COMPACT STRATEGY

Features

CSVoice Integrated Voice Mail System

CSVoice is a powerful voice messaging with auto attendant solution, its modular design allow it to integrate with email & fax messaging. CSVoice unites these separated systems together into universal mailboxes access via PC.

Let CSVoice help you capturing every business opportunity with the most comprehensive voice messaging system within your reach.

Auto-Attendant Services

CSVoice answer numerous incoming call simultaneously all route the call to respective extension or department with or without human intervention

- o Answers up to 48 calls simultaneously in one systems; it will be a back up to your human operator especially during peak hours.

- o Multiple operator extensions, allows up to 3 operator extensions to be set up to handle calls that require personal operator's assistance. You can be sure that all calls are answered and served professionally

- o Back Up Extensions for Operators, It ensures that calls are properly attended to at all times, even when you are busy or out of the office. Up to 2 extensions may be configured to back you up whenever you are unable to take your calls

- o Pre-schedule whole year holiday setting will greet your caller greets callers cheerfully and appropriately according to the occasion. Up to 30 holidays can be configured and these holidays are automatically announced along with the date your company resumes business. Your callers are always kept up-to-date with your company's schedules & activities.

- o Normal, lunch & after office hours greetings, CSVoice assigns different operator extensions to calls that come in during different hours of the working day. For example, calls that come in after normal working hours can be routed to the guard house's extension.

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o By pass greeting, callers can have the option of cutting through and getting to the person / department they want without having to wait for lengthy prompts to end.

o Multi Level Department Setting, CSVoice supports multi-level audio departmental directory & voice bulletin board. Callers are able to gain speedy access to different persons or departments without needing to know the extension number, or having to speak directly with an operator.

Flexible Routing

Incoming calls can be programmed to be answered either by operators first or CSVoice Auto-Attendant first. When calls programmed to be answered by operators first, call can be overflow to the CSVoice when the operator is busy.

Alternatively, caller can be greeted by CSVoice first; then caller can enter extensions and department selection immediately without going to operator. Caller will be transferred to operator when he wishes to speak to operator.

Multiple Languages Option

CSVoice supports up to 4 different languages simultaneously. This feature greatly enhances customer satisfaction as it caters to the different language preferences of various callers. This is especially useful in multi-racial countries and multi-national businesses.

Multi-Tenant Greeting

CSVoice supports up to 9 different companies in a single system. Each company has their own unique greetings, routings, audio directories structures, holiday schedules, etc.

Voice Bulletin Board

CSVoice gives you the golden opportunity to advertise your company's profile, product information, job vacancies, address, telephone and fax numbers, promotional offers etc. at zero cost.

Voice Mail Services

Unlimited Voice Mailboxes

System administrator can create unlimited number of mailboxes even for virtual extension.

Configurable mailboxes

CSVoice allows individual mailboxes to be configured for various permission levels and privileges such as message quota, method of handling unanswered or engaged calls, method of message notification, etc.

200 to 800 Hours of Messaging

CSVoice system enable 1GB of Harddisk for 20 hours of recording; 40GB harddisk will enable you to have 800 hours of messaging.

Personal Greeting & Alternate Greeting

CSVoice prompts callers with your personal greeting to leave an accurate and detailed voice message. Gone are the days of incomplete, inaccurate or misplaced message slips. It also allows users to record and activate an alternate personal greeting without erasing the normal greeting. This is useful when it comes to informing callers of irregular or sudden absences (eg. Long holiday leave, emergency leave, etc.)

Call forward out / "Follow Me"

CSVoice allows unanswered calls to be forwarded out to external phones and mobile phones. successfully connects callers all the time.

Message Notification

Once there is a message left in the office extension mailboxes; system can notify user's extension by light up the message waiting light, or link the voice mail services to their personal pagers, mobile or pre-designated telephone number.

SMS Notification (Short Messaging Notification)

CSVoice can send a short message to user's mobile via GSM Modem in order to alert user upon new messages.

Email Notification Modules

CSVoice can send a text message to user's email upon new voice messages received via SMTP protocol. It is effective for user that using normal single line phone without a message waiting light on it.

Email Integration Modules

This module integrates with Microsoft Exchange and Lotus Notes via SMTP or POP3 protocol, user can easily receive their voice mail via email in wave files format.

Message Date & Time Stamping

CSVoice time-stamps all messages, and provides users with useful and relevant information to aid him in prioritising his actions.

Remote Retrieval of Messages and Change of Personal Setting

User can retrieve, replay, forward and delete message and change personal mailboxes setting anytime, anywhere through a touch tone phone (DTMF support).

Reply to Sender

Users can quickly reply to a sender's message by simply pressing a single key instead of re-entering user's mailbox number.

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Discard of Silent Messages

CSVoice automatically discards 'silent' messages (in instances when callers hang up instead of leaving a message). Users need not waste time reviewing a pile of empty messages.

Real Time Setting

All Setting and Configuration are real time; you need not to restart the system after new setting has been programmed. Eliminate any interruption to your daily operation.

Message Forwarding With Comments

CSVoice allows coments to be included before forwarding a recorded message to someone else.

Database Disc Back Up

CSVoice allows all critical and important system configuration files, mailbox user databases and company greeting prompts to be backed up in floppy disk or CD. Full

Reseller:

system restoration can be done quickly with minimum down time.

Phoneline Requirement
- *Line impedance (default) 600ohm*
- *Type of line*
  Loop Start
- *Ring Defect*
  24-90 VRMS
- *Loop Current*
  15-80mA
- *DTMF Tones*
  (0-9, A<B<C<D)
- *DTMF Detect Duration*
  40ms (min)
- *DTMF Detect Level*
  -32dBM to -3 dBM to -2 dBM

System Requirement:

- *IBM or Compatible PC*
- *WINDOW 7 Pro*

System Capacity
- *4 channels per card*
- *Configurable up to 48 ports per PC*
- *Unlimited mailboxes*

PABX Requirements

- *Analog port*
- *DTMF tones to and from extensions*
- *Inband DTMF signals, out of band serial or SMDI signals*

Power Requirement (for voice card)
- *+5mDC @280mA*
- *-5mDC @10mA*

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