UNIVERGE VM8000 InMail Solution

Fulfilling the promise of UNIVERGE®360

For today's businesses, there is simply no place for long call-holding periods, incorrect call routing or lost messages. While organisations seek the right solution to address these issues, they also expect improved efficiency, economy and convenience.

At a Glance

- An embedded solution for the UNIVERGE® SV8100

- Improved customer satisfaction, multiple language support

- Increased employee productivity

- Intuitive user interface, voicemail to email integration

- Simple installation, setup and maintenance

- Impressive Voicemail and Automated Attendant capabilities

VM8000 InMail is an ideal cost effective solution that ensures that all callers get to the people and information that they need, without prohibitive hold times or dropped calls. It provides digitally-integrated voice messaging capabilities and Auto-mated Attendant features to meet communication needs both now and in the future.

Improved customer satisfaction

VM8000 InMail's robust Automated Attendant feature set ensures customer calls are routed to the appropriate people and answered quickly and efficiently. When customers call in, an instruction menu announcement is played, to provide them a choice of dialling options. They can simply direct themselves to the called party without being placed on hold or having their calls dropped.

Increased employee productivity

Employees can also efficiently manage their calls and mes-sages with easy one-touch access to voicemail features. With VM8000 InMail's advanced call processing capabilities, employees no longer need to manually direct and route callers. The Automated Attendant routes each incoming call based upon the time-of-day and day-of-the-week. The VM8000 InMail solution can even provide different announcements and dialling options for each number in the office.

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Intuitive user interface

The VM8000 InMail Solution's interface is simple to learn and easy to use. Pre-recorded voice prompts offer a step-by-step guide on how to use all of the solution's features.

Simple setup, installation and maintenance

VM8000 InMail is digitally integrated with the system's central processing unit to provide increased speed and accuracy to the voicemail system. Additionally, Windows®-based PC Pro enables online centralized HTML-based programming access. When employees use this intuitive browser-based software with its easy-to-follow wizards, programming time and mistakes are significantly reduced.

Specifications

Ports:	16
Voice Storage:	32 hours*
Mailboxes:	576 Mailboxes (512 subscribers, 32 group and 32 call routing mailboxes)

* Actual voice storage depends on the number of voice prompt languages loaded on the voice mail media.

Impressive Voicemail and Automated Attendant capabilities

The VM8000 InMail solution includes the following essential Voicemail and Automated Attendant features:

Voicemail

- Conversation Recording
- Answering Machine Emulation
- Fax Detection
- Interactive Softkeys
- Message Count Display
- Programmable Voice Prompts
- Three Personalised Mailbox Greetings
- Message Forwarding
- Announcement Mailbox for One-Way Information
- Remote or Local Message Notification (on or offsite)
- Remote Programming via WebPro/PCPro Voice Mailbox
- Auto-Help Voice Prompts
- Auto-Forward to mailbox
- Programmable Individual Security Code
- Real Time and Date Stamp
- One-Touch Forwarding
- One-Touch Mailbox Access
- One-Touch Message Retrieval
- One-Key Call to Sender
- Confidential/Urgent/Future Message delivery options
- Guest & Group/Department mailbox types
- Voicemail to email
- Multiple, simultaneous, language support

Automated Attendant

- Answer Schedule Tables
- Park and Page
- Capture Caller ID
- Flexible answering based on trunk time-of-day and day-of-week
- Single digit transfer
- Individual trunk greetings
- Day, Night and Holiday Greetings

UNIVERGE®360 is NEC's approach to unifying business communications. It places people at the center of communications and delivers on an organization's needs by uniting infrastructure, communications and business.

For further information please contact your local NEC representative or:

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