

Voice Mail System

Alcatel 4615

The Alcatel 4615 voice mail system is made to measure for medium-sized companies that need a voice mailbox solution. For good measure, it also includes an automated attendant and it is specially designed to integrate into your Alcatel OmniPCX 4400, making it easy to manage.



Why voice mail?

Two good reasons. Every incoming call should be answered even if no-one's available. And conversely everyone in your company needs to be able to receive a message—even when they're otherwise engaged. Which is why voice mail is good both for callers—and for you.

The Alcatel 4615's voice mail has a lot going for it.

It works hard for you. It makes it possible to exchange information whether your employees are available or not. It stores information until it's convenient to access it. And it facilitates delivering the same information to a whole group of people thanks to distribution lists.

The system also enables you to always deliver a professional greeting and a professional service. If no-one is to hand to take a call, your voice mail takes over—

explaining that your line is busy or that you're away from your desk, as the case may be.

Ease of use

And the Alcatel 4615 is easy to set up and to operate. Voice prompts—in your own language of course—help you to configure your mailbox and to check your messages.

So there's no learning curve—which is very convenient for your guests if you run a hotel or similar activity. You allocate guests a mailbox at check-in and delete it on check-out.

Machines don't stop for lunch

The system includes an auto-attendant because when it comes to repetitive tasks, machines are more efficient than people.

The auto-attendant answers callers with a friendly, business-like greeting, qualifies them, and speeds them to the right destination both during the working day and also outside normal office hours.

Because your operator is freed from routine calls, he or she can provide a better service to other callers. In addition, your Alcatel 4615's audiotex service will respond to routine information requests without taking up the valuable time of your employees.

Inside your communication server

The Alcatel 4615 really optimises your voice server: it's deeply integrated into your Alcatel OmniPCX 4400. Both logically and physically. Which means it doesn't take up any space and running it is easy because it's synchronised with the management of your Alcatel OmniPCX 4400. Mailboxes are set up or deleted automatically when you set up or delete telephone extensions. And nothing could be easier than that.



feature list

Voice Messaging

Standard mailbox offers

- Direct access to mailbox via consultation key
- Leave, delete, replay and re-record messages
- Send message to a distribution list
- Check receipt of messages
- Review, replay, delete, archive messages
- Message review:
 - fast forward, pause, rewind
- Send message copy with introduction
- Reply to a message
- Time stamp
- Message waiting notification:
 - by flashing LED (if supported by subset)
 - by out-calling (notification or delivery)
- Dial by name to access a mailbox
- Personal options:
 - record personal greeting:
 - on busy extension
 - temporary absence
 - extended absence
 - record user name
 - modify password
 - create distribution lists and edit lists
 - select language for voice guidance

"Answer only" mode mail box

- Switch mailbox to "Answer only" mode
- Record "Answer only" greeting

Common mailbox

Statistics related to voice mailbox accesses

Distribution lists

- 1 general distribution list
- 50 standard distribution lists available to all users

Automated Attendant

Interactive voice guidance in up to 4 languages

Dial by name to access a mailbox/extension

Main menu and sub-menu: digit association freely customisable

- Transfer to operator
- Transfer to a predefined extension
- Transfer to a predefined infobox
- Transfer to a predefined mailbox
- Free dialling
- Release (Goodbye)
- Default automated attendant with default announcements

Fax switch

Info-Service (Audiotex)

- Information service for external callers
- Infoboxes accessed through automated attendant
- Information service for internal use
- Chaining of infoboxes

System Management

Alcatel 4615 can be configured in different ways

- Alcatel OmniPCX 4400 integrated management for mailbox creation/modification/deletion
- Voice guided administration from a telephone set
- Graphic interface administration on PC

Reports and Statistics

- Related to voice mailbox access
- Related to automated attendant for number of infobox accesses

Size and Figures

- 2 or 4 simultaneous accesses
- Up to 4 simultaneous languages for voice prompts
- Up to 128 subscriber mailboxes
- Up to 50 infoboxes (Audiotex)
 - 45 public, for external callers
 - 5 private, for subscribers only
- 4 minutes maximum length for a voice mail message
- Up to 255 messages for one mailbox
- Up to 8,000 messages in total for all subscriber and information mailboxes
- Up to 320 minutes of total recording time (depending on the number of simultaneous languages)
- Automated attendant available in 2 modes (business hours, after hours)
 - 2-level tree (one main menu and sub-menus)
 - Main menu as well as sub-menus may have up to 9 (+ Operator) entries each
- Up to 4 digit numbering plan

