

DSPDB

More than just a Voicemail

The Mail Lite provides voicemail systems for the Aspire and XN120.

Giving the user the ability to forward calls to their personal mailbox with the options to upgrade recording to 30 hours for Aspire and 15 hours for the XN120. As well as accessing a mailbox, the user is able to record up to three of their own personal greetings and record conversations.

The Mail Lite cards come automatically pre-configured with:

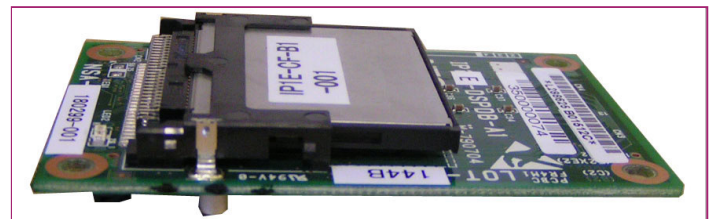
- 8 Channel Voice Mail
- 1 Hour Storage Time
- 300 Mail Boxes
- 16 Channel Queue Announcement
- 48 User Recorded Messages
- Queue announcements for incoming callers waiting at a ring group or department group
- Pre-Recorded announcements for various system features
- Call forward with greeting
- Park and Page

Conversation Recording

The DSPD gives the user the ability to record incoming call conversations. This is a requirement in some instances; for example Insurance Companies, Doctors, Dentists and Veterinary Surgeries. Just to name a few customers that has a need for recording conversations. Recordings maybe required for



reference later or used for training purposes. Even the unwanted malicious phone calls can be recorded and played back as evidence. The user must have a programmable function key to be able to record a conversation, but once set up it is easy for anyone to use. To record any conversation during a call all the user has to do is press a key to start recording. As well as being able to manually record telephone conversations, it can be set up so that every call is automatically recorded when the call is answered.



Personal Greeting

The user can set a call forward so that the callers hears a personal greeting before the call is automatically forwarded, so that throughout the telephone call, the caller will know what is happening rather than 'just being on hold'. For example, the personal greeting could be used to inform the caller that the person that they have called is not available and the call is being diverted.

Park and Page

Park and page allows a user to be alerted that a call has arrived for them by having the system make a page call via either an internal or external page zone. The user is able to record a personal greeting to ask the caller to wait while the user is paged. "Thanks for calling, I am currently away from my desk, please wait while I am paged"

Queue Messages and Announcements

Using either one of the pre-recorded messages, you are able to play an announcement to the incoming caller that is waiting to be answered, giving the impression that the call has been answered sooner than it actually has. These can be different for each DDI number, or depending what level of service, you are in, night or day.

Regular follow on messages let the customer know that you will soon be with them and may prevent the loss of potential business.



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