

Voice Processing Unit

VOICE PROCESSING INTEGRATION DELIVERS IMPROVED COMMUNICATIONS AND CUSTOMER SATISFACTION

Tightly integrated with the Axxess system, the Voice Processing Unit provides you with an automated call attendant to guide your customers to the person or information they need. This tireless electronic "employee" answers incoming calls, transfers calls, records messages, returns calls using Caller I.D., and screens calls. No more customers lost in a voice mail maze and no more lost sales because customers can't reach you. Your customers get the information they need, when they want it, 24 hours a day, seven days a week. The Voice Processing Unit also processes calls faster, thus reducing your long distance charges.

In addition to automated attendant functions, the Voice Processing Unit also provides enhanced voice mail and the flexibility of Call Routing Announcements for a complete office communications solution. You can pick up voice mail messages from anywhere at any time with a touch tone phone. You can also use remote delivery to send your voice mail messages to up to 18 different phone numbers—cell phone, pager, your home—anywhere. Call Routing Announcements program custom messages with several routing options so you always communicate the "right" information to your customers at the correct time.



IN OTHER WORDS...

The Voice Processing Unit provides an automated call attendant to answer incoming calls, transfer calls, take messages and more. In addition, the Axxess Voice Processing Unit delivers enhanced voice mail—you can pick up messages any time from anywhere with a touch-tone phone.





Voice Processing Unit

FEATURES

- ▶ Provides automated call attendant
- ▶ Processes calls quickly

BENEFITS

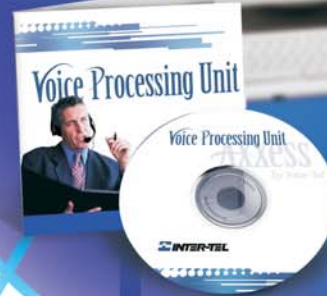
- ▶ Electronic "employee" tirelessly answers, screens, transfers calls and records messages
- ▶ Reduces long distance charges

SYSTEM CAPACITY

- ▶ Ports: 4, 8, 12, 16, 20, 24, 32 or 40 channels
- ▶ System Administrator: 1
- ▶ Applications: 1,000 maximum
- ▶ Audiotex Recordings: up to 500
- ▶ Mailboxes: 10,000 maximum
- ▶ Mailbox Types: receive-only, subscriber, system administrator
- ▶ Group Lists: 5,000 maximum
- ▶ Members per Group List: 100 maximum
- ▶ Delivery Options: general, private, priority, certified
- ▶ Programmable Numbers for Remote Messaging: 18

SPECIFICATIONS: NT WORKSTATION

- ▶ 300 MHz or higher
- ▶ 6.4 GB hard drive or larger
- ▶ 64 MB RAM



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