

# Memo CDA



## VOICEMAIL

*From message processing to better communication!*

### **Always be available**

Even if you are not in the office or on another line, you can always lend an ear to your callers. With MEMO they have the option to either leave a message in your personal mailbox or return to the operator.

### **Always be informed**

You are informed immediately after a message is placed in your mailbox. MEMO will notify you at a number of your choice, such as your mobile phone.

Additionally, all functions of the mailbox can be controlled with any touch tone phone, which further increases mobility.

### **Receive timely and precise information**

Messages left in a mailbox can be forwarded to other relevant employees. In order to save writing notes and distributing them throughout the company, the receiver of a message can attach a comment to the message he wants to forward by simply clicking a button.

### **Higher efficiency and easier delegation**

Internal messages can be sent securely and quickly. Workers leave concise messages instead of wasting time with unproductive chit-chat.

## MUSIC- AND INFORMATION-ON-HOLD

*From entertainment to corporate image*

### **Entertain your callers**

With a creative and professional mix of messages and music of your choice, your callers are entertained and gain a favourable impression of your company. An individual message can be recorded via the system's handset. 24 prerecorded music titles or the user's own selection, loaded into the unit from the built-in CD, can be blended into the recorded messages.



### **Marketing and sales instead of a dead line**

Whether used for promotions, incentives or caller information MEMO enhances corporate image and provides an extremely cost-effective and efficient means to advertise.

With over 2.000 working hours per annum, even a small company receiving only 5 calls an hour has over 10.000 advertising opportunities each year - opportunities which you cannot afford to waste!

## AUTOMATED ATTENDANT

*Customer satisfaction starts with a friendly operator*

### **Fast answering retains customers**

MEMO automatically answers incoming calls with a customer recorded greeting, before transferring them to user programmable destination such as the switchboard or an individual extension - you don't leave customers waiting at the door!

### **Make a great first impression**

Callers feel comfortable and know that they will be attended to shortly. Even if all operators are busy, callers never get the impression of a 'closed office'.

### **Increase efficiency**

Callers with tone dialling phones can be invited to access a specific department or extension without operator assistance. More calls can therefore be handled in a given period and the operator is freed up for more productive work.

# FEATURES AND AVAILABLE VERSIONS

## Memo CDA

### VOICEMAIL

- Answering of calls re-routed or diverted from extensions
- Standard or personalised greetings
- All messages recorded with date and time stamp
- Automatic message notification by message waiting lamp and phone call
- Forwarding of received messages to other mailboxes, with comment options
- Selective playing/ erasing/ sending of individual messages
- Private message (announcement to authorised callers, protected by separate password)
- Remote control of all mailbox functions from any DTMF phone, personal password

### AUTO ATTENDANT FUNCTIONS

- 'Digital Announcer' greets callers and transfers them to the operator or a hunt group of extensions
- Target extension is changeable at any time
- 'Automatic Operator': Callers with DTMF phones can directly enter an extension or a single digit department number
- Separate, user-recordable, day, night, and holiday company greetings: switch manually or automatically
- Announcement recording via handset or LINE-Input
- Multi-line: simultaneous call handling on 2/ 3/ 4 telephone lines
- All callers hear announcement from the beginning
- Superior announcement quality, due to 64k bits/sec. digitization

### MUSIC- AND MESSAGE-ON-HOLD FUNCTIONS

- Continuous playback of user-selectable music and user-recordable messages
- Integrated CD-Player for downloading of music into memory
- 24 copyright-free music titles included
- Separate message memory (2-track-technology) for a separate update of music and messages
- Music and messages blend automatically during playback
- All recordings from CD, handset or LINE-Input
- Multilingual hold messages

### BASIC TECHNICAL DATA

- Connection to analog extension lines
- Quick installation (Plug and Play)
- Highest recording quality (ISDN digitization standard)
- Stylish desktop design
- Comfortable user interface (touchscreen)

### AVAILABLE VERSIONS

#### MEMO 200-CDA

- 2 ports
- 3 hours memory
- 30 mailboxes

#### MEMO 300-CDA

- 3 ports
- 5 hours memory
- 80 mailboxes

#### MEMO 400-CDA

- 4 ports
- 7 hours memory
- 200 mailboxes

