

ELETECH
ENTERPRISE CO., LTD

VOICEMAIL *WITH FOLLOW ME*

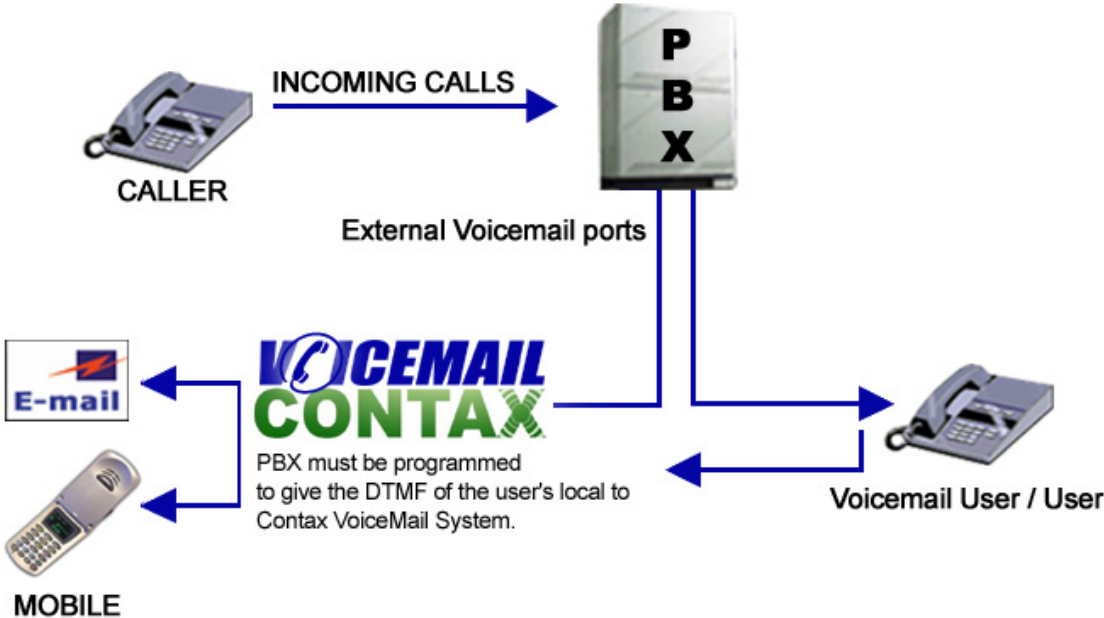
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I. What is Eletech VoiceMail System

An innovative voicemail system, powered by CONTAX IVR and designed to meet all your voice mail needs; equipped with our very own "Follow-Me" features that enables you to reach your VoiceMessage in any way you prefer – via e-mail or SMS.



II. System Overview

CONTAX VoiceMail Package

CONTAX IVR License
PCI TAPI Boards
Eletech VoiceMail System Call Flow

Server Specifications

Pentium III 450 Mhz
Windows 2000 Professional
128 MB
20 Gigabytes (specs can be higher)

"Follow-Me" Peripherals

Mobile Phone w/ SIM for SMS
E-mail Account for E-mail and Auto Forward

PBX Connections

External Voicemail Ports
PBX must send DTMF to VoiceMail Server

VoiceMail TERMINOLOGIES

VoiceMailInbox:

The repository of the VoiceMessages, where the users access to manage their messages.

VoiceMail Messages:

Messages that are handled by Eletech Voicemail System. This has two types:

- a. *VoiceMail* – voice messages left by the callers which are being stored in the VoiceInbox and retrieved later on by user.
- b. *VoiceMemos* – this serves as a virtual notepad or a message keeper where the Voicemail System Users can conveniently record their messages and store these in VoiceInbox for future use. Its less than expensive than typing.

"Follow Me" Feature:

A wise feature that enables instant user prompting and VoiceMessage forwarding via:

- a. *SMS* – receive an SMS message informing you of a new VoiceMessage.
- b. *E-mail* – receive an e-mail informing you of a new VoiceMessage.
- c. *Auto Forward* – a user option that automatically forwards all your VoiceMessages as an attachment to your e-mail, so he can conveniently retrieve them anywhere in the world, any time of the day for free!

VoiceMail User:

The owner of the VoiceInbox, also referred to as the User.

Caller:

The person who calls the VoiceMail User and leaves VoiceMessage for the user.

SYSTEM DEFINED

The administrator defines these system features in the call flow program of the VoiceMail w/ Follow Me System.

TOTAL CONTROL

VoiceInbox can be activated or deactivated for each user. Size limit of VoiceMessage can also be set.

PERSONALIZED VoiceInbox

Each local is entitled to a VoiceInbox for a personalized management of VoiceMessage folders.

"FOLLOW-ME Features"

Instant SMS Prompting and VoiceMessage e-mail forwarding features that can be activated to keep you informed. Plus the cost you save in retrieving your VoiceMessage via e-mail rather than calling your office in long-distance charges, when you are in abroad or out-of-town.

VoiceInbox Clean-Up

VoiceInbox clean-up can be set periodically. Simply set the date, and the system will automatically delete the VoiceMessages.

USER DEFINED

The users can define these features by just calling their VoiceMail number

User defined Password

For confidentiality, users have the privilege to modify their password anytime.

VoiceMail Greetings

Users can record their own VoiceMail greetings

VoiceMail Forwarding

Users can send their received VoiceMessage to other VoiceInbox

VoiceInbox Management

Users can organize their VoiceMessage through adding folders and keeping their messages

EXTRA FEATURES

TRASH CAN

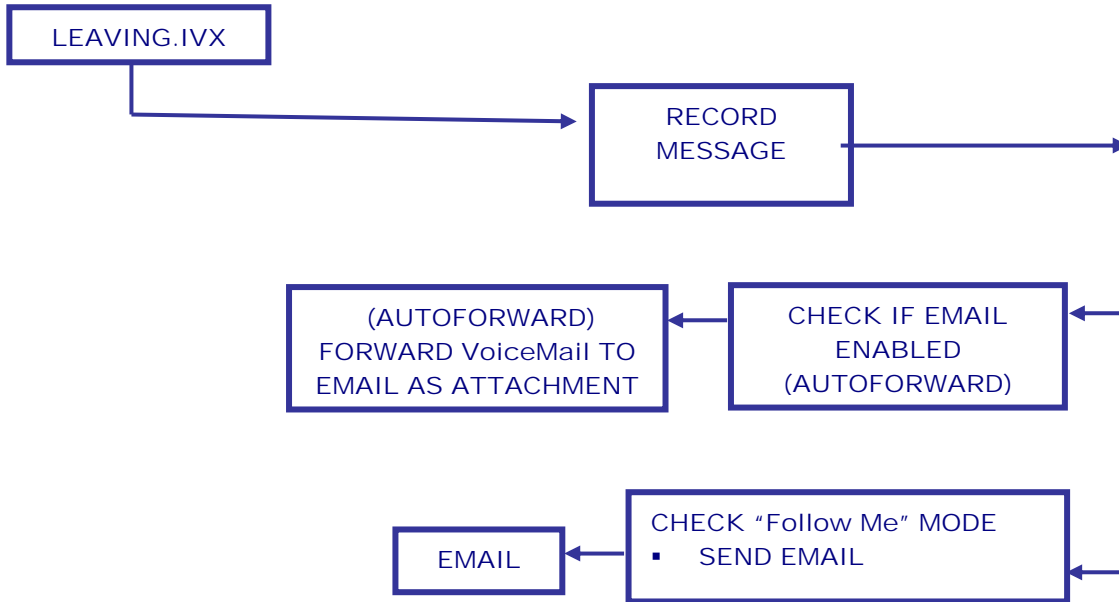
VoiceMemo

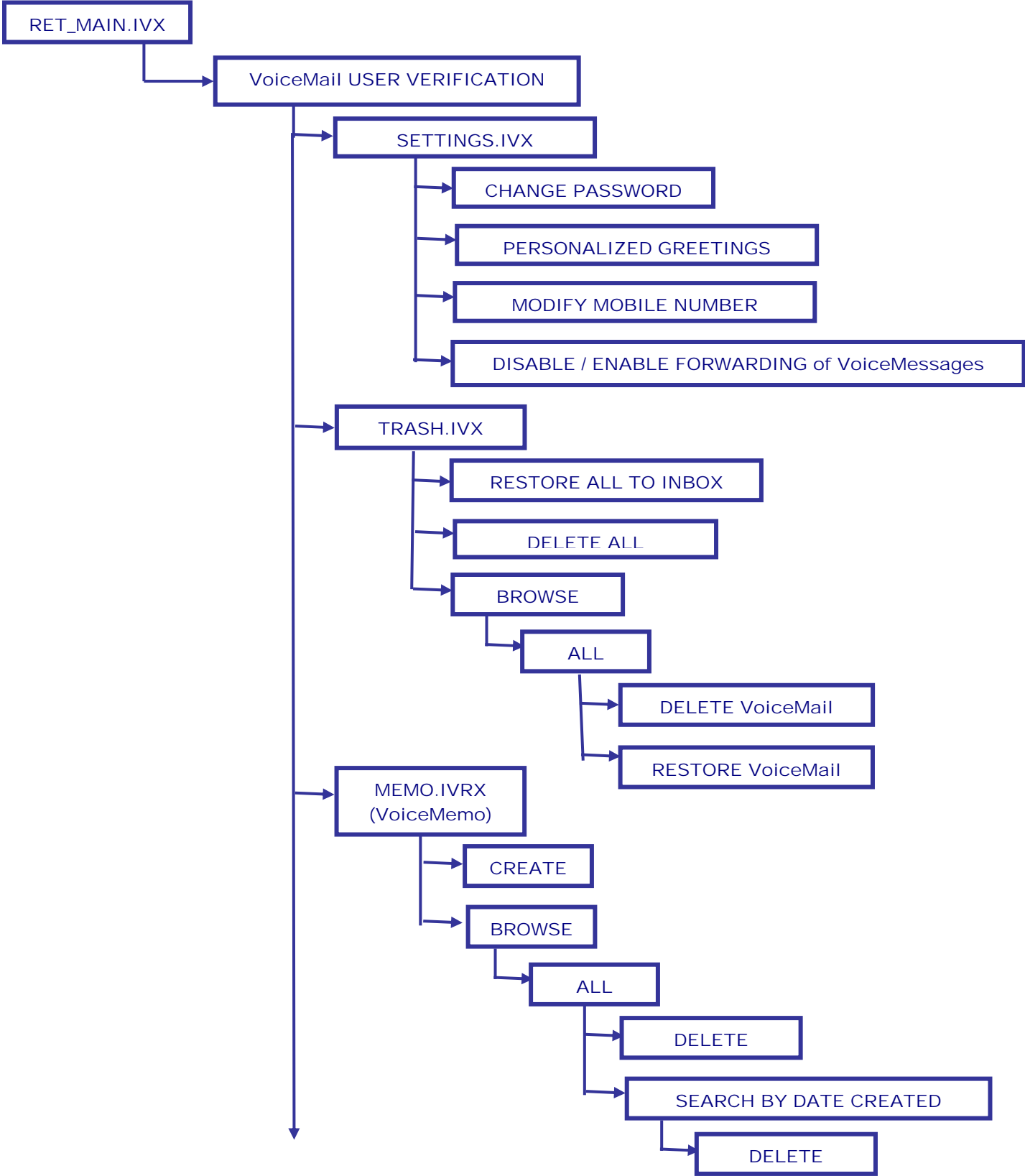
VoiceMail Priority Level

- Urgent
- Private

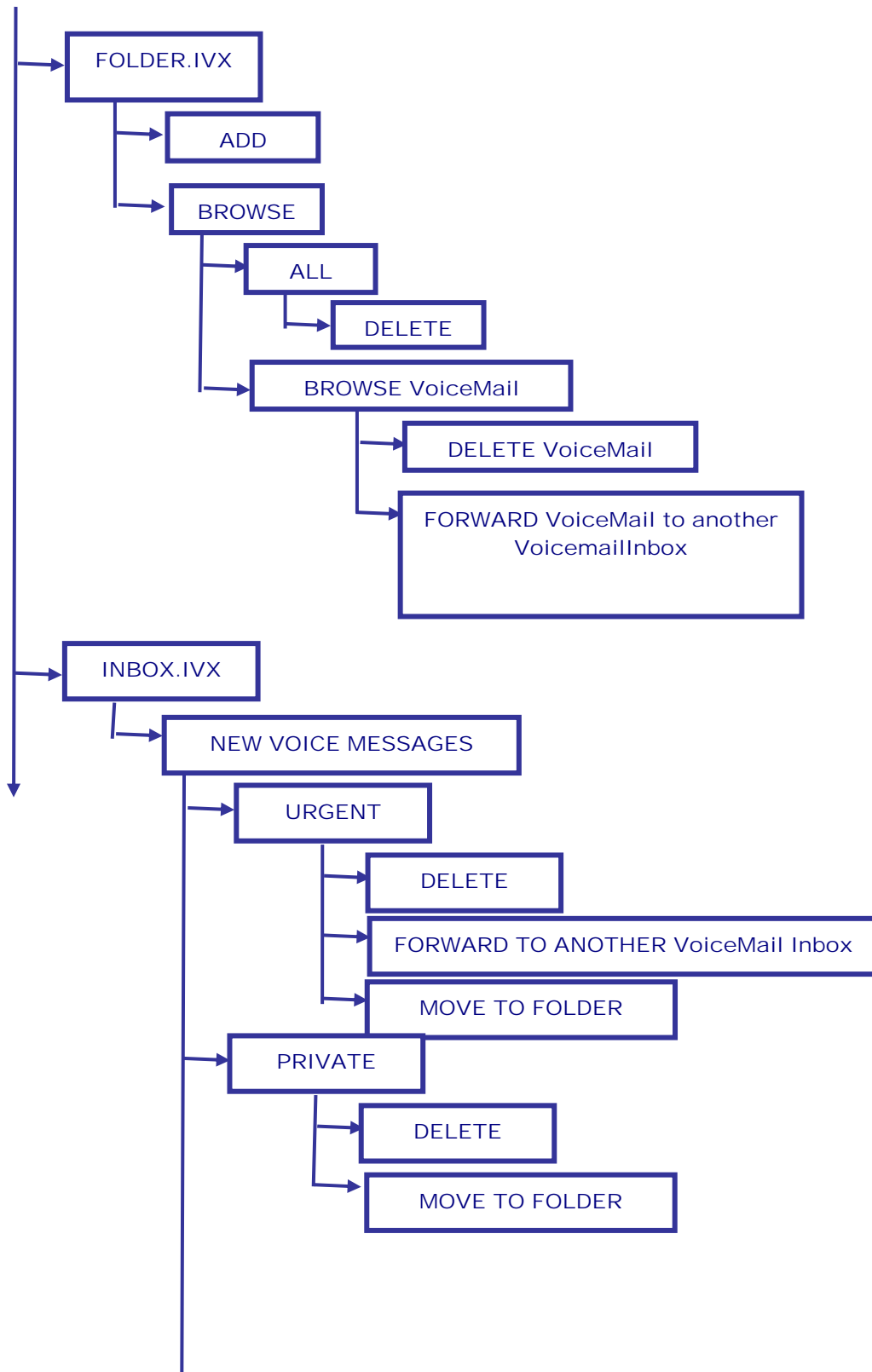
IV. VoiceMail System Flowchart

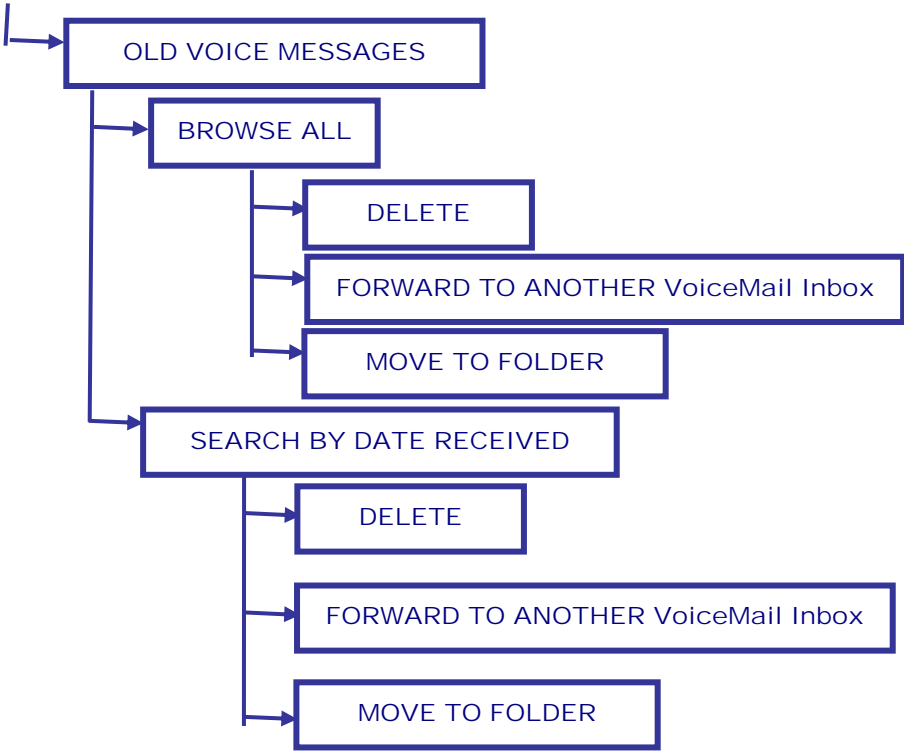
LEAVING of VoiceMail MESSAGE (Callers)





VoiceMail System Flowchart





V. VoiceMail System Know Hows

ADMINISTRATOR DEFINED

HOW DO I....

a. ACTIVATE USER'S VOICEMAIL SYSTEM

Add the user's extension(s) and details (i.e. email address, mobile number) to the Extensions table found in VM.MDB file

Extension Table

Field Name	Data Type	Description
Inbox	Text (5)	Extension number
Name	Text (250)	Name of the Owner of this Inbox
Email	Text (150)	Email address of the Owner of this Inbox
Mobile_No	Text (50)	Mobile Number of the Owner of this Inbox
Password	Text (7)	Password to access this Inbox, this is be changed later by the Owner
Greeting	Text (150)	This should be empty at first, it will later on contain the path of the wave file of the personalized greeting created by the Owner.
Forward_to_email	True/False	If set to True, all incoming voice messages will be forwarded as attachment to the email address of the Owner. If an only if the <i>Forward_to_Email_enable</i> in the <i>System</i> table is enabled.

b. SET LIMIT of VOICEMAIL MESSAGE in a user's INBOX

Define the number of messages received in the users Voicemail Inbox in the System table.

System Table

Field Name	Data Type	Description
VoiceMail_Limit	Number	When set to 0 there is no limit to the number of voice messages the Inbox folder can contain. Otherwise it should contain lesser number of mails (new and old combined).

c. PROVIDE VOICEMAIL INBOX FOR EACH USER

VoiceMail Inbox user must have a unique local/extension number to own a VoiceMail Inbox. Proceed to letter **a** for instructions.

d. ACTIVATE "FOLLOW-ME" FEATURES

Define the "Follow Me" features in the Inform_User field found in the System table.

System Table

Field Name	Data Type	Description
Inform_Users	Text (25)	Can be "email" or "sms" or no value at all. This determines how the Inbox Owners will be informed if a new voice message was received.

Note: Data must be written in small caps.

e. SCHEDULE VOICEMAIL INBOX CLEAN-UP

Define the maximum number of days that Voicemail Messages can stay in the Trash Folder.

System Table

Field Name	Data Type	Description
Delete_Older	Number	Number of days voice messages can stay in the trash, if it exceeds it will be automatically deleted. If set to 0, no automatic deletion.

USER DEFINED

HOW DO I...

f. CHANGE PASSWORD

Users can simply call in the VoiceMail Message Retrieval number and follow the instructions for changing password.

g. RECORD / MODIFY GREETINGS

Users can simply call in the VoiceMail Message Retrieval number and follow the instructions for recording greetings.

h. FORWARD A RECEIVED VOICEMAIL

Users can simply call in the VoiceMail Message Retrieval number and follow the instructions for forwarding VoiceMail Messages.

i. CREATE / ORGANIZE VOICEMAIL INBOX FOLDERS

Users can simply call in the VoiceMail Message Retrieval number and follow the instructions for creating, deleting or forwarding VoiceMail Messages. Forwarding works for non-private messages only.

j. Create / Browse / DeleteVoiceMemo

Users can simply call in the VoiceMail Message Retrieval number and follow the instructions for creating, browsing and deleting VoiceMemo. Once deleted, VoiceMemo cannot be restored.