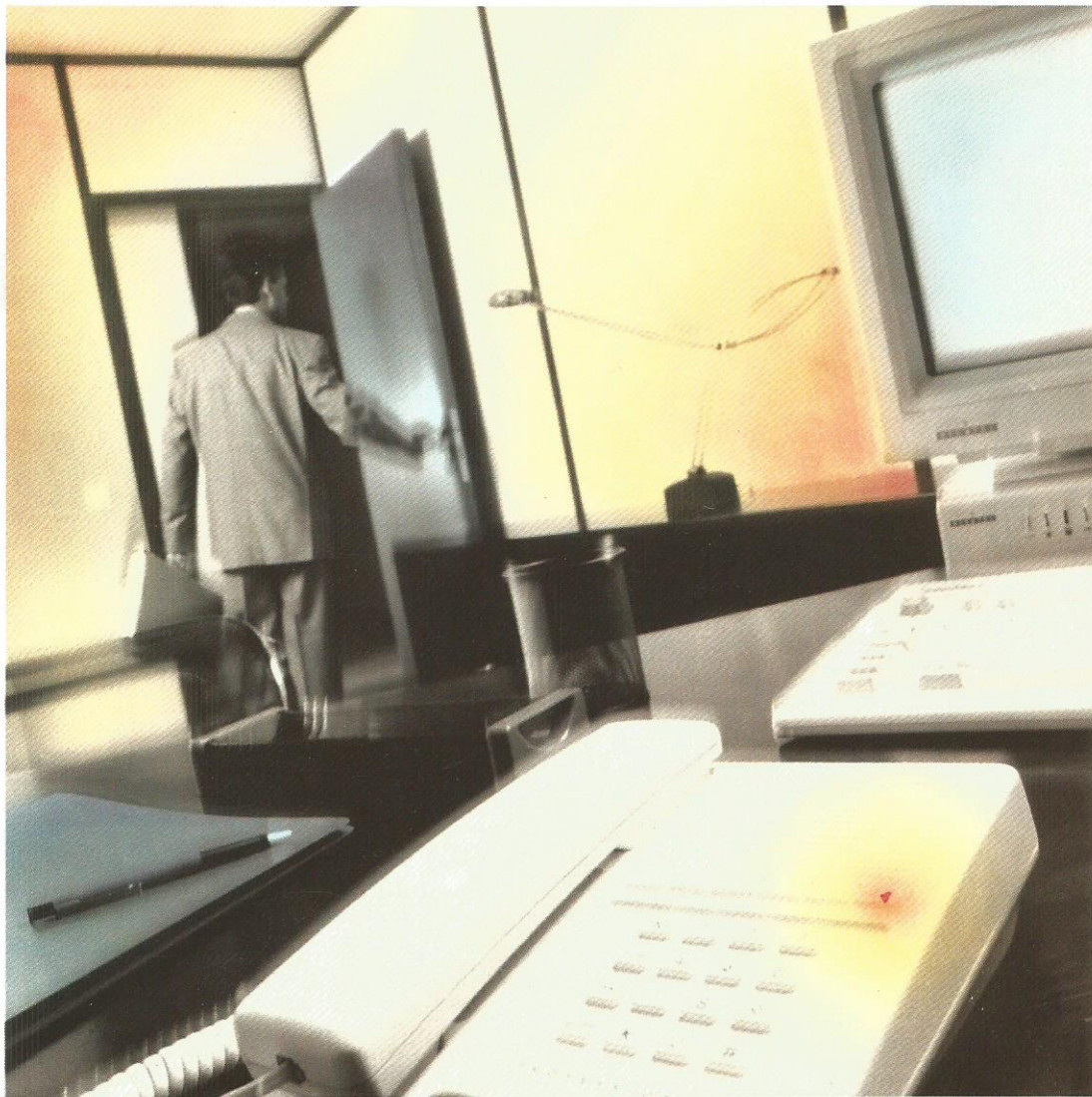


Alcatel 4620
Win business with your welcome



Voice server



Always open for business...

Telephones represent the fastest way to transmit a message to you — provided that you are available when the call comes in; if not, the caller can lose valuable time. The Alcatel 4620 voice messaging system provides a solution adapted to your needs as well as the caller's; at his request, he is guided to the required information, the appropriate correspondent, or he may leave a message. Time is gained, the transaction is carried out and communication is enhanced.

A warm and friendly welcome

Whatever the hour of the day or night the Alcatel 4620 delivers the same courtesy and availability. When it registers an incoming call, the system directs the caller to the relevant department or correspondent using a series of menus. If the first line is engaged, the caller is directed to another correspondent or to the operator. The caller reassuringly encounters the same procedures at each call and can select his correspondent himself.

Availability around the clock

No more unnecessary waits, no more frustration caused by missed contacts, no more problems resulting from fruitless calls. Customers can use the Alcatel 4620 to leave recorded messages for you instead of being put on hold when you are unavailable. Your voice mailbox is always available to callers whether you are already on the phone, in a meeting or away from your desk. They can immediately leave as long a message as they like and check it before hanging up. Alcatel 4620 also allows more than one person to leave a message for the same correspondent at the same time. The Alcatel 4620 can't replace human contact, but it does complement it, thereby reinforcing your image of availability.

An immediate response

Sometimes all it takes to lose a contract is one misplaced or late message. The Alcatel 4620 ensures that each message is delivered without delay. On Alcatel telephone sets, a light signals that messages are waiting; on non-Alcatel telephones, the Alcatel 4620 can call the extension in question to inform you of awaiting messages. The system offers various listening possibilities: complete or partial message playback, return to the previous message or forward to the next one, fast-forward and rewind, pause, replay... The correspondent can then respond to the messages personally or forward them to other correspondents, accompanied by any personal comments.

Absolute freedom of movement

With the Alcatel 4620, the correspondent doesn't have to be in his office to find out whether there is a message for him. Wherever he is, whatever the time, he may be informed automatically, via a paging system, of the arrival of a message, or may be contacted directly on his car or home telephone. He then deals with the message, simply and efficiently, by telephone, via the public network.

**The Alcatel 4620
gives you
complete freedom
of movement.**



...with a voice messaging system...

Easy to use

The Alcatel 4620 may be used from any telephone inside or outside the company. The user is guided at all times by a step-by-step menu; the voice assistance automatically adapts to his actions. The greeting message may be personalised at will. If desired, you can even choose not to accept messages while still using the Alcatel 4620's full range of options to deal effectively with the caller's needs.

Maximum efficiency

Using the Alcatel 4620 you may also prepare an outgoing message, which is then sent immediately or at a preset time. Before transmitting this message, it is played back automatically and can be erased or changed. The Alcatel 4620 can be used to organise meetings or distribute urgent information; its correspondent directory enables telephone circulars to be sent to one or more groups of correspondents. It automatically redials the party called when the line is engaged. The message is delivered directly when there is no voice mailbox.

Direct productivity gains

Office productivity studies show that 75 percent of calls can be postponed without adversely affecting the content; that 60 percent are less important than the work in progress; and that 50 percent do not need a response. With Alcatel 4620, it is no longer necessary to interrupt urgent work to take routine calls. Users can receive messages on their voice mailboxes while using their telephones at the same time. The Alcatel 4620 does the secretarial work automatically, resulting in significantly improved productivity. Switchboard saturation is prevented and operators can perform less repetitive, more satisfying work.

Guaranteed reliability and security

Since you receive the message in person, the Alcatel 4620 prevents the information-loss associated with a note scribbled down on your behalf. When you make contact with the voice mailbox of your chosen correspondent, the Alcatel 4620 announces his name thus ensuring that your message is sent to the right person. Incorporated into Alcatel PBXs, you may also keep track of your message by requesting confirmation that it has been consulted; the date and time of consultation can be added upon request. The confidentiality of your messages is protected by identification codes that can be modified at will.

**A LED informs you
that a message awaits
your attention.**



...adapted to your company's needs.



**Anytime, anywhere,
with the Alcatel 4620
you are always
in contact.**

The Alcatel 4620 is capable of adapting to the needs of any organisation, be it a small, medium or large company, an administration or a local authority. The Alcatel 4620 has the configuration appropriate to your needs.

**Modifiable in line
with your objectives**

The company can at any time adapt the Alcatel 4620 to changing corporate circumstances; sales assistance, promotional actions and seasonal activities are processed automatically without increasing the workload of operators or company employees.

Thanks to the speed and flexibility of its installation, the Alcatel 4620 has the advantage of being adapted to any type of organisation. Given its modular design, the number of simultaneous accesses, its storage capacity and the number of subscribers are determined precisely in accordance with the service that your company wants to provide to customers.

Flexible configuration

The Alcatel 4620 offers completely flexible parameterisation and management without disrupting the service or traffic. Managers can set the parameters for outgoing and incoming message length and manage subscriber voice mailboxes using a simple VDU-keyboard terminal or voice band telephone. The Alcatel 4620 also monitors its own activity and stores the data needed for gauging the system dimensions and maintenance: utilisation statistics, number of messages left and consulted, average message length, hourly traffic load over the past fifteen days, memory filling rate, charge allocations...

Thus, based on the actual usage, the Alcatel 4620 is continuously refined to your changing needs.

**...because advanced communications
advance competitiveness.**





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