

iVoice

Our technology speaks for itself!

iVoiceMail

iVoiceMail for Windows 2000 combines superior, innovative technology with iVoice's dynamic hardware and software innovations to provide you with the most advanced call processing system. iVoiceMail is a call processing system that provides clear, personalized, complete messages to your employees and is unmatched in price.

iVoiceMail works equally well on Centrex, PBXs, Digital Telephone Systems, and seamlessly integrates with Central Office switches. iVoiceMail lets your company function the way you normally do, but with greater performance in handling phone calls. iVoiceMail handles all calls automatically, quickly assisting clients, allowing suppliers to check inventories and busy executives to check messages.

With iVoiceMail, you no longer have to channel all calls through the receptionist. First-time and infrequent callers appreciate the courteous, personal touch iVoiceMail offers, while frequent callers are allowed to bypass the receptionist and reach their party or department directly. In addition, you no longer have to rely on clerical staff to take accurate messages. iVoiceMail lets callers leave their own detailed messages without filtering them through a receptionist. Personal messages now remain personal and detailed messages contain all of the information required to take action.

You know your business has special needs. Finding a system that accommodates you is the real problem. iVoiceMail can provide you with the only call processing system you will ever need. We ask what your needs are and customize iVoiceMail to accommodate you.

At iVoice, we combine our knowledge of the Call Processing industry with an understanding of your business to provide you with the best system solution. Your investment is maximized, your special requirements are met, and the benefits begin to pay you back immediately. You are assured the commitment and personal service you deserve.

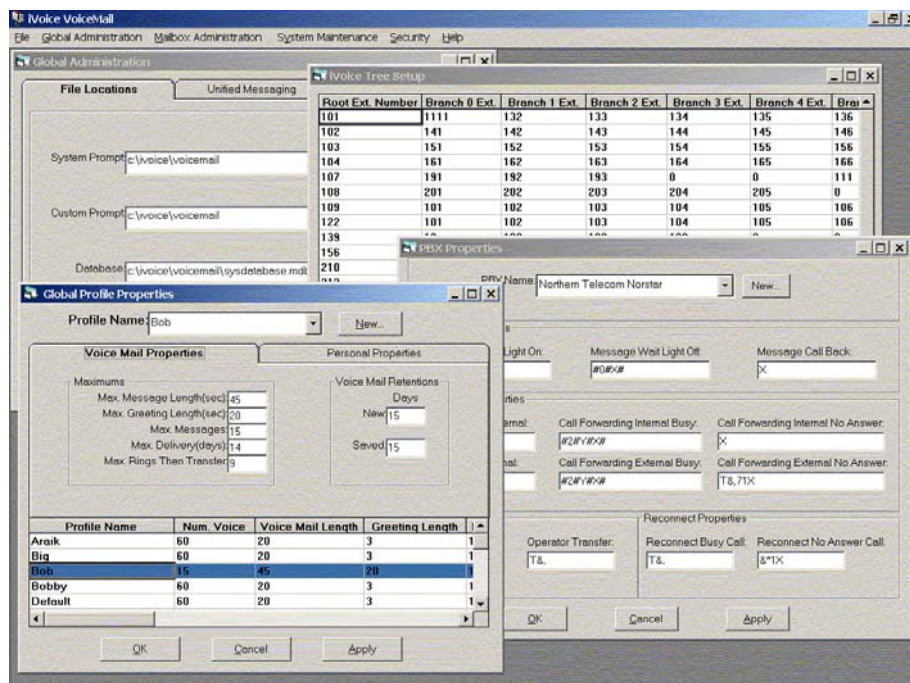
Voice Messaging – iVoiceMail offers a complete messaging solution with password protection, call screening private and certified message support, message waiting indicators, date and time stamps, along with many other features.

Speech Enabled Auto Attendant – The iVoiceMail software now includes Speech Recognition as a standard feature. When callers access the system, they can simply say the name of the person or department they wish to contact and will then be transferred to the appropriate party.

Interactive Voice Response – This optional feature of iVoiceMail offers you the most flexible call processing system available. Callers can dial or speak their way through interactive, database driven menus.

iVoiceMail Features

The iVoiceMail call processing system is a powerful package designed to meet the needs of the largest corporations as well as small offices. The iVoiceMail system offers many unique features including:



- Every call answered immediately
- Every caller receives your company's customized day, night, or holiday greeting.
- Callers have instant access to:
 - Desired party by name
 - Speech Recognition
 - Live Operator Assistance
- Voice Messages with:
 - Password protection
 - Message Review and forwarding
 - Individual or Group Distribution
 - Certified and Private messages
 - Time and Date Stamps
 - Message count (new and saved)
 - Message waiting indicator
 - Wake up calls
- Remote Contact:
 - Beeper notification
 - Pager and Cellular phone notification
- Remote and local administration

Voice Messaging

The Voice Messaging features of iVoiceMail allow callers to leave a message at the proper mailbox. Each message is individually dated, time stamped and kept in the order received. The messages are not restricted by fixed message length. The messages remain private and secure and they can be reviewed only with the proper access code. The number of messages per mailbox, the length of a message, and the notification pager number can be modified while the system is running remotely through the telephone or locally through the GUI. Each mailbox can have a personalized greeting that can easily be changed at any time. Messages are always accurate, confidential, and personal. Important messages that need to be delivered to all mailbox owners can be distributed by the system without recording the greeting multiple times. iVoiceMail can handle up to 10,000 mailboxes using 2, 3, 4 or 5 digit mailbox types.

Automated Receptionists

The Automated receptionist feature of iVoiceMail can answer calls immediately and give the caller the option to speak with an operator, or go directly to a desired extension. The Auto Attendant feature of iVoiceMail incorporates all of the features of the iVoice Speech Enabled Auto Attendant—allowing callers to simply say the name of the person or department they wish to contact. The Auto Attendant is over 99% accurate in field tests and allows multiple pronunciations for names that may be mispronounced.

Interactive Voice Response

The Interactive Voice Response feature extends the use of iVoiceMail by providing a way to play the information stored in existing computer databases to callers. Callers can be prompted through an interactive, voice or DTMF driven program that stores or reads information for the caller. Employees may now be able to enter information such as hours worked, orders processed and do status inquiry requiring nothing more than an available telephone.

Audio Bulletin Board

With the Audio Bulletin Board feature of iVoiceMail callers are provided menus from which to select pre-recorded information. Different subjects are accessed by simply pressing a button on any touch-tone telephone. Large numbers of callers can hear information about events, hours of operation, product information, or special services twenty four hours a day without tying up clerical time.

Automatic Notification

Utilizing the automatic notification feature of iVoiceMail insures a quick and efficient way to call out to beepers, cell phones, or remote workers and notify the person that someone has left a message. The system allows selective notification, urgent notification, as well as busy retries to provide flexibility when paging. Busy executives, field employees, sales representatives, medical staff or anyone who receives important messages and depends on being paged or notified immediately can benefit from this feature.

Unified Messaging

iVoiceMail has an optional Unified Messaging system that allows mailbox owners to retrieve their messages via voice or e-mail. iVoice Unified Messaging is a true unified messaging system, not integrated messaging, which means there is only one mailbox to configure, support, and maintain. Callers send e-mail and leave voice messages the same way they always have, however, your employees can send and retrieve e-mail messages over the phone, listen to voice messages through their e-mail. That's convenience. That's efficiency!

Speech Recognition

The iVoice Voice Recognition Engine is currently being used in various applications in hundreds of sites, processing thousands of words every day. The Voice Recognition Engine is utilized for callers, who can say the name of the person or department they want to reach, as well as your employees, who can navigate through the system via voice commands. Callers can naturally speak to the Automated Receptionist who will understand and assist the caller.

System Specifications

Number of ports: 4–256
Hours of message capacity: unlimited
Number of mailboxes: unlimited
Telephone Connection: RJ-14, DID, T1, E1
Optional Features: Tape backup, LAN Remote Admin, UPS–Battery Backup Unit

Additional Features

- Automated Attendant
- Call Reporting SMDR
- Call Screening
- Certified Messages
- Day and Night message control
- Digital pager support
- Fax Back
- Fax On Demand
- Holiday message control
- Interactive Voice Response
- Message arrival indicator
- Pager and Cellular Phone Notification
- Personal greeting
- Priority messages
- Private messages
- Remote Administration
- Security codes – individualized
- Speech Recognition
- Unified Messaging
- Weekend message control

iVoice is dedicated to providing solutions that are effective and affordable. If your business has special needs, or desires features not listed here, please call.

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