

# Voicemail & Fax Solution



## Full-featured Voicemail & Communications Solution

The Voicemail and Fax Solution is a full-featured communications system that provides operators the flexibility to offer multiple, customizable messaging services to subscribers. These include the ability to answer calls, store voice and fax messages, notify subscribers of new messages via multiple means, personalize greetings, share mailboxes, and find subscribers in other locations.

## Greater Market Penetration

Messaging is more than simple voicemail. The Voicemail and Fax Solution provides carriers with the ability to offer multiple COSs (classes of service). A COS is a record that defines the specific applications to which a subscriber has access. With multiple COSs, carriers can appeal to a wide range of subscribers — both consumer and enterprise — by offering multiple packages and a la carte items. The result is the ability to maximize revenue per subscriber by offering the services that meet their specific needs.

## Call Completion

The starting point for any messaging solution is basic call completion. This is the guarantee that if a subscriber is not available, the voicemail system will answer the call and take a message. Callers are given multiple options when leaving a message including the ability to flag a call as urgent or private. Messages can also be scheduled for delivery at a future date and/or time. All of this is accomplished through simple key press commands by which the caller is guided via instructional prompts.

## Greetings

The Voicemail and Fax Solution provides multiple options to optimize the timeliness and appropriateness of the greeting callers hear. Calls are answered with the subscriber's personal greeting, inviting the caller to leave a message. Up to five personal greetings can be recorded by the subscriber and changed as often as desired. Specific greetings can also be scheduled to play at specific times. For example, a business subscriber may have one standard greeting during regular business hours and another that plays after hours. Additionally, subscribers can activate an "extended absence" greeting that prevents callers from bypassing the subscriber's greeting before leaving a message. Finally, if a subscriber has multiple phone numbers (i.e. business and personal) but wants to have them share one mailbox for easier retrieval, the Voicemail and Fax Solution provides for separate greetings based on which phone number the call was received.

## Outdial Services

The solution provides a number of tools to help both callers and subscribers more easily get to a "live" person. Subscribers are able to define a phone number that callers will be forwarded to if they press "0". This personal operator can be anyone from a switchboard operator to a personal assistant for business applications to an alternative personal number (home, mobile, etc.) for consumers. Subscribers can also call out while signed into their voicemail. When reviewing a message, subscribers can return the call via a simple keypad command. Additionally, subscribers can originate a call from voicemail without exiting the system. Once the call is complete, they are returned to their voice mailbox.

## Group Lists & Group Messaging

With these features subscribers are able to communicate with multiple individuals easily and simultaneously. Subscribers can establish multiple group lists and assign them individual numbers and descriptions (e.g., 1 = "My family", 2 = "My colleagues", etc.). Subscribers can compose and forward messages to this group list by simply entering the group list number instead of each member individually. This is a great time saving tool that is especially applicable to business subscribers who want a simple way to keep in touch with their peers and clients.

## Fax Services

An important aspect of enhanced messaging is the ability to provide fax services to both mobile and wireline subscribers. Fax Messaging provides additional flexibility to the subscriber and an important link in a "one number" solution. Fax services co-exist with the voicemail in a subscriber's mailbox. While a caller can select to send a fax message while in the voicemail system, the Auto Fax Detect feature eliminates the need for any caller intervention. Subscribers will be notified that they have received a fax message and have the ability to print the fax at a number of their choosing. Additionally, subscribers can send a broadcast fax — a fax document sent to multiple destinations. Fax Messaging provides security and confidentiality for incoming documents.

## Special Applications

The Voicemail and Fax Solution supports a number of additional features and functionality to meet needs of certain niche markets. These include:

**Family/multiple mailboxes:** Subscribers can share one phone number yet maintain separate and private mailboxes, enabling each member of a household to have their own voicemail box.

**My Languages:** When they first access their voice mailbox, subscribers can select one of a number of languages as their default language for voice prompts.

**Blocked call:** Subscribers can block select callers from leaving messages in their mailbox.

**Wake-up & reminder call:** Subscribers can program their voicemail to send and receive messages at predefined times.

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