

answer!
24/7 AAVM



- **Answer! 24/7** is a “software and board” package that loads on a personal computer and performs basic automated attendant and voice mail services. Answer 24/7 software runs on Windows 2000/XP and utilize(s) a Dial logic voice board(s).
- **Answer 24/7** is ideal for small to medium and enterprise companies with basic voice processing requirements and a moderate volume of incoming telephone traffic.
- **Customized voice processing software** developed under Visual Voice/Visual Basic with a complete standard prompts & greetings professionally recorded.
- It merely enhances the features of the **PABX** by giving users options, manifested by the switch’s properties.



SYSTEM BENEFITS

- Improves Response Time to callers
- Reduces number of lost calls and call backs
- Courtesy and efficiency 24 hours a day 7 days a week
- Handles transfer of information across different time zones
- Enhances customer service
- Accurate message delivery
- More time for other productive tasks
- Huge cost savings and increased revenues
- Project a positive image for the company
- Allows for expansion in size of the company of the business

VOICE MAIL SYSTEM

1.) Personalized Voice Mail Greetings

Allows the users to record a personal greeting for instance ; "Hi this is Jackie, I am sorry I cannot attend to your call right now, please leave your name, telephone number and I'll get back to you as soon as I can".

2.) Message Forwarding

Allows read messages to be forwarded to other mailboxes.

3.) Voice to E-mail

It will allow the users to receive voice messages thru their email. The system will automatically attach the message as wav. file.

4.) Text Alert

The system will send an alert thru the user's cell phone every time he/she receives voice messages.

5.) Higher storage capacity

It can store up to 100 messages per mailbox.

STORAGE HOURS

80 Gigabytes: 20 will be used up for the installer and
60 will be used for storage

480KB in one minute

CONVERSION:

1000MB = 1GB

1000MB = 1 GIG

1,000,000 x 60 = 60,000 KB

125,000/60 minutes

Total no. of hours for 60 GIG = 2083 hours

Msgs. per Mailbox = Minimum of 30 Messages

Storage hour per message

RECOMMENDED PC

SPECS:

Pentium IV 2.0

256 MB of RAM

64 MB Display

40 GB of Hard Disk or Higher

CD-ROM drive

Color Monitor

Keyboard and Mouse

Windows XP Professional

Note: The Higher the Specs the better

SYSTEM FEATURES

➤ AUTOMATED ATTENDANT

Serves as a primary, secondary or off-duty attendant answering and routing calls to departments, individuals or to voice mail based on caller input. Mode transfer is either blind or supervised.

➤ DIAL BY NAME

Allows callers to use the telephone keypad and key-in the name of the party they want to call.

➤ DIRECTORY ASSISTANCE

Plays the names of departments in a directory menu, and allows callers to directly connect to a department by pressing the appropriate menu item. Allows a 2 level company directory.

➤ "0" FOR OPERATOR

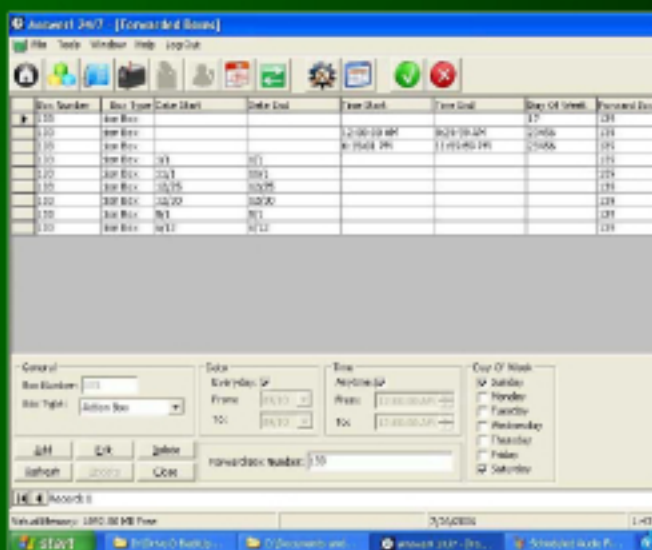
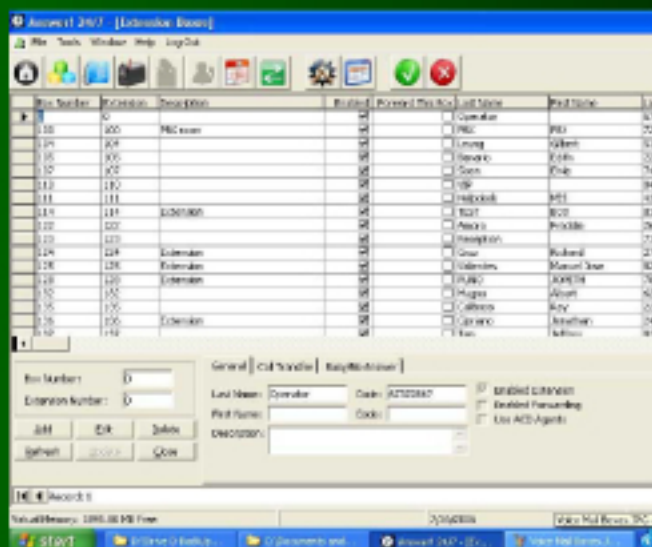
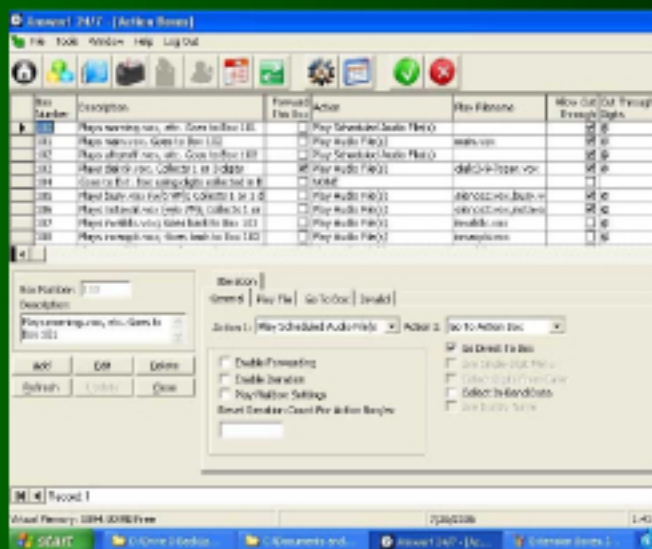
Callers may press "0" at anytime within the system to be transferred to the designated operator. Callers are never stuck in the voice mail jail.

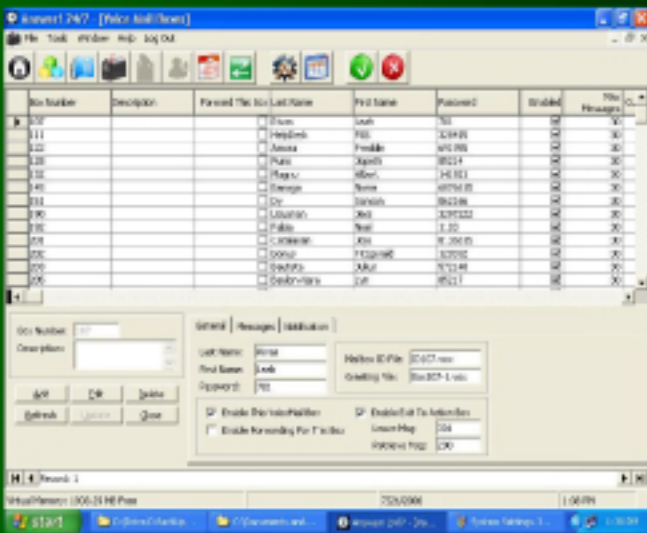
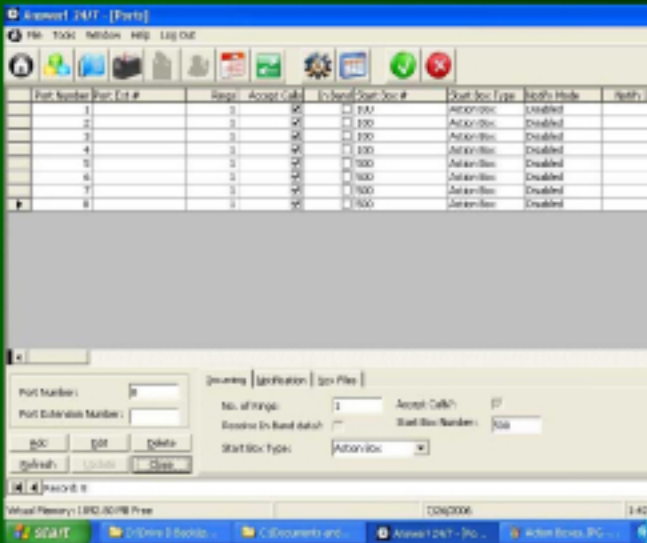
➤ CALL SCREENING

Allows the users to screen all calls or diverted to mailbox.

➤ MULTIPLE AND MULTILINGUAL GREETINGS

Can play different greetings for each distinct calling number (ideal for multi-division companies that share a single PABX) or two languages/dialects per calling number.





➤ VOICE MAIL

Allows callers to leave detailed messages in a voice mailbox, which the called party can retrieve from any touch-tone phone. Mailboxes are password protected and can hold as many as 30 messages at any one time. Supports up to 1000 mailboxes.

➤ STATISTIC REPORT

It will allow the administrator to determine how many calls received from each port per department and per extension. It has an option to choose from whether daily, weekly or monthly.

➤ BULLETIN BOARD SERVICE/AUTOMATED ANNOUNCEMENT

It will allow the administrator to record special announcements and or greetings that will be played automatically to the callers.

SYSTEM DIAGRAM

