

UNIVERGE® VM8000 InMail Solution



At a Glance

- An embedded solution for the UNIVERGE SV8100
- Improved customer satisfaction
- Increased employee productivity
- Intuitive user interface
- Simple installation, setup and maintenance
- Impressive voicemail and automated attendant capabilities

Overview

Customers expect to conduct business quickly and easily. They have no tolerance for long call-holding periods, incorrect call routing or lost messages. The UNIVERGE VM8000 InMail Solution is ideal for businesses wishing to maximize customer satisfaction by ensuring that all callers get to the people and information that they need without prohibitive hold times or dropped calls.

As a part of NEC's UNIVERGE®360 approach to integrate communications into the business environment, the VM8000 InMail automates your communications by providing digitally-integrated voice messaging capabilities and Automated Attendant features. This embedded solution for the UNIVERGE SV8100 Communications Server can help meet your organization's communications needs both now and in the future.

Solution

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 plays to provide them a choice of dialing options. They can simply direct themselves to the party that they are calling without being placed on hold or having their calls dropped.

Increased Employee Productivity

The VM8000 InMail solution can increase employee productivity by offering more control over incoming calls. These capabilities include:

- Easy one-touch access to voicemail features that help workers efficiently manage calls and messages.
- Advanced call processing to eliminate the need for manually directing and routing calls. The automated attendant routes each incoming call based upon the time-of-day and day-of-the-week.
- Different announcements and dialing options for each number in the office.

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, time spent programming is reduced and fewer mistakes are made.

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 Personalized 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
- Guest & Group/Department Mailbox Types

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
- Three Day, Night and Holiday Greetings

Specifications

Ports:	2, 4 or 8
Voice Storage:	64 hours
Mailboxes:	576 Mailboxes (512 subscribers, 32 group and 32 call routing mailboxes)

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