



IP Telephony

Contact Centers

Mobility

Services

## PRODUCT BRIEF

# Avaya PARTNER® Voice Messaging Solutions

In today's economy meeting customer needs is integral to your business success. The Avaya PARTNER® voice messaging solutions are designed to help you and your employees work more effectively and be more responsive to your customers—all while keeping your communications costs firmly under control.

The PARTNER® Advanced Communications System (ACS) is the communications system designed and developed by Avaya to deliver the powerful, yet easy-to-use, features you need now, plus the ability to expand with your business.

With PARTNER voice messaging solutions, you can help ensure that every caller gets through to your business and is handled efficiently and professionally.

And with the choice of voice messaging solutions created specifically to work with PARTNER ACS and other PARTNER® family telephone systems, it's easy and affordable to take advantage of important extras to help your business deliver the best customer service possible.

## Helping your business be more available and responsive

A flexible PARTNER voice messaging solution helps you stay connected to all your customers and other callers. It offers ways to deliver a personal touch even when you can't answer every call personally – whether you want to use voice mail as a backup (for example, when your receptionist is especially busy answering calls) or to answer all your calls.

In addition to helping you receive messages wherever you are, PARTNER voice messaging solutions help to route callers to the people they need. For example, you can:

- **Be responsive to callers 24 hours a day, 7 days a week.** With Call Answer Service, callers are greeted by your personalized recording and can leave a detailed message in your personal voice mailbox. Messages can be retrieved anywhere, any time, day or night, from a touch-tone phone. And, each message is stamped with the date and time, so you'll know exactly when callers tried to reach you.
- **Make sure customers who call during business hours can always reach a live person.** With the ability for callers to transfer out of a voice mailbox to your receptionist or to another extension, you can serve the needs of customers who need to speak with someone immediately.
- **Answer calls with a friendly, courteous greeting and deliver the call to the right extension, person, or department.** With the Automated Attendant as backup for your receptionist, your calls are answered promptly and directed to the right extension, even at your busiest times.



- Help your business be more available and responsive to callers 24 hours a day, 7 days a week
- Help your employees be more productive
- Choose the solution that's right for your business
- All the support you need
- Investment Protection – software upgradable from any PARTNER Messaging release

For instance, callers can select from a personalized recorded menu of options by pressing digits 1 through 9 – “For customer service, press 1. To speak with a sales representative, press 2,” and so on. Or, callers can dial an extension directly. With PARTNER® Messaging you can customize multi-level menus.

- **Have your voice mail system automatically call you when you have a new message waiting in your mailbox.** With the outcalling feature, the system can dial up to five phone numbers in turn to find you and alert you to a new message. When the system reaches you, you can log in to the mailbox and retrieve the message on the spot, during the same call. In addition, voice mail messages can be forwarded to you via e-mail, for fast, easy retrieval when you are traveling or working virtual.

### Helping your employees be more productive

PARTNER voice messaging solutions also give you new and more convenient ways to improve communication – helping your employees work more efficiently and productively. For example:

- **Count on voice mail to get your callers' messages word-for-word, with all their detail and nuances.** It can relieve you and your employees of the task of taking messages and relaying them while improving accuracy and your ability to respond to all your callers.

- **Provide callers with directions to your office, your hours of operation, and other important information using recorded Automated Attendant.** This feature makes it easy for callers to access routine information quickly and frees your employees to speak with callers needing individual attention.
- **Create important internal messages and share them among co-workers using personal message distribution lists with PARTNER Messaging.** This helps you and your employees get information out quickly and easily to manage your time more effectively.
- **For times when you need to work undisturbed at your desk but don't want to miss an important call, the live call screening feature enables you to listen in when a caller is leaving a message.** With the touch of a button, this feature can increase your productivity by helping you determine which calls to answer right away.
- **Accurately document your conversations with customers and other callers to confirm details, and for future reference, using the record-a-call feature.<sup>1</sup>** For instance, it's great for recording merchandise orders.
- **Save or backup copies of voice mail messages on a user's PC or a centralized storage device.** Ideal for lawyers who need to retain messages indefinitely. (This is using Unified Messaging and saving the message as a .wav file on the user's PC).

### Choose the solution that's right for your business

In addition to offering a wide range of productivity, accessibility and service-enhancing features, PARTNER voice messaging solutions come sized and priced to fit your needs—whether you are just starting out with voice mail or want to expand your capabilities.

And with the choice of PARTNER voice messaging solutions, you can start small and grow your voice mail features and capacity as you grow your business.

- **Try voice mail with PARTNER® Voice Messaging—ideal for home or small office use.** This affordable system provides easy-to-use voice mail with basic features to help improve customer service and employee efficiency. PARTNER Voice Messaging works like a sophisticated answering machine but does not require a separate piece of equipment. Instead, it comes on a



special PC card<sup>2</sup> that plugs in to your PARTNER ACS control unit (without cables or adapters) for fast and easy installation.

- **Get more flexible, powerful voice mail with the PARTNER Messaging system.** This compact system expands basic voice mail features, offering more opportunities to meet your callers' needs and help employees be more productive. Best of all, the PARTNER Messaging system gives you more advanced capabilities while keeping your voice mail easy-to-use and cost effective.

#### **PARTNER Messaging offers:**

- "Dial by Name" directory
- Multi-level automated attendants
- Broadcast messages
- Forwarded messages via group lists
- Support for Centrex Call Transfer from the Auto Attendant
- Unified Messaging (send voice mail messages to an e-mail)
- Receive copies of messages from multiple mailboxes to a single mailbox

### **All the support you need**

Like PARTNER ACS, the entire family of PARTNER voice messaging solutions is backed by a choice of exceptional service and support options available from authorized Avaya BusinessPartners.<sup>3</sup>

To learn more about PARTNER voice mail solutions for your business, contact your Avaya account representative or BusinessPartner. Or, visit our Web site: [avaya.com/solutions](http://avaya.com/solutions).

<sup>1</sup> Requires a 4-port or 6-port PARTNER Messaging system. Consult your legal counsel regarding federal and local regulations regarding call recording.

<sup>2</sup> Meets Personal Computer Memory Card International Association (PCMCIA) standards.

<sup>3</sup> Services and availability may vary.

## PARTNER® Voice Messaging Solutions at a Glance...

	PARTNER® Voice Messaging R3	PARTNER® Messaging R7
<b>General Features</b>		
Ports	2	2, 4 or 6
GUI PC Administration	no	yes
Compatible with older PARTNER systems	no	yes**
Storage time	40/120 minutes	100 hours
Mailboxes	4/12	Up to 200
Limit message length	no	yes
Guest mailboxes	yes	yes
Language modes	monolingual	monolingual or bilingual
System reports	no	yes (requires a PC)
<b>Voice Mail Features</b>		
Auto Copy of Messages	no	yes
Voice Mail to E-Mail forwarding	no	yes
Group lists	no	yes (personal and public)
Address by name (directory)	no	yes
Cascaded outcalling	no	yes
Personal greetings	1	6
Broadcast Messages	no	yes
<b>Call Answer Service Features</b>		
Message Forward	no	yes
Personal operator	no	yes
Record-a-call	no	yes (4 or 6 port only; 2 simultaneous recordings)
<b>Automated Attendant Features</b>		
Announcement Greetings:	1.25 min	4 minutes
Number of attendants	1	4
Multi-level structure (submenus)	no	99
Fax detection/routing	yes (requires PARTNER ACS R3 or higher)	yes (requires PARTNER ACS R3 or higher)
Centrex transfer	no	yes
Holiday/time-of-day messages	no	yes

\*\* PARTNER Messaging R7 is compatible with all PARTNER ACS releases; PARTNER Endeavor; PARTNER II R3.1; PARTNER Plus R3.1 and higher

### About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

# AVAYA

COMMUNICATIONS  
AT THE HEART OF BUSINESS

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