

--> Voice Mail

ALCATEL  
4610



Make sure your customers are welcomed.

Especially when you are not available.



ALCATEL



## Give your company a new image.

The way you answer the phone is the first impression most people get of your company. Make sure you always look your best, even if no one is available to take the call or it's outside business hours. Alcatel offers small and medium-sized businesses a simple and effective solution to make sure you always reply to callers efficiently and helpfully: The Alcatel 4610 voice system. This solution is always available, improves the quality of your telephone handling, makes inside and outside calls easier to make, and helps everyone work more effectively.

## Ensure that someone is there to talk to.

Thanks to direct lines, outside callers can contact whoever they want faster. If this person is away or the line is busy, the caller can't get through and has to hang up. The Alcatel 4610 gets around this annoying problem a number of ways:

- Callers can leave a voice message in the person's mail box
- Get through to an operator
- Dial another extension without hanging up
- Be notified of a person's absence via a personalised greeting.

The Alcatel 4610 is a voice system that reduce the number of unanswered calls, provides an answering service that is always available, and makes communicating easier. A system that enhances both your company's image and your productivity.

# Alcatel 4610

The voice system that welcome

## The voice mail system A personal assistant for everyone.

Today's spiraling expansion in the volume of information that has to be dealt with means you and your staff have got to be both highly mobile and always accessible. Thanks to its large choice of features, the Alcatel 4610 voice system really does fill the role of a highly efficient personal assistant in all kinds of ways:

- Customised greeting
- Message received alert on the terminal
- Together with date and time of message
- Mail box protected by an access code
- Messages can be checked remotely
- Simple to use, voice-assisted system.

"Hello,...

This is John Smith's mail box. I'm out of the office until March 28. Please leave a message or dial 0 for the operator".

The Alcatel 4610 offers three major services:

- A voice mail system that's flexible, simple, and friendly.
- An Automated Attendant –to complement operators and provide a guaranteed greeting.
- Provides information services also known as Audiotex –to keep callers informed 24 hours a day.



## Your switchboard always answers with a smile.

What happens when your operator isn't there? Or when there's a sudden surge in traffic? Or when it's outside normal business hours? If you haven't planned for these eventualities, anyone calling your company – a potential customer, for example – may end up feeling less than satisfied. It's a fact that after five rings, callers hang up. In certain sectors, 60 percent of business calls are made after 6 p.m. The Alcatel 4610, thanks to its Automated Attendant features, can answer calls, deliver a message and put callers through to the right person. That's not all:

- . Customised greeting
- . Announcement of the company's main departments and its organisation
- . Direct access to person or department desired
- . Possibility to leave a message in a mail box
- . Modification of announcements
- . Providing information services also known as audiotex, such as opening times, sales promotions, and so on.

"Hello,...

Welcome to Smith & Associates

- . for the Sales Department, please dial 1
- . for the Account Department, please dial 2
- . for the Technical Department, please dial 3
- . if you need help, dial 0."

Wherever you are, you're always available.



s your customers .

## The faster you move, the better you compete.

The ability of a company to act fast depends on its capacity to manage information. The free flow of telephone calls is vitally important. With the Alcatel 4610 voice system, information no longer has to wait, nor does anyone else, communicating becomes instinctive. Callers no longer end up being sent around in circles and time is used more profitably: getting you an immediate payback on your investment. In fact, everyone in your company works more efficiently which means you boost your business profitability and productivity.



# Technical specifications and functions

## Voice mail

Integrated card	•	• <sup>(5)</sup>
Total available recording time	70-310 minutes <sup>(1)</sup>	310 minutes
Number of mail boxes	20-128 <sup>(1)</sup>	128
Number of accesses	2	4
Direct access to mail box via function key	• <sup>(2)</sup>	• <sup>(2)</sup>
Automatic transfer to mail box on no reply or busy	•	•
Possible return to the operator from the mailbox	•	•
Creation of customised messages	•	•
Switching to simple answering mode	•	•
Message management functions:		
Leaving a message, delete, recheck,	•	•
pause, store, fast forward, and number of messages	•	•
Internal mail box:		
Dial by name, setting up distribution lists, forwarding to a list,	•	•
dispatch messages, redispach with comments,	•	•
and reply function key <sup>(2)</sup>	•	•
Time and date messages received	•	•
External notification –(on mobile phone, pager, etc.)	•	•
Dial by name	•	•
Dynamic management of the memory	•	•
Personal options:		
Customised greeting	•	•
Protection by password	•	•
Recording/selection of three greetings	•	•
Creation of distribution lists	•	•
Selection of the language of voice assistant (optional)	•	•
Programming external notification	•	•

## Hotel voice mail

Setting up mail box on check-in	•	•
Voice assistant in guest's language	• <sup>(4)</sup>	• <sup>(4)</sup>
Simplified consultation functions	•	•
Protection by password	•	•

## Automated Attendant

Dedicated card support	•	•
Two levels of choices –(10 choices per level)	•	•
Separate day/night services	•	•
Forwarding to operator, mail box, extension,	•	•
information service	•	•
Forwarding to outside line	•	•
Automatic transfer of incoming faxes	•	•

## Information Service

Number of voice information boxes	45	45
Recording time per message (by default)	2 minutes	2 minutes
Internal voice information boxes	5 maximum	5 maximum

## Administration

Configuration from the Terminal	•	•
Setting parameters from a PC using Windows	•	•

(1) Depending on the system  
(2) Depending on the terminal  
(3) Depending on the country's availability  
(4) Extra languages option  
(5) Only 1 card per system  
    Only on the E platform

## 2-port-card

## 4-port-card<sup>(3)</sup>

