

Teleserver
Memo Pro

Voice Mail, Automatic Switchboard, Flexible Music and Information On Hold



NEW:
Modular, up to 1000 users
and 8 ports, with
CD-ROM drive

TAKING GOOD CARE OF CUSTOMERS AT THE SWITCHBOARD

An open door policy instead of a private party

Seize the opportunity

Teleserver Memo Pro makes sure your callers don't wait too long or hang up before the switchboard can get to them in times of high traffic. Up to eight callers at once can be received, greeted, and transferred – automatically. No callers are neglected, no business is lost.

Always at your callers' service

Your company's automatic greeting welcomes callers and ensures them that they have dialed the right number – even after office hours. Whether in the evening, at lunch, or on holidays, Teleserver Memo Pro always has the suitable greeting ready for your callers.

A competent partner is always available

After the acoustic handshake, Teleserver Memo Pro automatically transfers callers to the switchboard or, for example, to other employees who assist the switchboard during times of high traffic. Changing target extensions for incoming calls is a matter of seconds.

Save time – with automatic call transfer

Callers with touch-tone phones can transfer their own calls, either to a department or to separate extensions. In the company greeting, for example, callers are informed that they can press "1" and be transferred to Sales, or "2" and be transferred to Service, etc. This enables staff to concentrate on callers needing assistance and frees them from routine transfers. This also means that more callers reach you.

Access from any phone, anytime

No problem, if you remember in the restaurant that you forgot to activate the lunch greeting. You can change all greetings from any touch-tone phone. Additionally, working with a professional sound studio is made easy. Teleserver Memo Pro can be remotely accessed for recording new music and information to be played while your callers wait on hold. Your studio sends current recordings directly to Teleserver Memo Pro – online.

MUSIC AND INFORMATION ON HOLD – SURPRISE YOUR CALLERS

Entertainment instead of emptiness

It doesn't have to be boring

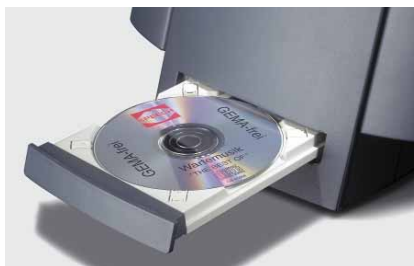
With Teleserver Memo Pro, your creativity knows no bounds. You are Program Director and Advertising Director at the same time. Play any title you want, tell your callers about the latest specials. This results in a unique potpourri for your callers. Unavoidable time spent on hold can be used to win callers for your company and products.

More fun with a little emotion

Music is more than entertainment – it is a universal language, evokes emotion. Music is ideal for giving your company and its market achievements an unmistakable profile. Teleserver Memo Pro provides all the room you need in choosing the best way to make a good impression on your callers.

Lively marketing instead of a dead line

Current information texts are softly blended into the music title at intervals you determine. Whether you tell callers about a new product, inform them about a sale, invite them to an event: with Teleserver Memo Pro, unavoidable time spent on hold is time spent talking to your callers.



A Pro when it comes to ergonomics and quality

Thanks to state of the art technology, recording music and information on hold is as easy as home recording. The CD-ROM drive and digital memory ensure a wear-free, excellent sound quality – 24 hours a day, every day, year after year.



AN ASSISTANT FOR EVERYBODY

Takes care of callers, supports employees

Always available

Even when you are not at your desk or on the other line, your callers can get to you. Instead of being confronted with endless ringing or nerve-wracking busy signals, callers are given the option of leaving a message in your mailbox. If they prefer not to leave a message, all they do is simply hold – Teleserver Memo Pro transfers them to a representative of your choice, for example, your personal assistant.

A good overview

You are informed of all incoming messages – right away. At your desk, at home, or while travelling. All you do is enter a phone number for notification, for example, your home number or a mobile phone. Teleserver Memo Pro calls you and lets you know you have messages. You always know what your customers need.

Remote access while on the road

You're on a business trip and forgot to change your mailbox greeting? No problem! No matter where you are, you have access to all mailbox functions. You can, for example, change your greeting, send internal messages to fellow employees, or forward messages – with or without your own comments.

Promote global teamwork

With Teleserver Memo Pro, you utilize the quickness and precision of the spoken language. Recipients get the full message first hand and can act immediately. The spoken word is more authentic, personal, and, compared to written notes, clearer. Overcoming the distances of time and space between global partners is facilitated.

FEATURES AND FUNCTIONS

Teleserver Memo Pro

TAKING GOOD CARE OF CUSTOMERS AT THE SWITCHBOARD

"Digital announcer" greets callers and transfers them to the operator or a hunt group of extensions

Target extension is changeable anytime

"Automatic Operator": callers with DTMF (touch-tone) phones can directly enter an extension or a single-digit department number

Announcement recording via handset, via the built in CD-ROM drive, or via LINE-Input

Separate, user-recordable Day, Night, Lunch, and Holiday company greetings switch manually or automatically (weekly/daily calendar), pre-programming of holidays 24 months in advance

Multi-line: simultaneous call handling telephone lines. Every caller hears the entire company greeting from the beginning

Superior announcement quality, due to ISDN digitalization

Music- and Information-On-Hold (with MOH >Music-On-Hold< module)

24 copyright-free music titles on the hard disk

All recordings from integrated CD, handset, or LINE-Input

Continuous playback of user-selectable music and user-recordable information

Separate message memory (2-track-technology) for separate update of music and messages

Music and messages blend automatically during playback (similar to a sound studio)

Remote recording and switching of Music and Information On Hold possible

Multilingual hold messages stored in permanent memory; user selectable sequences of music titles and messages

Statistics on utilization of capacity

AN ASSISTANT FOR EVERYBODY

Remote access to Teleserver Memo Pro over the telephone

User instructions (audio scroll) in choice of languages

Call-answering with standard and personalized greetings

Up to three personal greetings possible at each extension

Answering of all calls rerouted (busy/no answer/diverted); the second caller at each extension is transferred to the mailbox, if so desired

All messages recorded with date and time stamp

Callers can „dial out“ of the mailbox by pressing department or extension numbers

Callers not wishing to leave a message are transferred to switchboard (or representative of choice) by remaining silent

Automatic message notification by message waiting lamp and external/internal phone call

Forwarding of received messages to other mailboxes with comment option, sending of internal messages to other mailbox owners

Assistant function: callers can be directly transferred to an assistant or representative rather than leaving a message

Private message for each mailbox (announcement to authorized callers, protected by separate password)

Mailboxes can be used for announcements of up to 8 minutes

MODELS AND OPTIONS

With the help of the modules (Automatic Attendant – AA, Voice Mail – VM, Music On Hold – MOH) and software updates over the CD-ROM, Teleserver Memo Pro can fulfill

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1998



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Solution	Basic Unit	Available modules (possible amount)			Number of ports	Number of mailboxes	Memory (hours)
Up to 8 simultaneous callers	Teleserver +	AA Automatic Attendant *	4	1	8	1000	37
Up to 6 simultaneous callers	Teleserver +	VM Voice Mail *	3	1	6	500	25
Up to 4 simultaneous callers	Teleserver +	MOH Music on Hold *	2	1	4	200	18
Up to 2 simultaneous callers	Teleserver +		1	1	2	50	7

* Teleserver Memo Pro includes the Auto Attendant function (automatic call reception, greeting, and transfer)