



Avaya PARTNER® Messaging

In today's Customer Economy meeting customer needs is integral to your business success. Avaya PARTNER® Messaging is 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.

PARTNER Messaging integrates with the Avaya PARTNER® Advanced Communications System (ACS), a system that delivers the powerful yet easy-to-use features you need.

Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication
Supported by:
Avaya Labs and Services

With Avaya PARTNER Messaging you can help ensure that every caller gets through to your business and is handled efficiently.

Avaya PARTNER Messaging helps you stay connected to your customers and other callers, offering 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 Messaging helps to route callers to the people they need. For example, you can:

- Count on voice mail to get your callers' messages word-for-word, with all their details and nuances. It relieves you and your employees of the task of taking messages and relaying them, while helping to improve 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 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 to distribute information quickly and easily and to manage your time more effectively.





- With the touch of a button, this feature increases your productivity by helping you determine which calls to answer right away. For times when you need to work undisturbed at your desk but don't want to miss an important call, use the live call screening feature to listen in when a caller is leaving a message.
- Document your conversations with customers and other callers accurately to confirm details, and for future reference, using the record-a-call feature.¹ For instance, it's great for recording merchandise orders.

Avaya PARTNER® Messaging offers:

- Dialing by directory
- Multi-level automated attendants
- Broadcast messages
- Forwarded messages via group lists

To learn more about Avaya PARTNER® Messaging, contact your Avaya Client Executive or Avaya Authorized BusinessPartner. Or, visit us at avaya.com.

¹ Requires 4-port or 6-port Avaya PARTNER Messaging. Consult your legal counsel regarding federal and local regulations regarding call recording.



Avaya PARTNER® Messaging at a Glance...

General Features

| | |
|----------------------|--------------------------|
| Ports | 2, 4 or 6 |
| Storage time | 100 hours |
| Mailboxes | Up to 200 |
| Limit message length | yes |
| Guest mailboxes | yes |
| Language modes | monolingual or bilingual |
| Languages available | 3 |
| System reports | yes (requires a PC) |

Voice Mail Features

| | |
|-----------------------------|---------------------------|
| Group lists | yes (personal and public) |
| Address by name (directory) | yes |
| Cascaded outcalling | yes |
| Personal greetings | 6 |
| Broadcast Messages | yes |

Call Answer Service Features

| | |
|-------------------|---|
| Message Forward | yes |
| Personal operator | yes |
| Record-a-call | yes (4 or 6 port only; 2 simultaneous recordings) |

Automated Attendant Features

| | |
|----------------------------------|---------------------------------|
| Number of attendants | 4 |
| Multi-level structure (submenus) | 99 |
| Fax detection/routing | yes (with PARTNER® ACS R3 or 4) |
| Centrex transfer | yes |
| Holiday/time-of-day messages | yes |