Elite IPK II InMail

The current business climate dictates that unanswered calls are unacceptable and financially depleting. Customers who grow weary of waiting in line to talk with a representative, or who are placed on hold for extended periods of time could each represent lost business.   When any business invests in a communication system, it must consider call processing and messaging requirements when evaluating the myriad of solutions.

InMail is NEC's newest voice mail application, designed specifically for the Electra Elite IPK II. InMail's unique digital integration is the result of the voice processing system merging into the communication system.

Organizations seek and should expect additional features and functionality, improved efficiency, economy and convenience. Digital integration brings increased speed and accuracy to your voice mail system. The InMail message storage mounts directly onto the system's Central Processing Unit, resulting in the highest level of integration.

This messaging system combines the needs of a small business with value and convenience.

The InMail architecture makes it easy to install, program and administer. The voice mail system shares the same HTML GUI interface used for system programming: WebPro / PCPro.

These programming interfaces communicate to the voice mail system using the central processing unit's (CPU) built-in Ethernet connection. The final result is a cost effective and smart voice mail system that is easy to implement and maintain.

InMail is designed for businesses requiring up to 4 voice mail ports. It supports up to 128 mailboxes and eight hours of storage. Cost-conscious or growing businesses can begin with 2 ports and migrate their systems as requirements fluctuate. A new In-Mail CF supporting 4 potrts is required to upgrade.

With InMail, you receive sophisticated voice mail features. Obtain immediate access to features that you decide you need the most by pressing one key. For example, you may choose "Calling in to Your Mailbox" or "Leaving a Message" for a coworker or the entire department. The inherent system flexibility allows you to decide the order in which messages are played. You may select from either LIFO (Last or Newest Message Played First) or FIFO (First or Oldest Message Played First).

The intuitive user interface is further enhanced with SoftKeys. Multiline Telephone users equipped with a display are guided with message management options. Softkeys help you

manage voice mail messages and enjoy more system features, maximizing your investment in display telephones.

The InMail's feature set contains everything you expect to find in standard voice mail systems, but also includes advanced features typically found in larger, more expensive systems. The LCD message count informs you of the number of messages waiting in your mailbox. You do not need to call your voice mail to stay informed; this maximizes employee productivity and improves responsiveness to customers awaiting callbacks.

Conversation Recording records a conversation and stores it in your mailbox. You can review the recorded conversation for important details, or use it to document conversations involving transactions.

Answering Machine Emulation equips employees with the knowledge necessary to make informed business decisions. Answering Machine Emulation is used to screen calls just like a home answering machine. Employees can choose to interrupt their current task and immediately answer important calls or let the caller leave a message.

Assuming your outside lines support Caller ID, the Electra Elite IPKII is equipped to associate the caller ID information retrieved with the

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voice mail message. The IPK II stores the telephone number of the caller who left a message in your mailbox. After you listen to the message, press a single key to return the call quickly, without manually dialing the number.

InMail improves employee efficiency by sending calls to voice mail when employees are too busy or can't answer incoming calls. Callers are welcomed with a personal, prere-corded Personal Mailbox Greeting and instructed to leave a message. Employees can record up to three greeting messages and may then select the one most appropriate to activate.

The sophisticated Automated Attendant capabilities complement the InMail's voice messaging solution by managing how calls are answered and routed. The Automated Attendant can route each incoming line based upon time of day and day or week. The caller is greeted with different announcements and dialing options, depending upon the number dialed, time of day and day of week. This flexibility makes it possible to use InMail when the IPK II is config-ured in a tenant environment or to treat premium customers with a dif-ferent level of service.

of agents, advising them of important information, This information may include meetings or sales contests, or the message can simply provide assis-tance. Instant information improves agent performance and reduces train-ing time without increasing customer costs.

The InMail is integrated as part of NEC's Electra Elite IPK II solution. The Electra Elite IPK II allows you to converge your voice and data networks and enjoy the advantages of Voice over Internet Protocol (VoIP). The Elite IPK II gives you a choice. You can deploy traditional circuit switched technology, VoIP, or a combination of these, all from one system. You have the freedom to adopt VoIP when and where you need it, so current technology investment is protected for the future.

The Elite IPK II delivers high-powered features to small, medium and expanding businesses. Smaller companies enjoy "big company" features with the Elite IPK II, and expanding busi-nesses simply flourish within existing investments. Regardless of whether a business has 8 or 200 employees, the IPK II consistently delivers a great system for the SMB marketplace. InMail complements and completes the messaging solution cost and effectively delivers a turn key solution.

IPK II Integration Features
• Answering Machine Emulation
• Conversation Record
• Fax Detection
• Interactive "Soft" Keys
• Message Count Display
• One-Touch Forwarding
• One-Touch Mailbox Access
• One-Touch Message Retrieval
• Programmable Voice Prompts
• Remote Programming via WebPro / PC Pro

Voice Mailbox (subscriber) Capabilities
• Announcement Mailbox for one way information
• Auto forward to box
• Auto Help Voice Prompts
• Confidential Message – Delivery Option
• Future Delivery Mailbox – Delivery Option
• Guest Mailbox – Mailbox Type
. Group / Department Mailbox – Mailbox Type
• Make Call to Sender – One key
• Message Forwarding
• Personalized Mailbox Greeting (3 greetings)
• Programmable individual Security Code
• Real Time and Date Stamp
. Remote or Local Message Notification (offsite or onsite)
• Urgent Message – Delivery Option

Automated Attendant Features
• Answer Schedule Tables – determines how calls are routed
• Capture Caller ID
• Day, Night and Holiday Greetings (3 greetings)
• Flexible Answering – trunk time and day, day of week
• Individual Trunk Greetings
• Single-Digit Transfer

InMail
Ports: 2 or 4
Voice Storage: 8 hours
Mailboxes: 128

To find out more about Elite IPK II InMail and how NEC's powerful and versatile technology platforms can work for you, visit our website at www.necunified.com

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