

Intelligent Message Centre

Access all your messages on-the-move



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VoiceMail

Simple, instant VoiceMail with no concerns about support and no upfront costs. VoiceMail is an important business tool. The ideal, of course, is to answer every call personally but there are times when a simple voicemail is all that is needed by the business to ensure important messages are not missed or lost. Voicemail is also useful when dealing with business contacts across different time zones, for non office-based staff and for staff working different hours.

Operation of the VoiceMail system is straightforward, using a standard telephone keypad in response to clearly spoken, computer controlled, digitally recorded voice prompts. Voice messaging is a multi-faceted application and can be exploited to support many business applications such as announcement services, emergency escalation, out-of-hours services and high volume message services for groups or teams of workers.

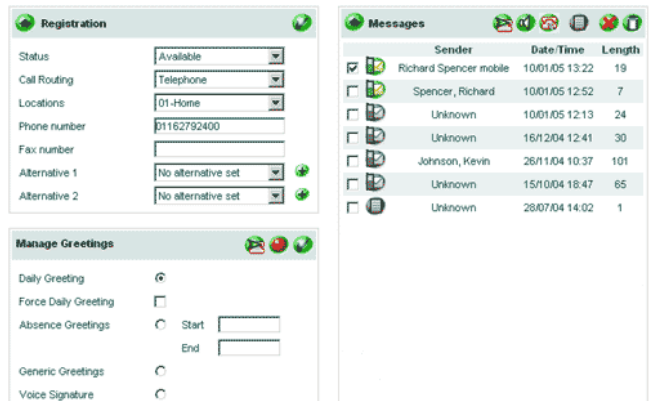
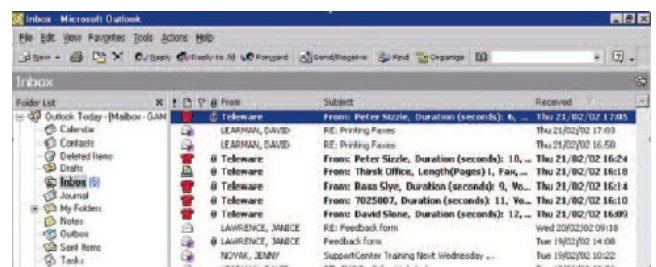
Notifications of newly received voice messages can be delivered to your email inbox or telephone as an SMS so you can be more responsive to your messages.

Easy Access

The Corporate Mailbox service offers ultimate flexibility as you can access all your messages from anywhere in the world, via:

- Your desk through any email account
- Any handset or mobile
- Web Assistant - a web based interface.

intelligent Message Centre offers the flexibility of having a simple, yet effective voice mail service or combining this with fax mail to provide a business class messaging service. All messages go into a single inbox and can be accessed using a variety of devices - landline, mobile, email, at any location - that can typically save you up to 30 minutes valuable time every working day.



Features and Benefits of the Hosted Corporate Mailbox Service

Feature	Description	Benefit
Single inbox	All message types including email can be accessed using the most appropriate device - Phone, PC, mobile.	<ul style="list-style-type: none"> Workers with multiple devices and workplaces can access all information - saving time on changing between devices and avoiding missed communications.
Personalised Mailbox	Each mailbox owner records a personal greeting message which is played to the caller when an incoming call is received. In addition to their default greetings, users may record a daily greeting which resets at midnight. An absence greeting may be recorded to play between user-defined start and end dates, for example, to cover a holiday period.	<ul style="list-style-type: none"> Provides a more personal and informative response to callers Avoids out of date announcements being used and sets realistic expectations for response times during absence periods such as holidays.
VoiceMail	Set up Class of Service profiles to provide features needed by staff. Operation is straightforward using a telephone keypad in response computer controlled, digitally recorded voice prompts. Available in many languages.	<ul style="list-style-type: none"> Avoids callers having no answer to calls when users are busy or away. Suitable for group message distribution to enhance internal communications.
New Message Notification Options	Notifications of newly received messages can be delivered to email inboxes and to telephones by Outcall, and Short Message Service (SMS) Message Waiting Indication (MWI)	<ul style="list-style-type: none"> Users can employ their preferred work style and receive messages promptly even when mobile.
Class of Services Profile	Extensive range of features can be enabled or disabled for each user. Different time zones can be supported.	Service can be tailored to meet both individual needs and corporate call handling strategy.

Upgrade Options

The Hosted Corporate Mailbox service is part of the suite of hosted business applications and so can be extended with other modules to meet changing business needs.

To find out how Spectrum Coms can help your business, please call us on 0845 4508292
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