

Voice Mail Advanced Applications



Comprehensive Messaging Made Easy

To manage the voice mail, e-mail, faxes, text messages, and more that come to you at all hours, you need a system that not only handles all the basics, but also makes comprehensive messaging easy and efficient. The Toshiba Strategy® Enterprise Server (ES) voice processing system works with the Strata® CIX™ business communication system to turn sophisticated applications into practical solutions.

Powerful Applications Delivered to Your Desktop

Strategy ES voice mail systems handle all the basics including Automated Attendant, Call Routing, Telephone Answering, Voice Messaging, Audiotex, Call Screening, Message Notification, LCD feature prompting with Soft Key Operation, Call Recording, Networking, and more.

When you need to go beyond the basics, Token Programming customizes voice processing functions using Strategy's powerful yet simple scripting language. Tokens can add or enhance voice mail features and functions such as recording and playback, audio files, or using DTMF entries by callers to provide data response or special call routing. Tokens can perform functions as simple as a hook-flash, and as complicated as an IVR application, specific to your needs. Token Programming is developed and deployed by Authorized Toshiba Dealers.

Optional features can be added to your Strategy ES voice mail system to further customize your application.

- > **Unified Messaging**—allows you to access all your critical communications from a single screen, including voice, e-mail, and fax messages. Conveniently retrieve and send voice, fax, and e-mail messages from within your e-mail client inbox screen. You can even retrieve Strategy voice and fax messages via the Internet from any e-mail service that supports SMTP and POP3 protocols. Unified Messaging gives you the power to consolidate all types of communications and manage more messages in less time. Play voice messages through your PC speakers or through your handset for privacy. Display and print a fax on your screen. Forward voice or fax messages as WAV or TIF files to any e-mail address. You can also easily manage voice, fax, and e-mail messages via telephone—a must for employees when they don't have computer access.
- > **Fax Applications**—stores inbound faxes in your mailbox and allows them to be printed, forwarded, or displayed on your PC screen. When combined with Unified Messaging, fax messages can also appear in your e-mail inbox. Fax On Demand and Fax Back enables users to receive brochures, price lists, or other printed information from the Strategy system. Ideal for traveling employees, Fax Mail lets the user transmit faxes left in their mailbox to a portable computer fax device or hotel fax machine for printing. Fax Broadcast lets you instantly transmit any fax document to multiple recipients. You can even add voice comments to a fax. As a result, you'll open up a world of unprecedented communication opportunities.
- > **Text-To-Speech**—leading-edge technology enables any touch-tone telephone to audibly read e-mail messages to you. Text-To-Speech capability gives traveling employees easy access to e-mail when they don't have access to your computer system or the Internet. This feature also makes it easy to forward or reply to e-mail messages—all remotely via any telephone. With Text-To-Speech at their fingertips, your employees can obtain their e-mail messages anywhere, anytime. That gives them the power to stay productive, make instant decisions and immediately react to urgent business opportunities.
- > **Speech Recognition**—processes commands from the caller's voice, making communication easy and intuitive. Using simple spoken responses, callers can quickly access product information or a specific person's extension from the Strategy ES system. Plus, employees who are out of the office can call in, then simply speak a command to access their voice mailbox. With these capabilities, Speech Recognition helps maximize the ease and effectiveness of both incoming customer calls and internal employee calls, while projecting an innovative image for your company.
- > **Interactive Voice Response**—enables Toshiba Authorized Software Developers to create custom IVR applications. A developer works directly with the customer to determine their exact IVR application needs. An IVR application can relay specific computer database information to callers over the telephone based on an individual's unique input from a touchtone telephone dial pad. Information received from the database can be spoken back to the caller in a number of different ways, such as date, time, dollars and cents, numbers, or predetermined phrases.

SPECIFICATIONS

	STANDARD APPLICATIONS
LVMU1A	Strata CIX Stratagy Voice Mail, Auto Attendant, Token Programming.
iES16	Strata CIX Voice Mail, Auto Attendant, Token Programming, 5-seat Unified Messaging.
iES32	Strata CIX Voice Mail, Auto Attendant, Token Programming, 5-seat Unified Messaging.
ES48	Strata CIX Voice Mail, Auto Attendant, Token Programming, 5-seat Unified Messaging.
ES96R2	Voice Mail Voice Mail, Auto Attendant, Token Programming, 5-seat Unified Messaging.
MicroMAS	2-port Stratagy ES Voice Mail with Auto Attendant and 5-seat Unified Messaging, eManager® browser-based system administration. My Phone Manager® browser-based personal administration.
MAS	4-port Stratagy ES Voice Mail with Auto Attendant and 5-seat Unified Messaging. eManager browser-based system administration. My Phone Manager browser-based personal administration.
	OPTIONAL APPLICATIONS
LVMU1A	Stratagy ES feature groups not supported on LVMU1A. IVR capabilities available via Token Programming.
iES16	Stratagy ES feature groups include additional Unified Messaging seats, Text-To-Speech, Fax Server. IVR capabilities available via Token Programming or custom development.
iES32	Stratagy ES feature groups include additional Unified Messaging seats, Text-To-Speech, Fax Server. IVR capabilities available via Token Programming.
ES48	Stratagy ES feature groups include additional Unified Messaging seats, Automatic Speech Recognition, Text-To-Speech, Fax Applications. IVR capabilities available via Token Programming or custom development.
ES96R2	Stratagy ES feature groups include additional Unified Messaging seats, Automatic Speech Recognition, Text-To-Speech, Fax Applications. IVR capabilities available via Token Programming or custom development.
MicroMAS	Additional Stratagy ES ports up to maximum 8. Stratagy ES feature groups (additional Unified Messaging seats, Automated Speech Recognition, Text-To-Speech). IVR capabilities available via Token Programming or custom development. Strata Automatic Call Distribution (ACD) and OAISYS modules. Insight CIX or TASKE ACD Reporting. Info Manager® Web-based telephone applications. FeatureFlex® adaptability/customization tools.
MAS	Additional Stratagy ES ports up to maximum 32. Stratagy ES feature groups (additional Unified Messaging seats, Automated Speech Recognition, Text-To-Speech). IVR capabilities available via Token Programming or custom development. Strata Automatic Call Distribution (ACD) and OAISYS modules. Insight CIX or TASKE ACD Reporting. Info Manager Web-based telephone applications. FeatureFlex adaptability/customization tools.