



# Voice Server



## Voice Servers: For telephone systems on ISDN basic rate and ISDN primary rate lines

Voice Servers are central voice systems connected between the public telephone network and the telephone system. Their purpose is to add functionality to the telephone system. The major advantage of the Voice Servers is that they are independent of the make and characteristics of the PBX. Voice Servers therefore are easy to install and to use.

The use of automated voice systems has increased a lot over the past years. People are nowadays used to the fact that they can get an Automated Attendant on the line or are placed in a Call Queuing system. However, many companies still do without this functionality, causing telephones not being answered or being busy all the time. The negative effect of this on business is evident. Many organisations are not even aware of the problem because no information is available.

The Voice Servers are a unique answer to all automation needs on telephone systems. They offer a range of functionalities that will greatly enhance the capacity of your existing PBX, providing efficient solutions at an affordable price.



- Interactive call attendant
- Call queuing
- Voice mail and unified messaging
- Scripts based on date, time or remote settings
- Call statistics / Call logging



## Auto Attendant

An auto attendant should be a basic functionality on a business telephone system. The telephone is answered with a greeting and then the options are given; usually offering a selection between departments and sometimes between languages. The auto attendant function is essential to reduce the workload of personnel involved.

## Call Queue

Even with an auto attendant in place, it may happen that there are not sufficient people available to service the callers. A call queue can balance the burden on the workstations over time. Without a call queue personnel servicing calls cannot be effective. When telephones are not answered, customers will give up. To have sufficient people to always answer at once would be a waste of personnel. A call queue that gives clear information to the callers about the progress that they are making in the queue is the perfect answer.

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## Making use of the waiting time

Not surprisingly, music can be played to callers waiting in the queue, improving the "waiting experience". Because the sequence is individual, information messages can be sent to callers in the queue as well, making the wait time more effective for the caller as well as for you.

## Call Statistics / Call Logging

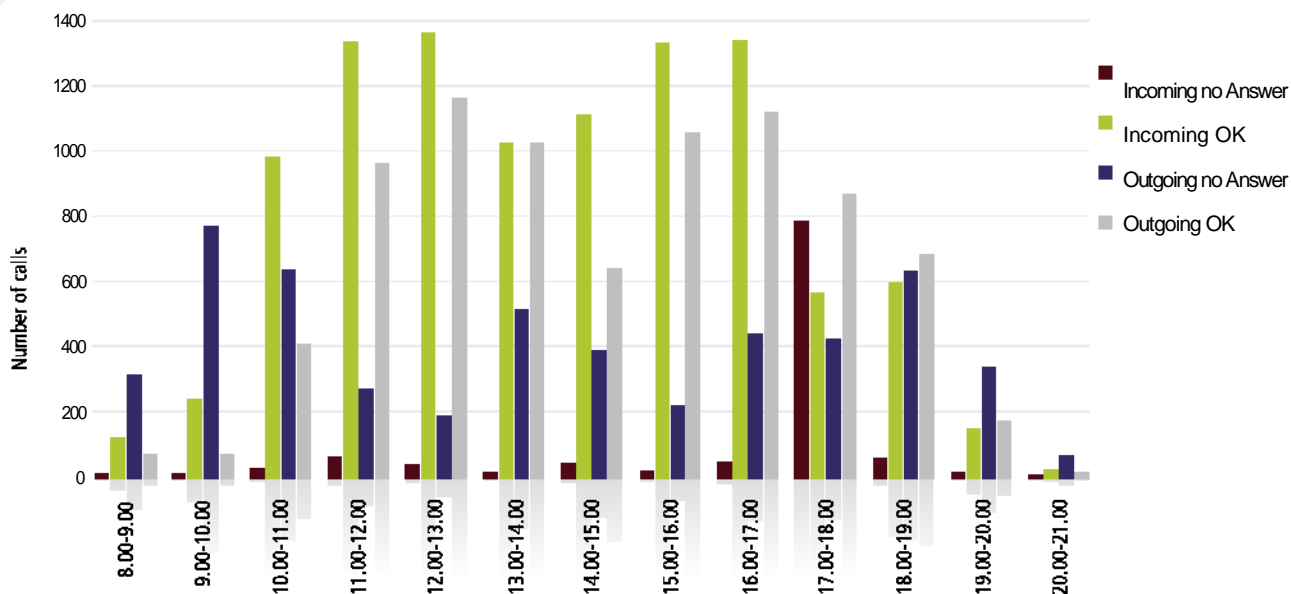
It is very difficult to plan the servicing of telephone calls well without sufficient information. Voice Servers therefore offer comprehensive call statistics functionality over extended periods. Because the Voice Servers have an integrated hard disk, there hardly is a limit to the number of calls that can be incorporated in the statistics. Optional PC software can print graphic charts that allow you to analyse the communication flow. This analysis will give you clear insight of exactly what is happening and enable you to pinpoint problems. Imagine not knowing that you are losing business because customers are giving up while waiting to be serviced!

## Voice mail with unified messaging

A reliable voice mail system is another important part of servicing incoming calls. When an employee is on the phone or out of the office, his voice mail kicks in. Essential for this to function well is the unified messaging function in the Voice Server. This means voice mail is sent immediately as an e-mail to the person who has been called. Therefore, a person does not need to take any special action to retrieve the voice mails; they are simply delivered automatically. Having had many years of experience with unified messaging, we can say that it is by far the best way to make voice mail effective.

## CLID Auto Login

Of course, voice mail can be listened to by using a local or remote telephone as well. A special feature called CLID Auto-Login immediately enables you to listen to your voice mail without the need to go through a time consuming login procedure. The Voice Server recognises your cell phone thereby saving time and connection costs wherever you are.



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## A built-in scheduler

After office hours, the way incoming calls are handled usually changes. Also during holidays or lunch breaks, the procedures may be different. The Voice Server has a scheduler for date, time and procedures. Greetings and voice mail routing can change completely based on the date or time of day. They are fully independent.

## Configuration and installation

The Voice Server is a dedicated system for voice response. Because it is not PC based, there is no software overhead for other tasks. This offers unsurpassed reliability.

Installation is easy because the Voice Server is independent of the PBX. It connects in-between the telephone network and the PBX. This solves the complications of interworking with the PBX. The Voice Server will work with every PBX!

Configuration again is very easy. The Voice Server is made to perform only the tasks it was designed for, so there are simple procedures to enter voice prompts, menus and the e-mail addresses of the mailboxes. Nothing a system administrator or technical oriented person cannot do himself.

Configuration is also possible from a PC. All Voice Servers have an Ethernet port so any PC in the network can connect to it. Voice prompts can be recorded on the PC and transferred to the Voice Server. Of course, the access to the Voice Server is protected by a password.

## Optional Call Recording functionality

The Voice Server gives you yet another unique option. You can record a selection of your calls or even all your calls if you wish to do so.

## Models tailored to your requirements

There are 4 models Voice Servers, all of them for ISDN lines:

- 2 ISDN Basic Rate lines (serving 4 channels)
- 4 ISDN Basic Rate lines (serving 8 channels)
- 1 ISDN Primary rate line (serving up to 16 channels)
- 1 ISDN Primary rate line (serving up to 30 channels)

The above means flexibility. The cost of the system is directly related to the capacity that is required. Another option we offer is the housing of the unit. The Voice Servers are available in a space saving ABS housing and in a 19" rack mount housing. Your choice between these options will be largely based on the existing installation of other telephone and network equipment that you already have.



ABS Housing



19" chassis

# Technical specifications

Power supply	
ABS Housing	Adapter with input 100-240 Volt 47-63 Hz AC, Output 10 Volt DC max. 2A
19" chassis	Input 100-240 Volt 47-63 Hz from mains

Working environment	
Ambient temperature	0° to 40°C
Humidity	10%-90% (Non Condensing)

Connections		Type
1	All models	MiniDIN 9 pin serial RS232 max. 115.200bps
2	All models	Ethernet 10-BASE-T / 100-BASE-T RJ45 UTP
3	ISDN / 2	2 x RJ45 with 2 x adapter - So in and out
4	ISDN / 4	4 x RJ45 with 4 x adapter - So in and out
5	ISDN PRI	2 x RJ45 - E1 in and out
6	All models	microphone stereo / dual mono input 20Mv at 10K



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