

# Messages Mean Business with SwyxVoiceMail

Imagine being away from your desk for a few minutes and coming back to find that you've missed a critical call from your most important customer. What happens when you go on holidays? Do you come back to a pile of handwritten notes left on your desk, some of which can't be read because the handwriting isn't very clear? Do you have to depend on an office-based colleague reading your telephone messages to you over the phone when you're out of the office travelling on business so that you don't keep your customers or prospects waiting for you to return their calls? The ability for a business to handle

messages through an efficient voicemail system is absolutely critical to on-going business success. Voicemail facilitates the sharing of information, particularly between employees and work teams that are based in the geographically dispersed working locations. Voicemail is also critical to customer service – the customer or prospective customer can leave exactly the level of detail that they feel appropriate knowing that that information will get through to its intended recipient or department, and they can leave a message at any time of day or night, whenever it suits them.

## Benefits of SwyxVoicemail

- Important messages need never be mislaid, misspelled or misinterpreted
- Mobile and home-based employees can be more responsive by being able to easily retrieve voicemails
- Callers leaving a voicemail receive a higher level of customer service by being given information via the voicemail announcement about how quickly the recipient can respond to their message
- Users can easily prioritise their response to voicemails based on the name and/or number of the caller providing better service to key customers

## Much more than voicemail

The SwyxVoicemail option provides each one of its users with the equivalent of a personal answering machine – voicemail. Office based employees can easily see by glancing at their phone if they have a message waiting for them and can listen to their voicemails simply by clicking a phone button. In addition to accessing voicemails through the desk phone, users can see the message waiting indicator on the SwyxIt! softphone client on their PC or laptop and can listen to their voicemails through the PC/laptop soundcard.

Mobile employees who spend a lot of time travelling can easily pick up voicemails by dialling into their voicemail system with any phone and can also change their voicemail announcement remotely so that callers can hear the most up to date information regarding their availability to take a call. Any employee who works remotely with the SwyxIt! softphone can also see at a glance if they have a voicemail waiting for them. These remote users can also listen to their





voicemails through the SwyxIt! softphone client on their PC or laptop.

A key benefit of the SwyxVoicemail option is that all mail servers are supported. This means that users of email systems, such as Microsoft Outlook and Lotus Notes, can see a list of their voicemails in their inbox. This is made possible as voicemails are stored as WAV files and attached to an

email just like any other file attachment. This enables users to choose the order in which they listen and respond to voicemails, perhaps giving highest priority to messages from an important client or a colleague who has some critical information. When a user is faced with multiple voicemails, the ability to quickly address the most important can have a significant impact on the business.

## See voicemails as emails

As voicemails can be stored as emails, they can be forwarded just like emails to another email address or multiple email addresses so that the new recipient(s) can hear the exact details of the voicemail without risking the contents being mis-interpreted when passed on verbally by the original recipient. For example, a complicated message may be left by a customer for a new employee who does not understand the technical details of the message. The voicemail can be forwarded directly to a technical support expert who will be able to understand the query and more quickly

address the customer concern without having to ask the customer to repeat the details of the voicemail.

The voicemail functionality goes far beyond the performance of a traditional answering machine. It allows you for example to use caller-specific, time-specific, and date-specific announcements so that callers can receive relevant information about your whereabouts and how quickly they can expect you to return their call.

## Features of SwyxVoicemail

- Can be enabled for each user
- Can be accessed remotely via a telephone or via the SwyxIt! client
- If a phone is not available voicemails can be listened to via a PC with a sound card
- Can be listened to from any phone
- Access to voicemails is protected via individual PIN codes
- Can be accessed through email applications such as Microsoft Outlook and Lotus Notes
- Can be forwarded as easily as emails

## System Requirements

Server: SwyxServer Installation , Client: SwyxIt! Installation

## For more information

For more information contact your local Swyx distributor or reseller. To find your local distributor or reseller visit [www.swyx.com](http://www.swyx.com) or call Swyx on +44 (0) 118 325 0110 or +49 (0) 231 47770.