

# Never miss a customer contact

## UNIVERGE® VM8000 InMail Solution



For today's small-to-medium size business' (SMB), there is simply no place for long call-holding periods, incorrect call routing or lost messages. While organisations seek the right solution to address these issues, they also expect improved efficiency, economy and convenience.

VM8000 InMail is ideal for SMBs wishing to ensure that all callers get to the people and information that they need without prohibitive hold times or dropped calls. It provides digitally-integrated voice messaging capabilities and Automated Attendant features to meet an SMB's communication needs both now and in the future.

### Improved customer satisfaction

VM8000 InMail's robust Automated Attendant feature set ensures customer calls are routed to the appropriate people and answered quickly and efficiently. When customers call in, an instruction menu announcement plays to provide them a choice of dialling options. They can simply direct themselves to the required person without being placed on hold or having their calls dropped.

### Intuitive user interface

The VM8000 InMail solution's interface is simple to learn and easy to use. Pre-recorded voice prompts offer a step-by-step guide on how to use all of the solution's features.

### Increased employee productivity

Employees can also efficiently manage their calls and messages with easy one-touch access to voicemail features. With VM8000 InMail's advanced call processing capabilities, employees no longer need to manually direct and route callers. The Automated Attendant routes each incoming call based upon the time-of-day and day-of-the-week. The VM8000 InMail solution can even provide different announcements and dialling options for each number in the office.

### Simple setup, installation & maintenance

VM8000 InMail is digitally integrated with the system's central processing unit to provide increased speed and accuracy to the voice-mail system. Additionally, Windows®-based PC Pro enables online centralised HTML-based programming access. When employees use this intuitive browser-based software with its easy-to-follow wizards, programming time and mistakes are significantly reduced.

## Impressive voicemail and automated attendant capabilities

The VM8000 InMail solution includes the following essential Voicemail and Auto Attendant features listed below:

Voicemail	
<ul style="list-style-type: none"> <li>● Conversation Recording</li> <li>● Answering Machine Emulation</li> <li>● Fax Detection</li> <li>● Interactive Soft-keys</li> <li>● Message Count Display</li> <li>● Programmable Voice Prompts</li> <li>● Three Personalised Mailbox Greetings</li> <li>● Message Forwarding</li> <li>● Announcement Mailbox for One-Way Information</li> <li>● Remote or Local Message Notification (on or offsite)</li> <li>● Remote Programming via WebPro/PCPro Voice Mailbox</li> </ul>	<ul style="list-style-type: none"> <li>● Auto-Help Voice Prompts</li> <li>● Auto-Forward to Mailbox</li> <li>● Programmable Individual Security Code</li> <li>● Real Time and Date Stamp</li> <li>● One-Touch Forwarding</li> <li>● One-Touch Mailbox Access</li> <li>● One-Touch Message Retrieval</li> <li>● One-Key Call to Sender</li> <li>● Confidential / Urgent / Future Message Delivery Options</li> <li>● Guest &amp; Group/Department Mailbox Types</li> </ul>

Automated Attendant	
<ul style="list-style-type: none"> <li>● Answer Schedule Tables</li> <li>● Park and Page</li> <li>● Capture Caller ID</li> <li>● Flexible Answering Based on Trunk Time-of-Day &amp; Day-of-Week</li> </ul>	<ul style="list-style-type: none"> <li>● Single Digit Transfer</li> <li>● Individual Trunk Greetings</li> <li>● Three Day, Night and Holiday Greetings</li> </ul>

Specifications	
<b>Ports:</b>	2,4 or 8
<b>Voice Storage:</b>	32 Hours
<b>Mailboxes:</b>	576 Mailboxes (512 subscribers, 32 group and 32 call routing mailboxes)



UNIVERGE®360 is NEC's approach to unifying business communications. It places people at the centre of communications and delivers on an organisation's needs by uniting infrastructure, communications and business.

**For more information, visit [www.nec.com.au](http://www.nec.com.au), email [contactus@nec.com.au](mailto:contactus@nec.com.au) or call 131 632**

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