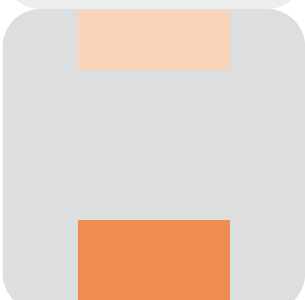
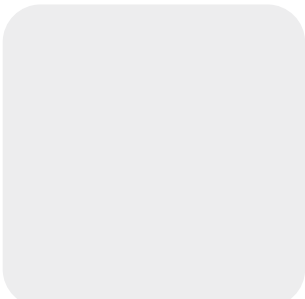




VoxPro  
PC-Based Voice Processing



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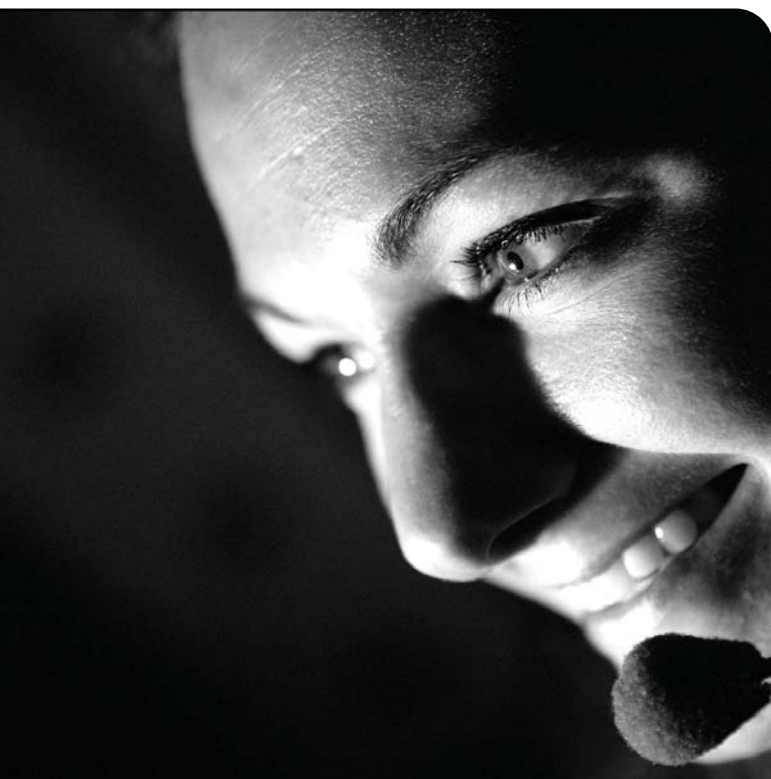


Powerful voice processing  
able to manage any  
organisation's requirements

# VoxPro

PC-Based Voice Processing

As telecommunications technology continues to advance it is important to keep ahead in order to ensure that you increase your competitive advantage. A powerful tool in this sphere is Voice Processing.



## **VoxPro - the complete Voice Processing Solution**

VoxPro is a complete Voice Processing System powerful enough to cope with all your needs yet configurable enough to manage the simplest applications. Voxpro includes as standard fully-featured Auto-attendant, VoiceMail, Interactive Voice Response (IVR), Voice Forms for taking multipart messages and now e-mail integration too. The system is built up in two port increments from 4-32 in a single PC dependent on the size of application.

## **Microsoft Outlook / Lotus Notes Integration**

The Email integration module allows your VoiceMail to be delivered directly to your Inbox. This can take the form of simple notification or the speech file can be attached. With just one place to check for Email and VoiceMail, picking up all vital information instantly could not be easier.

The VoxPro Voice Processing System allows you to decide which of its many features you wish to utilise. Telephone calls can be answered by a human voice or by the Auto-attendant module of VoxPro. The choice is yours.

#### Auto-Attendant can:

- All calls dealt with quickly & efficiently
- Freeing up valuable staff by reducing human intervention
- Consistent call answering
- Give assistance to reception at busy times
- Allow telephone access to staff outside the office

#### VoiceMail can:

- Ensure all messages are truly confidential
- Allow people to stay in touch when out of the office
- Remove the onus on any third party to pass on messages
- System managers can monitor for unread messages
- Cope with international time zones

#### Voicemail is essential because:

- Over 50% of telephone calls do not require a 2 way conversation
- Three quarters of callbacks fail
- Only 25% of calls reach the desired person
- On average executives are only available to take calls 10% of the time

#### VoiceMail

VoxPro provides fully featured mailbox facilities for everyone in your organisation. Employees without extensions can also be given mailboxes. Whenever a caller reaches a mailbox they are automatically given the option to breakout to another extension or the operator, before or after having left a message. All messages are PIN protected and can be retrieved from anywhere in the world. Where required a unique reference number can be given to each caller and tagged to the corresponding message. Indication of a message can be given at your extension by a flashing light (PABX dependent), you can be alerted on an external number (eg Mobile, Pager or Home Number) or you can have your VoiceMail delivered to you via your email Inbox.

#### Features

- Integration with Microsoft Exchange, Lotus Notes and other message servers
- Message Playback Through Networked PC Speakers
- Advanced or Basic User Mailbox Facilities
- External Notification – Pager/Mobile/Home (Security Controlled)
- User Changeable Outdial Destination (Security Controlled)
- Internal Message Waiting Notification (System Dependent)
- Single or Multi-Part Message Taking (Voice Forms)
- Break-out to Another Extension or an Operator
- Message Date & Time Stamp (Auto or On Request)
- Password Protection 1-8 Digits
- Remote Access
- Multiple Messages Per Call
- Multiple Mailbox Interrogations Per Call
- Fast Forward, Rewind, Pause During Message Play
- Automatic or Manual Message Forward
- New & Old Message Storage

## Auto-attendant

VoxPro provides facilities to answer calls directly or when a call is unanswered at an operator position after a given period of time. The system can then play a greeting

“Thank you for calling ABC Limited. For Sales press 1, for Support press 2. If you know the extension you require please key it in now or hold for an operator”

The Auto-attendant incorporates customisable no response menus should an extension/department be temporarily busy. This offers maximum flexibility to ensure callers are dealt with in the correct manner and not forced to leave a message or looped into a queue. Any number of systems can be stored on the hard disk for use at anytime either by manual or timed activation.

### Features

- Multi-language Support
- Unlimited Menu Levels
- Time Dependent Switching
- Day Dependent Switching
- Date Dependent Switching (Holiday Scheduler)
- Dial By Name Or Number
- Unlimited Number Of Services (Day/Night/Special/Holiday etc.)
- Customisable No Response Menu
- Different Menu Structure Per Channel
- Extension Transfer
- Department Transfer
- Operator Transfer
- Monitored Transfer
- Blind Transfer
- Direct Transfer To VoiceMail
- Call Screening

## Interactive Voice Response

IVR will usually interface with a database while Audiotex simply plays information or records messages depending on options selected by the caller. When the call is answered it presents pre-recorded options to the caller and listens for responses. A well known IVR example is home-banking

“Thank you for calling Talking Banking Services

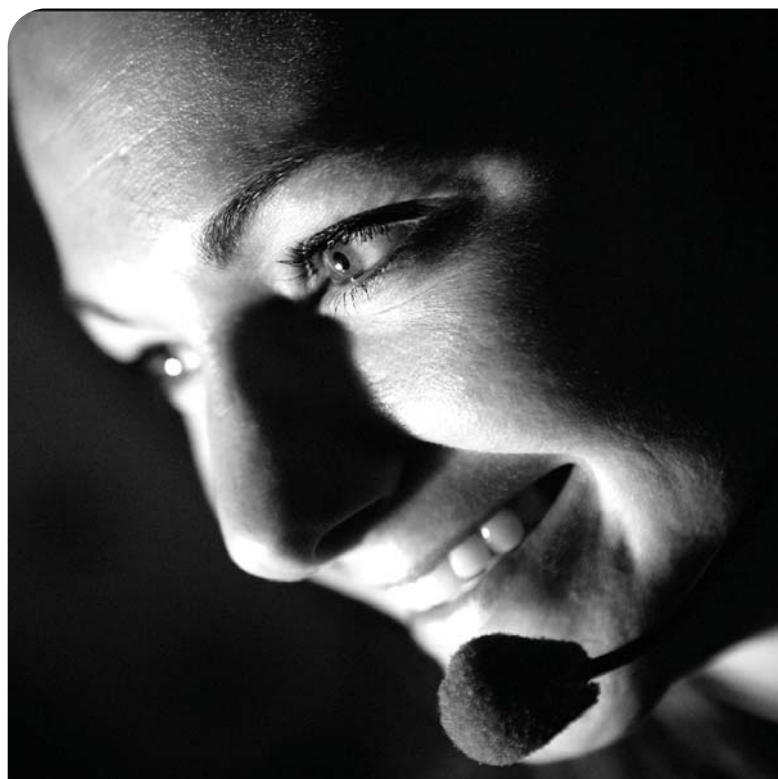
Please Enter Your PIN Number

Press 1 for account balance

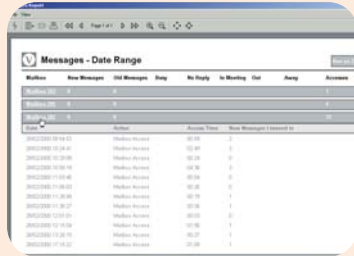
Press 2 to order a cheque book

Press 3 to order a statement etc”

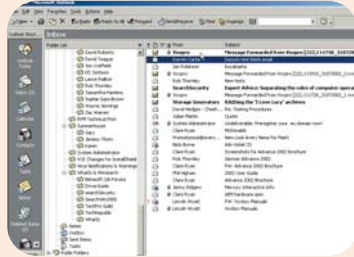
The range of applications which IVR/Audiotex are suitable for is limitless. The system can be configured to be as simple or complex as the application dictates. Using the Windows-based VoxFlo program designing or altering the flow of calls could not be simpler.



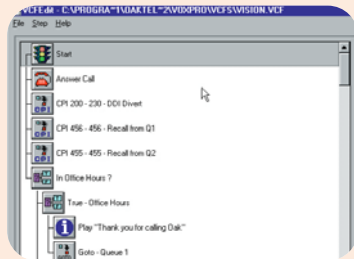
**VoxPro - the complete voice processing solution**



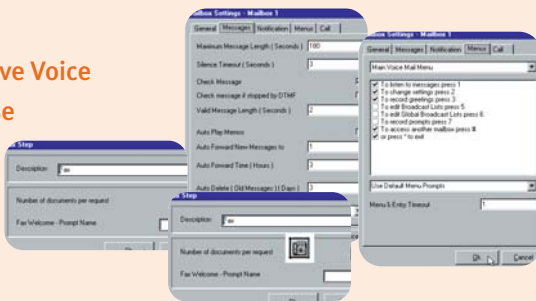
**Microsoft Outlook / Lotus Notes Intergration**



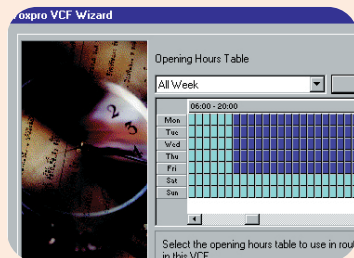
**Auto-Attendant**



**Interactive Voice Response**



**The VoxPro Voice Processing System**



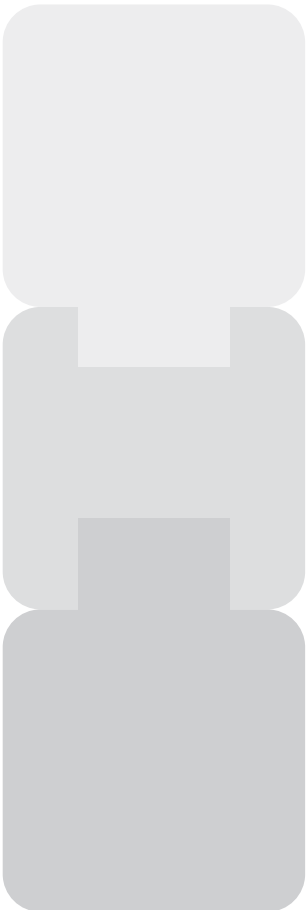
**Service Level Options**

To get the most from VoxPro, Oak Telecom offers a range of Service Level Agreements to suit each individual customer's needs; from an entry Level 1 Agreement, right through to our prestigious Level 5 Service Option. There is an ideal Service Level Agreement for every requirement.

Our prestigious Level 5 Service Option includes:

- Newsletter – Receive regular and up-to-date information about your product through regular newsletters
- Secure Website Access for Technical Support – Gain immediate access to the Oak Telecom website for the latest product and technical information
- Technical Support – Obtain a fast response to your technical queries by telephone, fax, email and from our website
- Software Update – Update your software to the latest release of the purchased product free of charge
- Percentage Savings – Benefit from a large discount off our normal published selling prices for your future software upgrades and additional services, such as training and extra modules
- Training/Re-training – Get the most from your software through regular training and re-training for all new and existing staff
- Remote Diagnostics Analysis – Add remote diagnostics analysis to your system to allow us immediate access to your PC from our Customer Service Centre, to resolve your queries more quickly
- Site Visits – Take advantage of hands-on support. We can even come to you to provide technical support, training and fault diagnosis on Oak Supplied Hardware
- On-Site Reviews – Let us review the best and most effective means of maximising your system to its full potential, with an annual health check - we are the 4th emergency service!

The Service features available are dependent on the Option Level chosen, as detailed in our VoxPro Service Level Options brochure.



■ **SALES & ADMINISTRATION**

7 ALBANY PARK  
CABOT LANE  
POOLE BH17 7BX  
T 0870 2000 24 7  
F 0870 2000 24 8  
E sales@oak.co.uk

■ **CUSTOMER SERVICES**

7 ALBANY PARK  
CABOT LANE  
POOLE BH17 7BX  
T 0870 2020 24 7  
F 0870 2020 24 8  
E support@oak.co.uk