EliteMail® VMP *for the Electra Elite® IPK*

Integrated Digital Voice Mail System

Today's business climate is about competition. Ensuring lasting customer loyalty takes effective communications. The more efficiently and effectively your organization handles the needs of customers, prospects and suppliers, the greater your organization's chance of succeeding. There is simply no place for long call holding periods, incorrect routing or lost messages. The consequence could mean a loss of business. Which is precisely why you should consider implementing the EliteMail VMP voice mail system.

A Mind of its Own

With combined function capabilities and Automated Attendant features, the EliteMail VMP can manage your office's communication needs accurately, efficiently and courteously.

The sophisticated Automated Attendant ensures that your calls are answered and routed quickly and efficiently. The system can also place callers on hold, inform the caller how many calls are holding ahead of them, and update this information. And, it can even screen calls and announce the name of the caller, giving you the option of taking the call or

sending the call to voice mail. Many of today's voice mail systems are so complex and difficult to use, some features may go unused by callers and employees. However, with the EliteMail VMP, callers and employees will find it amazingly easy to use. Users can leave several messages through a single call. With the system's Audiotext feature, users can hear an assortment of pre-recorded announcements which can vary depending on the time of day. For employees, the EliteMail VMP lets them set their mailbox options for up to three personalized greetings to reflect their daily work schedules and messaging priorities.

EliteMail Caller ID Call Return

What if you could return calls on the spot without having to disconnect from voicemail or fumble for a piece of paper to jot down a number? What happens when you can't understand the caller's return number? The Caller ID Call Return feature allows the voicemail system to use Caller ID information captured with the message to call and connect the person that left the message with the voice mail user that is checking messages.

After the call is ended by either party, the voice mail user returns to checking messages. Now you can quickly and conveniently return calls.

Simplified Communications

Often, a caller wastes valuable time waiting for an administrative assistant or customer service agent to transfer the call to another employee, who must then repeat the original conversation. With the EliteMail VMP, subscribers can touch a key to activate a Live Record feature at any time during the phone call. Once a call is concluded, the employee can immediately send the recorded conversation to another mailbox. Live Record prevents the misinterpretation of information and simplifies the entire communication process.

Advanced Call Handling Capabilities

Auto Attendant and Call Holding offer outside parties reaching a busy station important information about the EliteMail VMP user they are attempting to call. Callers are informed that the called party is busy and the number of other calls waiting. Callers have the option to wait until the called party becomes available or to leave a voice mail message.

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