

## APPLICATION NOTE – 18

**Product:** Voice Mail System (ETERNITY IP-PBX Series)

### Introduction

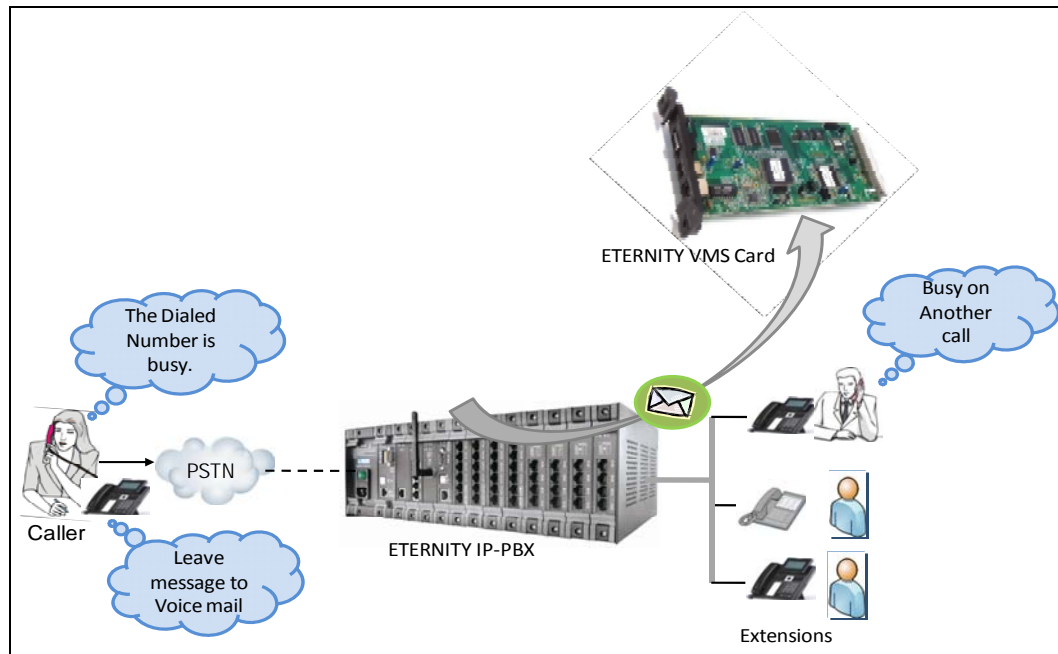
Voice Mailing refers to the basic ability of recording, storing, and editing spoken messages. Voice mail systems make phone systems more powerful and flexible by allowing conversations and information to pass between parties, even when they are not physically present.

### Need of Voice Mail System

- Modern organizations require effective communication tools that can reduce human intervention and enhance productivity. They need to handle all calls from their customers and clients quickly and effectively.
- Voice Mail Solution have become indispensable business tools that let end users to access and retrieve voice messages in the format most suitable to their needs.

### ETERNITY’s Voice Mail System

ETERNITY IP-PBX supports Voice Mail System (VMS) through an optional VMS card. It provides a full-fledged ‘in-skin’ Voice Mail System designed to provide variety of applications usually supported by any external voice mail system.



### VMS card of ETERNITY IP-PBX

The VMS card can be inserted in any of the universal slots of ETERNITY IP-PBX, as any other system card of ETERNITY. The VMS card utilizes an external USB memory stick as storage media. With default 2 GB USB stick, it can support up to 36 hours of recording, which is further expandable up to 576 hours of recordings with 32 GB USB stick. The VMS card can be configured to attend and greet as many as 16 calls simultaneously and supports 512 mailboxes to provide voice mail facility to all PBX extensions.

### ETERNITY Voice Mail System Features:

Feature	Description	Benefit
Auto-Attendant	Greet Callers in local languages, Handle multiple incoming calls simultaneously, directs callers to desired extension	<ul style="list-style-type: none"> <li>• Customer Ecstasy</li> <li>• Automatic Call Management</li> </ul>
Broadcast Message	Send a voice message to multiple users at a go	<ul style="list-style-type: none"> <li>• Convenient Information Sharing</li> </ul>
Conversation Recording	Record important, business critical conversations for future reference	<ul style="list-style-type: none"> <li>• Record Maintenance</li> </ul>
Customizable Mailbox	Allocate voicemails to selected users, programmable voice mail size, record personalized greetings	<ul style="list-style-type: none"> <li>• Customization</li> </ul>
Dial-By-Name	Reach an extension by dialing the initial name digits, instead of remembering extension numbers	<ul style="list-style-type: none"> <li>• Convenience</li> </ul>
Distribution Lists	Send voice messages at a go to preferred list of contacts by directly selecting pre-configured distribution list	<ul style="list-style-type: none"> <li>• Convenient Information Sharing</li> </ul>
Email Notification	Receive Voice message arrival notification and the voice messages to pre-programmed mail addresses, Eg: one's Gmail or hotmail account	<ul style="list-style-type: none"> <li>• No hassle of calling VMS</li> <li>• Saves communication cost</li> </ul>
Group Mailbox	Messages to be shared between departmental groups can be received in group mailboxes	<ul style="list-style-type: none"> <li>• Resource Sharing</li> </ul>
Information Node	The Attendant can deliver required information to users, such information can be stored in the VMS and user can access the same dialing various access codes	<ul style="list-style-type: none"> <li>• Distribute Important information in form of prerecorded messages, saves human intervention, optimum resource utilization</li> </ul>
Live Call Screening	In case a user has diverted calls to his voicemail, he has the option to listen to the message being recorded for some initial time, attend it immediately if required or else the user	<ul style="list-style-type: none"> <li>• Keep doing your work without disturbing yet receive important calls</li> </ul>
Message Forward	Forward a message from one mailbox to another. The message can be edited for a personal comment also and forwarded there after	<ul style="list-style-type: none"> <li>• Convenient Information Sharing</li> </ul>
Message Notification	ETERNITY proactively notifies for new messages by both placing a call to the user's mobile device or any phone number and playing an indicative audio message. An email can also be sent to a user's mail-ID for the same.	<ul style="list-style-type: none"> <li>• No Missed Communication</li> </ul>
Message Wait Indication	A ringer, discriminating dial tone, a voice message, visual LEDs-ETERNITY offers multiple provision to indicate a user for any new voice message arrival	<ul style="list-style-type: none"> <li>• Know immediately about a new message arrival</li> </ul>
Multiple Mailboxes	In case an extension is shared between multiple users, the messages for individual users can be kept segregated by allocating multiple mailboxes on the same extension	<ul style="list-style-type: none"> <li>• Resource Sharing</li> </ul>
Password	Message security is ensured by password at individual user level	<ul style="list-style-type: none"> <li>• Privacy</li> </ul>
Redirecting Messages	Along with calls, messages can also be directed to a different extension	<ul style="list-style-type: none"> <li>• Enhanced Convenience</li> </ul>
Remote Access	A user can call in to the voice mail server of ETERNITY from anywhere and access his mailbox, entering the password, remotely	<ul style="list-style-type: none"> <li>• Convenience</li> </ul>

Release	1-December-2010
Product Name	ETERNITY IP-PBX (VMS16 card)