



Messaging

...better customer service with every call

What is it?

In business today, every call is an opportunity. Calls that are not answered or not answered correctly, can result in lost revenue opportunities. The right messaging solution can make all the difference. IP Office offers several messaging applications:

Embedded Voicemail provides an entry level voicemail service and up to 4 single tier automated attendants. As embedded voicemail is provided on a pre-loaded memory card, it eliminates the need for a dedicated voicemail server.

Voicemail Lite is the standard voicemail solution for IP Office, providing 4 voicemail ports. However, unlike embedded voicemail a dedicated PC is required and no auto attendants are available. Voicemail Lite automatically answers incoming calls when you are on another call or away from the desk.

Voicemail Pro builds on the features and facilities offered by Voicemail Lite, including advanced call routing capabilities. The powerful features that Voicemail Pro offers can be tailored to meet the individual needs of any business and can scale up to 30 ports (depending on the IP Office).

Benefits

Customer Service

Exceptional customer service is key to sustaining competitive advantage. An IP Office voicemail solution can help your business enhance customer service. For example:

- Manage call flows to ensure that customers' calls are routed to the right person or department every time.
- Capture sales orders, enquiries or technical questions the first time a customer calls.
- Record calls and replay them to provide coaching to employees to raise customer service expectations.

Enhanced Productivity

Deploying a messaging solution will result in considerable efficiency and productivity gains. For example:

- A messaging solution can be used as backup during peak business hours to ensure that every call is managed effectively.
- Streamlined call routing ensures every business critical call is answered quickly and professionally.
- Access to voicemail any time and from anywhere, so mobile workers can retrieve and manage messages wherever they are.

Increased Revenues

An IP Office messaging solution will help your business increase revenue potential. For example:

- Messaging ensures business critical calls are always answered and reach the correct destination everytime. This helps maintain good customer relationships, which may result in more sales and more revenue.
- By providing 24 hour call handling, IP Office messaging extends business hours which gives more revenue opportunities.





Market Drivers

Achieve and sustain competitive advantage...

Every business needs to achieve and sustain its competitive advantage. By deploying a Messaging solution, your business will greatly improve the way internal and external communications are managed by improving the flow of communications and facilitating efficient and effective call routing. These all help to enhance the customer experience and achieve a competitive edge.

Reduce costs while improving productivity...

To be competitive it is vital to improve the way your business operates while at the same time reducing costs. Deploying an Avaya Messaging solution will enable you to achieve both by helping you manage costs while adding capabilities that help you increase revenues, productivity and customer service.

By providing an automated 24 hour service, customers can call at their convenience and still receive a professional service at no cost to your business. An automated attendant also makes it possible to record and document calls that will help meet your customer requirements. Avaya Messaging solutions also includes tools to help employees communicate more efficiently with each other and improve collaboration.

Reach Me Anywhere...

With the pressure to respond to customer demands in a more timely and professional manner than the competition, it is imperative that the right solution is deployed. IP Office Messaging solutions provide access anytime and from anywhere, so mobile workers can retrieve messages and respond as needed regardless of their location. Text to speech functionality can be deployed to have emails read to mobile workers.

Key Features

Key Features of Embedded Voicemail are:

- 4 single tier auto attendants
- 3 time profiles per auto attendant
- Up to 12 menu items per auto attendant
- 3 voicemail ports for Small Office and 4 for IP 406v2 and IP500
- 10 hours storage for Small Office / 15 hours for IP 406v2 and IP500

Key Features of Voicemail Lite are:

- Record personal greetings
- Retrieve voicemail messages remotely
- Forward voicemails to another mailbox, group mailboxes and email systems such as MS Outlook

Key Features of Voicemail Pro are:

- Comprehensive call routing and auto attendant capabilities
- Playback messages through Phone Manager
- Automatic and on demand Call Recording
- Remote management of personal mailboxes broadcast group messages
- Sophisticated queue announcement facilities.
- Voice forms / questionnaire mailboxes
- Personal distribution lists
- Access to database information for building Interactive Voice Response (IVR) systems (optional licence required)
- Extended personal greetings to customise the information presented to a caller based upon the availability of a user.
- Text to speech facilities to allow emails to be read out over the telephone and/or for database information to be read to a caller in 14 languages
- Automatic detection and routing of fax calls within Auto attendants and within a subscriber's voicemail box
- Forwarding of voicemail messages to email systems via SMTP
- Retrieve voicemail messages remotely
- Centralised voicemail within a multi-site IP Office environment