Mitel MiVoice Business Embedded Voice Mail Features

MiVoice Business's embedded voice mail

solution offers organizations a complete, multi-language, business-grade voice messaging system at an affordable cost. With it, users can easily and conveniently manage their voice messages with intuitive telephone prompts and complete integration with Softkeys on their MiVoice IP phones.

The solution includes a multi-level auto-attendant to provide convenient and always available call answering & routing and supports alternate greetings to provide callers with important information.

As an embedded solution within MiVoice Business, not only is it cost-effective, but also easy to manage via the MiVoice Business's streamlined user administration and system management.

Auto-attendant features

OPEN AND CLOSED GREETINGS

The company greeting can be programmed to automatically change from open business hours to closed or after hours.

TEMPORARY GREETING

A company greeting programmed for use over holidays or shutdowns that will automatically expire after a specified number of days.

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Powering connections

ALTERNATE GREETINGS

In multi-user configurations, each port can be programmed to allowed distinct open, closed and temporary greetings for different users.

BILINGUAL PROMPTS

Embedded Voice Mail can be set up to play voice mail prompts in two of the languages available.

Outside callers choose the language they want when prompted by the auto-attendant.

Subscribers can request their preferred language from the system administrator.

MULTI-LEVEL AUTO-ATTENDANT

Multi-level auto-attendant allows system administrators to set up a hierarchical DTMF-based menu structure that provides callers with individuals, departments, prerecorded information or allows them to leave messages directly.

PLAY GREETING BY INCOMING TRUNK ASSIGNMENT

Each port can be assigned to answer calls on specific incoming trunks and play a greeting based on the destination dialed – for example, Sales, Shipping and Receiving, Customer Service. (This feature is also useful in multi-tenant-type applications where the voice mail system services two or more businesses.)

FLEXIBLE MAILBOX NUMBERING (DIAL PLAN)

In addition to supporting single-digit mailboxes (1 - 8), a mailbox dial plan of 2, 3, 4, or 5-digits can be selected.

DIRECTORY

Also known as Name Dialing. Callers may access a mailbox directory where they will be able to reach a mailbox owner by dialing the person's first or last name rather than their mailbox number. The system can be configured for either first or last name dialing (but not both at the same time).

CALLER TYPE-AHEAD

Callers who are familiar with the system may enter their key pad selections without waiting for the system prompts.

OPERATOR REVERT

Callers may reach a 'live' attendant at any time by dialing "0".

FAX FINDER

Detects an incoming fax tone and directs it to the fax mailbox / extension.

OPERATOR TRANSFER TO A MAILBOX

Allows an operator to transfer an outside caller to a specified mailbox where the caller will immediately hear the subscriber's personal greeting and will be prompted to leave a message.

Callers press # to bypass or interrupt the greeting and begin recording a message.

TRANSFER TO ANY EXTENSION

Allows the user to dial any internal extension defined in the system.

QUICK MESSAGE FEATURE

Allows a caller reaching the auto-attendant to leave a message in a specific mailbox without transferring to the mailbox extension and possibly speaking live with the subscriber.

MULTIPLE MESSAGE CAPABILITY

Allows an outside caller to leave more than one voice mail message per call, therefore saving on toll charges.

Voice mail features

PERSONAL GREETINGS/NAME

Subscriber name and a personal greeting can be recorded by each mailbox user.

CONDITIONAL BUSY GREETING

When a call is routed to a user's voice mailbox, a system prompt will inform the caller if the user is on the phone prior to playing the user's personalized greeting.

MESSAGE PROLOGUE

Informs subscribers when they access their mailbox how many new or saved messages they have (if any).

TEMPORARY GREETING

A personal greeting set for a specific number of days can be recorded by each subscriber and will automatically revert back to the primary greeting upon expiry.

PASSWORD PROTECTED MAILBOXES

Access to subscriber mailboxes requires a password.

Password length system-wide can be from three to six digits. (Default is four digits.

Callers have three chances to enter a valid password before they are disconnected.

MESSAGE ENVELOPE

Played prior to the beginning of each message, containing priority type, date, and time (including caller identification for internal and external calls).

Mailboxes can be individually configured to play the envelope only in response to a key press – i.e., at the request of the subscriber.

MESSAGE LENGTH

Unlimited message length with a "continue message recording?" prompt after five minutes of recording. Minimum message length is two seconds.

SAVED MESSAGES

Messages may be saved by a subscriber. They will be automatically purged from the system after 15 days (or as programmed) or you can specify that saved messages are never deleted. New messages are never purged automatically. The saved messages are played in last-in first played order.

MESSAGE REVIEW

Allows immediate replay of a message, including message envelope (time stamp, calling party information).

MESSAGE ERASE

Allows immediate deletion of a message from the system. The message cannot be subsequently restored; deletion is immediate and permanent.

MESSAGE REPLY

Allows immediate reply to a message received from another internal mailbox subscriber.

MESSAGE FORWARD

Allows messages to be forwarded to other subscribers and distribution lists with or without added comments.

MESSAGE KEEP/SKIP

Allows subscribers while listening to a message to advance to the next new message (if any). Each new message played is marked as "saved."

MESSAGE REWIND/HOLD/FAST FORWARD

Allows subscribers to rewind, fast forward, or pause messages for several seconds.

USER PROGRAMMABLE DIAL 0 EXTENSION

Allows the user to program the "dial 0" extension to any internal extension, such as a personal or departmental secretary.

The administrator can override the system default ("0" for the operator) with any valid phone number, including an external number or even a long distance number. The administrator can also override the system default on an extension by extension basis, with any valid phone number.

URGENT MESSAGES

The message receives priority placement in the listener's mailbox.

PRIVATE MESSAGES

The message cannot be forwarded to another subscriber's mailbox.

CERTIFIED MESSAGES

On internal calls, the sender will be notified when the recipient has read the message.

MESSAGE RECORD/SEND ACTIONS

Callers will have the ability to pause during recording and review, re-record, and append to a message before sending it. A message can also be cancelled prior to sending.

MESSAGE ADDRESSING

Subscribers can address messages to multiple recipients and hear the recipient's name played back to confirm valid entry of mailbox numbers.

MEMO

Subscribers will have single-digit access to send a message to their own mailbox, for future reminders and memo-type messaging.

MESSAGE NOTIFICATION

The subscriber will be notified that they have received a message by the message light on their phone (MWI), and optionally by setting the notification type to one of the following options, which will cause the voice mail system to call:

- The mailbox's associated extension number, for analog phone extensions or phones without a message light (prompts called party to log into their mailbox)
- An outside number (prompts called party to log into their mailbox)
- A message pager (plays an audio message indicating messages are waiting)
- A tone-only pager (calls the pager number then terminates the call once the connection is made)
- A digital pager (plays DTMF digits corresponding to a system-wide callback number along with the specific mailbox number)
- Notification options may be changed by the system administrator. They may also be modified by the mailbox owner if permission is granted by the system administrator. In addition to the notification type, the phone number and schedule are configurable. The schedule determines whether paging occurs:
- Around the clock, regardless of the business schedule
- Only during open business hours
- Only during closed business hours
- Never (disabled until the schedule is changed to one of the three previous schedule options)

Finally, a mailbox may be configured to do non-MWI notification only in response to urgent messages (as opposed to all messages).

By default, a busy or no answer condition detected on a notification call will result in two additional retries occurring at 15 minute intervals. All notification results are posted to the system log file.

OUTSIDE MESSAGE NOTIFICATION CALLS

The administrator will configure a trunk access code for use in all outside notification calls. The trunk access code will control the lines to be used for notification.

DISTRIBUTION LISTS/BROADCAST MESSAGE

Allows four system-wide and five (per mailbox) personal distribution lists as well as a broadcast message facility to deliver a message to all mailboxes. Individual subscribers can belong to any number of distribution lists.

NEW MAILBOX TUTORIAL

The system will guide the user through the steps required for initial configuration of mailbox, including specification of a (non-default) passcode and recording of a personal greeting and name.

MAILBOX TYPES

FIVE MAILBOX TYPES ARE AVAILABLE:

- EXTENSION – the mailbox will transfer a caller to the mailbox's associated extension. If the called party is busy or does not answer, the caller will be prompted to leave a message in the mailbox. The extension mailbox may be linked to other mailboxes for transfer only (dual mailboxes). This permits the caller to transfer to other mailboxes in the same department.
- MESSAGE-ONLY – the mailbox will not attempt a transfer but will immediately prompt the caller to leave a message in the mailbox.
- TRANSFER-ONLY – the mailbox will transfer a caller to the mailbox's associated extension but will not take a message if the called party is busy or does not answer.
- INFORMATION-ONLY – the mailbox will only play the mailbox greeting; no transfer or prompt to leave a message will occur.
- ADMINISTRATOR – for accessing administrative functions such as greetings recording.

DUAL MAILBOXES

A transfer-only mailbox can be linked to the same extension as an existing extension-type mailbox. This enables, for example, a single mailbox for a sales department and the sales manager.

RECORD-A-CALL

Telephone conversations can be recorded directly into the embedded voice mail system without the need of a separate application.

Record-a-Call can be set up in two different modes of operation: manual and automatic.

- In manual mode, recording is initiated by the user pressing a softkey on the phone's display.
- In automatic mode, all incoming calls are recorded. In both cases, a softkey allows the user to decide whether or not to save the recording at any time during the call.

Recorded conversations are saved in the user's personal voice mail box.

HOSPITALITY BUNDLE

This feature set includes Property Management System (PMS) integration for both the Hyatt/Encore and HIS protocols, as well as range of system features designed specifically for the hospitality market.

Along with a new Guest Mailbox option with easy-to-use prompts and wake-up, the Hospitality Bundle includes front desk options such as Check-in/Check-out, Move Rooms, Assisted Login, Full Guest Privileges, Dial-a-Guest by Name and customized Guest Login Greetings.

SOFTKEY INTEGRATION

Users with MiVoice IP phones can press softkeys instead of dialing codes to select voice mail playback option. For example, to listen to message, a user can press the Play Message softkey instead of dialing the digit 7.

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