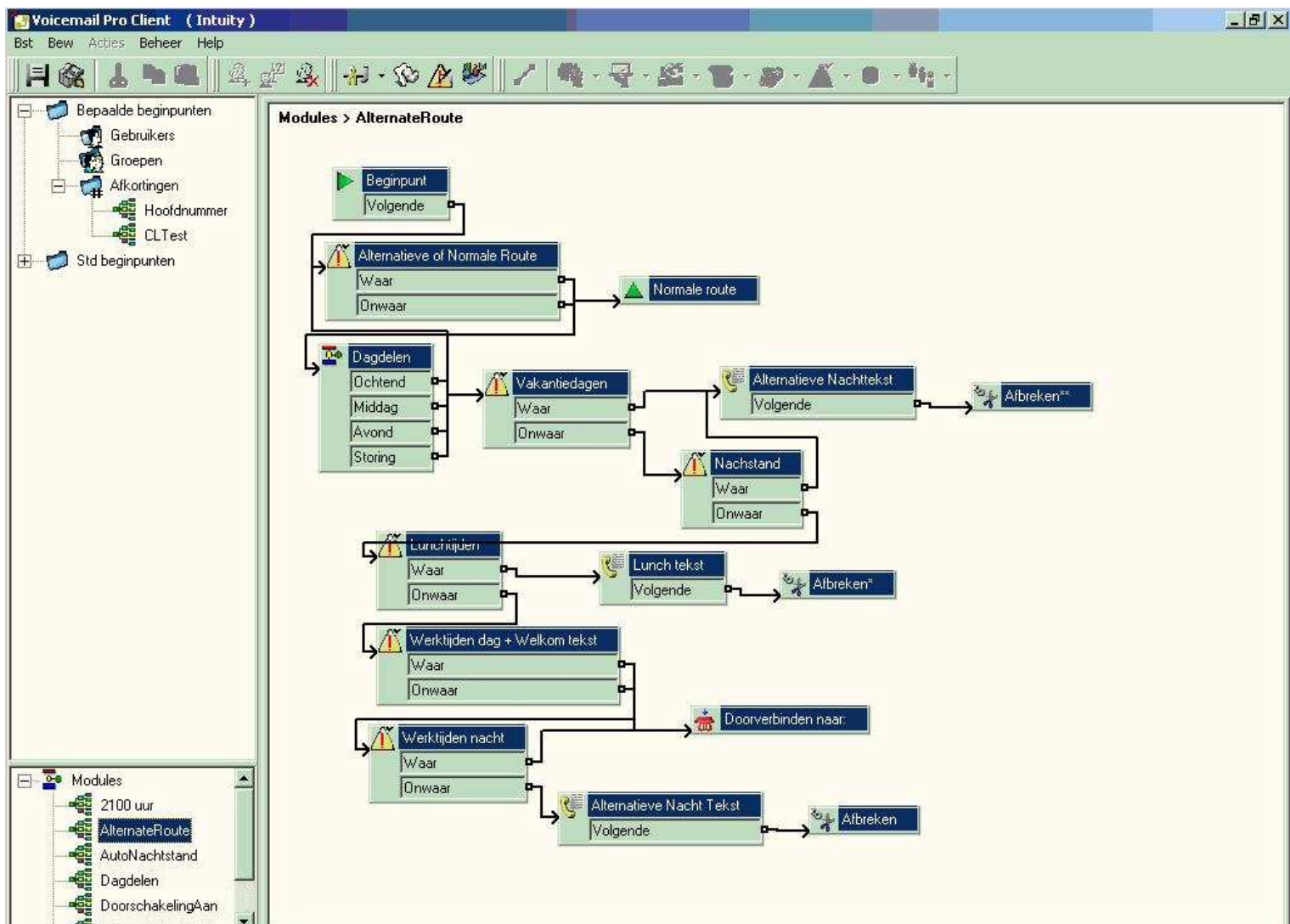


Avaya Voicemail Pro

Een aantal van de mogelijkheden op een rij:

- Automatische telefoniste
- Keuzemenu
- Automatische dag/nacht en lunchstand
- Voicemail per gebruiker in te stellen
- Een nieuw bericht per mail laten aanleveren (Standaard)
- Een nieuwe bericht via mail bewerken (Optioneel)
- Grafische interface (Zelf uw telefoonverkeer instellen of aanpassen)
- Voorrang geven aan uw beste klanten op basis van een relatie database
- Doorschakelen naar GSM, boodschappendienst bij niet opnemen
- En nog veel meer... Laat u informeren door onze specialisten!

Grafische interface: Beheer vanaf uw eigen werkplek



Features of VoiceMail Pro

VoiceMail Pro provides voicemail for every telephone on the system. Messages can be retrieved from a user's own extension or from another telephone. Voice messages can also be forwarded to other voice mailboxes. Using VoiceMail Pro call flows can be created that can, for example, guide a caller to the correct extension.

Listed below are some of the differences between Embedded VoiceMail, VoiceMail Lite and VoiceMail Pro. For a fuller comparison, see the product description.

Avaya Voicemail Features	Voicemail Embedded	Voicemail Lite	Voicemail Pro
Integration with Phone Manager Pro.	X	V	V
Create personal greetings.	V 1 only	V 1 only	V 9 max.
Selection of voicemail transfer numbers	X	V	V
Play a greeting continuously.	X	V	V
Forward or copy a message to Email.	X	V	V
Listen to an Email using Text To Speech.	X		V
Send Email Notification.	X	V	V
Forward a voice message to another mailbox or multiple mailboxes.	V	V	V
Forward a voice message to multiple mailboxes using a Personal Distribution List.	X		V
Forward a voice message with a header	X	V	V
Rewind Message	X	V	V
Fast forward a message	X	V	V
Skip a message	V	V	V
Pause a message	X	V	V
Skip Message	V	V	V
Set message priority	X	X	V
Control when old messages are automatically deleted.	X	X	V
Alphanumeric data collection	X	X	V
Give callers a choice of transfer options.	V	V	V
Call recording	X	X	V
Create Campaigns	X	X	V
Receive message notification at destinations configured by the user	X	X	V
Transfer to Fax	X	X	V
Alphanumeric data collection	X	X	V

VoiceMail Pro is a licensed version of voicemail for IP Office. It builds on VoiceMail Lite in a number of ways:

- Support for more than 4 simultaneous voicemail users depending on licenses entered. For more information, see Number of Simultaneous Voicemail Users.
- Support for Intuity mode mailbox operation as default. For more information, see Changing Mailbox Operation Mode.
- Customization can be applied to the defaults for all or specific users and hunt groups and to access via custom short codes.
- The maximum recordable length of messages can be changed from the fixed 120 second limit of VoiceMail Lite.
- Automatic call recording (voice recording) for selected users, hunt groups and outgoing call routes can be configured through IP Office Manager.

- Campaigns allow a sequence of messages to be played to a caller and the caller's response to those questions (spoken and/or telephone key presses) are recorded. The sets of responses can then be accessed. For more information, see Campaigns:Overview.
- Integrated Messaging System (IMS) adds sophisticated voicemail to email integration. For more information, see Installing IMS.
- Intuity mode mailbox users can create mailbox distribution lists to use when forwarding or sending a message. Each mailbox can have up to 20 distribution lists. Each list can contain up to 360 mailbox destinations. Lists marked as public can be used by other mailbox users. For more information, see the IP Office Intuity Mailbox User Guide.
- If Group Broadcast Messaging is selected, when a hunt group mailbox receives a new message, that message is copied and forwarded to the individual mailbox of all group members. For more information, see Configuring Group Broadcast.
- With VoiceMail Pro, call recordings can be transferred to a third-party Voice Recording Library (VRL) application called ContactStore for IP Office. This application maintains a searchable library of recordings and can archive recordings onto DVD. Installation and operation of VRL is licensed. For more information, see Voice Recording Library.
- Where the IP Office has been configured to send SNMP Alarms, VoiceMail Pro can inform the IP Office to send an alarm when the amount of remaining disk space falls below a set threshold.
- A .wav file can be played to a group extension number. For more information, see Post Dial Action.
- Both the Compact Contact Center (CCC) and VoiceMail Pro server can be used on the same server. This is for a maximum of 20 CCC agents and 8 voicemail ports only.