

SUMMARY OF FEATURES

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- Call Queuing and Call screening
- Customizable System Prompts
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- Fax Tone Transfer
- Greetings by Port/Trunk
- Multilingual and TDD Capability
- PA System Call Announce Capability
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- IVR Module
- Outbound Telemarketing Module
- Talking Classifieds Service Module
- Visual Call Management Module
- And More

KEY VOICE PRODUCT FEATURE OVERVIEW

VERSATILITY THAT GROWS TO MEET YOUR NEEDS

Key Voice offers four call processing systems designed to increase any company's efficiency and productivity:

- Corporate Office®
- Corporate Office NT
- Small Office™
- Small Office NT

All four are feature-rich systems offering voice and mail, automated attendant, and programmable Audiotex capabilities.

The Corporate Office voice processing system provides up to 10,000 mailboxes and potentially unlimited voice message storage space. It also includes more than 60 sophisticated standard features and several optional modules that improve the professionalism and productivity of any company.

Small Office answers the needs of smaller companies that require full-featured voice messaging at an affordable price. This system has the same sophisticated features set as

Corporate Office. The only difference is the number of boxes available—Small Office offers 100 mailboxes and up to 5 each of other types of boxes.

Just being introduced, Corporate Office NT and Small Office NT are Key Voice's newest and most exciting voice processing systems. These Windows NT®-based systems take the expansive feature set provided in Key Voice's other voice processing products onto the robust NT platform. This provides users additional functionality ranging from enhanced graphical input screens to powerful unified messaging features.

No matter which system you choose, you know you can grow with Key Voice. Through low-cost, no-hassle upgrade packages, you can move from Small Office to Corporate Office or from regular to NT-based product platforms. Your dealer can provide information on hardware configurations you can buy now that make it easy to upgrade when the time comes.



FEATURE OVERVIEW

ADVANCED VOICE MESSAGING

Key Voice systems are designed from the user's perspective. Unlike other systems, Corporate Office and Small Office products combine the power of Audiotex service with feature integration to give callers flexibility not available with most systems. Key Voice systems provide the most sophisticated yet easy-to-use features available-including fax management, Talking Classifieds, interactive voice response (IVR), computer-telephone integration with Visual Call Management, and more. Key Voice's features list constantly grows and improves. This means you can count on Key Voice for cutting-edge voice processing.

SYSTEM PLATFORM

SYSTEM HARDWARE

Key Voice systems are designed around the PC platform, enabling users to take advantage of increased processing power at lower costs. The PC platform's flexibility enables your Key Voice dealer to package enhanced system options such as disk optimization utilities, network connectivity, disk redundancy, and tape backup systems at very low costs when compared to proprietary hardware. The platform, by its very nature, protects against obsolescence.

SYSTEM INTEGRATION

The Systems Integration Package, included with Key Voice systems, is designed to fully integrate the voice processing system with a wide variety of key systems and PBX

systems. This way, a Key Voice system can grow with your company, no matter what kind of telecommunications equipment you upgrade to in the future. Key Voice's integration capability is the highest available among voice processing systems. Your Key Voice dealer will advise you of the Key voice system's level of integration to your specific telephone system and will discuss with you the implications of "integration vs. interface." Hardware and software components can be custom-designed to deliver the precise feature set and call processing power you need.

AUTOMATED ATTENDANT FEATURES

BUSY AND NO-ANSWER CALL HANDLING

Subscribers can set up special call handling features, including 10 personal greetings, call forwarding, and call queuing. Subscribers away from the office, for example, can ensure their calls are promptly answered by forwarding them to ring other phones in the office.

CALL QUEUING

Call queuing gives callers the option of holding for a specific extension when it is busy. The system politely keeps callers apprised of their position in line. Key Voice systems may be designed to frequently check with holding callers, offering options such as leave a voice mail message, speak to the operator, or try another extension. Music or informational messages can also be played while callers are waiting.

CALL SCREENING

Call screening allows subscribers to choose whether they want to take calls or have the system take a message. The system asks the caller to voice his/her name and then announces the call to the subscriber. In addition to accepting a screened call or sending the caller to the active mailbox greeting, the subscriber also has the option to:

- Play any of 10 pre-recorded mailbox greetings to the caller
- Transfer the caller to a pre-programmed alternate extension, such as a secretary
- Transfer the caller to any telephone on the system
- Record the conversation

CUSTOMIZABLE SYSTEM PROMPTS

As part of the installation process, you have the option to re-record standard system prompts, in the event you want to customize them.

DIRECTORIES AND DIAL-BY-NAME

Alphabetical directories allow callers to easily search for individual extensions or mailboxes, through the use of touch-tones. Callers can get individuals by using the touch-tone pad to spell last names or first names. The system can be configured to announce the mailbox number to the caller or keep it private, when privacy is an issue.

FAX TONE TRANSFER

The fax tone transfer feature automatically transfers calls to a fax machine when an incoming fax tone is detected. Dedicated

FEATURE OVERVIEW

fax lines normally carry a monthly charge to send and receive faxes. Now with the fax tone transfer feature you can eliminate the monthly charge and let the Key Voice system direct incoming faxes to a fax machine, saving you hundreds of dollars or more per year in dedicated fax line charges.

GREETINGS

System voice greetings, which are used to greet callers, can be configured to automatically change based on times specified for regular business hours (including morning, afternoon, and evening), after hours, and holidays. The greetings can be recorded on-site or remotely. Greetings can also be recorded in up to 9 languages and can be used in Audiotex applications to provide information to callers without human intervention. The setup process is made simple and understandable through clever pop-up menus and a clear, concise, logical design.

GREETINGS BY PORT/TRUNK

Using the greetings by port or greetings by trunk feature, you can have the system answer calls for certain individuals, functions, or departments with specific greetings you designate.

MULTILINGUAL CAPABILITY

Key Voice systems are capable of processing calls in up to 9 languages simultaneously. At the start of the call, callers are asked to choose from a menu of languages. From that point throughout the call, the caller hears all prompts in the selected language.

PA SYSTEM CALL ANNOUNCE CAPABILITY

Key Voice systems are capable of receiving a call, placing it on hold, and connecting to an internal or overhead paging system to announce the call. This feature may be very useful in large warehouses, freight loading areas, or anywhere employees are frequently away from their telephones.

TIME/DATE ANNOUNCEMENTS

The system can, as part of an announcement, voice the time and/or date at almost any point in the call.

VOICE MAIL FEATURES

Most voice mail features can be controlled at each mailbox owner's extension or remotely, using a touch-tone telephone.

AUTO MESSAGE FORWARD

The auto message forward feature automatically forwards messages that have not been listened to after a specified amount of time to a predetermined mailbox.

AUTOMATIC STATION LOG ON

Depending on the type of phone system, Key Voice systems can be configured to automatically log subscribers into voice mail when they dial a few numbers from their own extensions.

CALL BLOCKING

Call blocking serves as a "do not disturb" feature when subscribers want calls to go

directly into their mailbox without ringing their extension.

CALL FORWARDING

Call forwarding allows subscribers to have the system automatically transfer their calls to another extension or phone. This feature ensures that important calls receive prompt attention, either by another subscriber, who was designated to receive the forwarded calls, or by the subscriber, who set up the system to send the calls to a location other than his/her usual extension.

CASCADING MESSAGE DELIVERY

Cascading message delivery allows the system to call up to 5 different on-premise or off-premise telephone numbers whenever a message is received in the subscriber's mailbox. Message delivery can be set to operate on one of 6 different schedules, so even subscribers whose daily activities change from day-to-day can have the system reach them with messages.

DISTRIBUTION LISTS: GROUP BOXES

System supervisors can use the Group Box feature to easily create general distribution lists. A distribution list is a custom list of mailboxes that belong to subscribers who often must receive the same message. Any subscriber can send a message to a Group Box, which then distributes the messages to all mailboxes listed in it. Messages you send to a Group Box can be distributed immediately or at a future time you designate. You may also request confirmation, and the system will let you

FEATURE OVERVIEW

know who received the message and when they received it.

DISTRIBUTION LISTS: PERSONAL LISTS

Each subscriber can create and store up to 4 distribution lists with up to 20 mailboxes on each. This allows the subscriber to efficiently send one message to a certain set of subscriber mailboxes he/she defines. Each personal distribution list can be accessed and altered only by the subscriber who created it, not by other subscribers on the system.

FUTURE DELIVERY

Subscribers can schedule messages to be sent to themselves or to other subscribers up to a year in advance. Simply specify a future time date, hour, and minute that the message is to be delivered. Future delivery is particularly useful as an automated reminder system that prevents subscribers from forgetting to relay messages.

GUEST/CLIENT MAILBOXES

Guest mailboxes with limited access to system features can be set up easily on the system. Using this feature, you can allow people or businesses who are associated with your business, but who do not have a telephone assignment, to have a voice mailbox on the system. This is particularly useful in sales environments, or where people work remotely.

MAILBOX DEFAULT OPERATORS

The system allows system supervisors to designate a different operator for each

class of service. If a caller presses 0 when asked to record a message, the call is transferred to the default operator for that class of service. By designating default operators by class of service, you can make operator service more accommodating for callers. If one class of service is set up for all mailboxes in a particular department, for example, the default operator for the class of service could be the department administrator, instead of the company receptionist.

MESSAGE CONFIRMATION

The system can provide the date and time a recipient listened to a message. It also informs the recipient that the sender will be notified that the message was listened to.

MESSAGE INFORMATION

Message information voices to subscribers the date and time each message was received in their mailbox.

MESSAGE REWIND/PAUSE/ FAST FORWARD

The system allows subscribers to rewind, fast forward, or pause messages during playback.

MESSAGE WAITING LIGHTS

The system lights message waiting lamps to signal subscribers that a message has been received in their mailbox. This capability is only available with appropriately equipped telephones. Certain telephone systems also integrate with Key Voice systems to show the number of new messages in the telephone's display area.

MULTIPLE MESSAGE CAPABILITY

The system allows a user to record one voice message and send it to as many subscribers as needed.

NEW/OLD MESSAGES

Subscribers can choose to save messages as old or new.

NEW USER TUTORIAL

A user-friendly tutorial helps subscribers set up their mailboxes by prompting them to record certain greetings and by automatically adding their names to the Dial-by-Name directory.

PAGER NOTIFICATION

The system can automatically page subscribers when they receive messages in their mailboxes, and it accommodates 3 different paging options: Relay paging prompts callers to enter a number and transmits that number to the subscriber. Voice paging allows callers to record a message, which is subsequently played to the subscriber being paged. Standard notification simply alerts subscribers when they receive new messages in their mailbox.

PASSWORD-PROTECTED MAILBOXES

Subscribers can only access a mailbox by entering the correct user-programmed password. Subscribers can change their passwords at any time.

FEATURE OVERVIEW

PERSONALIZED VOICE GREETINGS

Key Voice systems feature several voice greetings recorded by each subscriber. These prompts include a name prompt and up to 10 personal greeting prompts. The new user tutorial walks new subscribers through recording these prompts when they first call in.

PRIVATE MESSAGES

Subscribers can tag messages as private. Private messages can only be listened to by the recipient, they cannot be forwarded.

RECOVER ACCIDENTALLY DELETED MESSAGES

Subscribers can recover messages that they mistakenly delete during the current session.

REPLY TO SENDER

Subscribers can review a message then choose to transfer directly to the sender's mailbox to leave a reply—all at the touch of only two keys.

SEND A MESSAGE COPY

Once a subscriber listens to a message, he/she can choose to send the message on to another subscriber on the system, with or without adding comments to the beginning or end of the message.

SENT MESSAGE EDITING

A subscriber can delete a message he/she previously sent to another subscriber's mailbox, as long as the recipient has not yet listened to the message.

SKIP GREETING MESSAGE

Your system is set up to skip greetings when the caller presses the 1 key. If a caller does not want to listen to the entire greeting, he/she may skip it and go directly to the mailbox to record a message immediately.

SKIP MESSAGES

The skip message feature allows a subscriber to skip a new message while listening to it. The skipped message is automatically saved in the old message category.

SUBSCRIBER OUTBOUND CALLING

After accessing his/her mailbox, a subscriber can have the system place a call to an outside telephone number. Using this feature, subscribers who call into their mailbox from a pay phone, for example, can make outbound calls through the Key Voice system. Additional controls allow system supervisors to restrict the area codes and phone numbers a subscriber can call when placing an outbound call through a mailbox.

TRANSFER TO SENDER

Transfer to sender enables the recipient of a voice message to immediately transfer, live, to the sender's extension. This feature may depend upon telephone system capabilities.

URGENT MESSAGES

A caller or subscriber can tag a message as urgent. Urgent messages are placed at the top of the recipient's new message queue. Depending on a mailbox's set up,

these messages may also be handled differently than regular messages. For example, subscribers may have their mailboxes configured to page them when urgent messages are received.

VOLUME CONTROL

The volume control feature allows subscribers to control the amplification of messages during message playback.

SUPERVISOR FEATURES

BROADCAST MESSAGES

The broadcast message feature allows system supervisors to easily send a message to all mailboxes on the system.

CALL LOG AND MONITOR

The call log feature provides a detailed record of system activity, specifying the line used, call type (inbound, outbound, etc.), date and time the call started, time the call ended, number dialed, outcome of the call (busy, completed), and list of all system boxes involved in the call (up to 99). The monitor feature provides specific detail on a port-by-port basis.

CENTURY COMPLIANCE

Key Voice Corporate Office and Small Office software versions 8.2 and higher are century compliant and will accommodate the transition into the year 2000 (and after) with no necessary adjustments.

FEATURE OVERVIEW

CLASS OF SERVICE PROGRAMMING

The system supervisor can define up to 8 different classes of service. Each class of service contains a list of parameters that control a specific mailbox owner's access to system options and special features (such as long distance out-calling and number of lines allowed to queue). You assign one of the classes of service you set up to each mailbox you create on the system. If you want to change a particular group of mailboxes' access to a certain feature—for example, you decide to permit call queuing for all mailboxes assigned class of service 3—you modify only the class of service screen, and all mailboxes assigned that class of service number are automatically updated.

CONTEXT-SENSITIVE HELP SCREENS

Clear, concise help screens are provided during system set-up. These screens are very helpful as you initialize or revise the system parameters to meet your changing business needs. Have a question? Just press 'F1' for help.

DATABASE LOOKUP

The system can match caller dialed digits to a DOS text (ASCII) file. The contents of the text file then tell the system how to route the call. For example, you can use the database lookup feature to prompt callers to enter their Zip Codes, then route the call to a regional sales person, based on the Zip Code entered.

DATABASE LOOK UP MACRO PROGRAMMING

One of Key Voice's most unique features is its ability to capture a sequence of touch-tone or key stroke inputs in a simple ASCII text file, which can be invoked as a macro to quickly make system changes at any time. For example, suppose you are off-site and want to change your greeting.

In a typical call processing system you would follow these steps:

1. Dial the Auto Attendant
2. Enter the primary voice mail access code
3. Enter you mailbox number
4. Enter your password
5. Enter the code for the Options Menu
6. Select "Change my Greeting"
7. Speak at the tone

Using a Key Voice macro, you simply:

1. Dial the Auto Attendant
2. Enter your Personal Macro Code
3. Speak at the tone

Key Voice's macro programmability is a prime example of the system's ability to be customized to meet your specific needs and applications. The key Voice macro example discussed above requires less than 2 minutes to program.

LINE GROUPS

System supervisors can limit outbound calls (made for activating message waiting indicators, pager notification, message delivery, etc.) to certain system ports. Ports

can be placed into one, several, or none of 4 line groups, and each line group can then be limited to certain types of outbound calls. Line groups allow you to control how system ports are used, so the system can process calls most effectively for your unique environment.

MAILBOX DUPLICATION DURING SETUP

Key Voice systems allow the system supervisor to set up a default mailbox specifying many set-up parameters, including which features the mailbox owner will have access to, then duplicate that mailbox as many times as necessary. The supervisor can then make any modifications to the generated duplicates, such as entering the owner's name, etc.

ROUTING BOX ARCHITECTURE

Routing Boxes function like a built-in, touch-tone programmable application generator for creating customized call handling applications. Using Routing Boxes you can create multi-level voice menus within the system, either from the automated attendant or from individual or departmental mailboxes. Unlike most voice processing systems that require programmer-level technical knowledge for creating menu selections, Key Voice systems treat application menus with the simplicity of any other mailbox, allowing system supervisors to easily administer menus and call flows in a matter of minutes. This very unique design is particularly useful for customizing messages and call routing to meet specific business needs.

FEATURE OVERVIEW

ENHANCED INTERFACE WITH CORPORATE OFFICE NT

Graphical icons, radio buttons, slide bars, tabbed pages, and other Windows NT interface features maximize screen clarity. These ease-of-use enhancements help you move through the program to accomplish the task at hand even faster and more efficiently than ever before.

ADVANCED FEATURES

ACD BOX

Key Voice's ACD Box provides departmental automatic call distribution for phone systems that do not have hunting abilities. The caller selects a department, then the system hunts for an available extension in that department until it finds one that is not busy. The caller reaches a live person quickly, after making only one selection. The ACD box can perform uniform or top-down distribution to meet the call distribution needs of each department. Uniform distribution keeps extensions equally busy; top-down distribution transfers calls to the same extensions in the same order, keeping those at the top most busy. The system can also queue calls by department, playing up to 6 different queue announcements to a holding caller.

ACCOUNT NUMBER BOX

By routing calls to an Account Number Box, you can have the system collect an account number (or social security number, phone number, etc.) one time from callers, then

tag that number to the call. The system can then append the number to messages left by the caller, use the number in IVR applications, use it during Question Box data entry sessions, and store it in the call log.

HOTEL APPLICATION FEATURES

The system can be set up to provide a limited menu of options to hotel guests who are provided with mailboxes. Hotel Guest Privileges allow subscribers to simply listen to messages and/or schedule wake-up calls. When connected to a

Property Management System or a PBX that offers that type of information, the system can prepare a mailbox when a new guest checks into the room by resetting the password, deleting previously-set wake-up calls, deleting stored messages, etc.

INTERVIEW/QUESTION CAPABILITY/ORDER ENTRY

Key Voice systems have a unique Question Box that can be set up to ask callers a series of questions. Answers are recorded electronically and stored for future processing or analysis. This feature is particularly useful for services such as on-line job inquiries, surveys, or remote reporting of job status, where responses to job-related questions can be recorded. The system also has the ability to capture callers' DTMF input and process the digits in ASCII format. This provides an excellent way of taking orders and printing data in a desired output, or even saving data to a file to be processed in a batch mode.

TDD COMPATIBILITY

Key Voice systems are capable of processing calls made with Telecommunication Devices for the Deaf (TDDs). The system simply treats tones generated by TDDs as a second language. To set up the system for TDD support, you simply enter TDD system prompts using a TDD.

OPTIONAL FEATURES

FAXMAIL FEATURES

FaxMail is an integrated module that permits mailbox owners to receive, store, and manage faxes with all of the options available for voice messaging. This allows users to decide when and where they want to view and print fax documents, maintaining the same level of privacy and security that protects voice messages.

FAX DISTRIBUTION

The Fax Distribution module makes it possible for callers to have information faxed directly to them 24 hours a day. By simply following voice prompts, callers can receive faxes for any number of documents you store on the system. This saves your employees time and makes your company's information—from price lists to technical data—more accessible than ever before.

INTERACTIVE VOICE RESPONSE (IVR)

Key Voice IVR links the phone system to a database to provide callers with 24-hour,

FEATURE OVERVIEW

immediate access to information specific to them. This polished IVR program is easy to set up. No knowledge of computer programming and minimal database knowledge is needed. Simply assign field types to ASCII file data fields—number, money, date, or time—and build prompts on-screen. The system then reads information to callers at their request. Up to 10 data fields are available. For example, a bank can set up data fields so callers can hear their checking account balance, date of last withdrawal, date of last deposit, etc. To ensure security, IVR can be set up to allow callers access to data only after they enter certain information, such as a valid account number and corresponding personal identification number.

OUTBOUND TELEMARKETING

When the need arises for a large group of individuals to be contacted with the same message, Key Voice systems can help. Using the Outbound Telemarketing package, the system can be set up to automatically call a list of phone numbers and deliver and retrieve information from the called parties.

TALKING CLASSIFIEDS SERVICE

Talking Classifieds automates the way callers obtain product and/or service information. Callers are asked to answer up to 4 questions by using their touch-tone phone pad. The system translates the responses into an "information request profile," then searches an information database specifically designed for this application. For example, an information-intensive business such as a real estate

group can create menus that let callers zero in on particular properties, by phone and at their leisure. Buyers specify a set of criteria (4 bedrooms, 2-car garage, north side of town, on a 1-acre lot). Talking Classifieds then searches the database and returns to the caller with information on listings that fulfill their criteria. The caller may then select a listing and leave a message for the appropriate agent, or even request a fax on the listing.

UNIFIED MESSAGING WITH CORPORATE/SMALL OFFICE NT

Corporate Office NT supports the Universal In box philosophy. Subscribers using the Microsoft Exchange or Outlook In box to manage e-mail messages can manage their voice and fax mail messages at the same time, in the same place, with just the click of a mouse.

VISUAL CALL MANAGEMENT® (VCM) IN CORPORATE/SMALL OFFICE NT

VCM further empowers subscribers by bringing complete computer-telephone integration to the desktop. Through VCM's easy-to-use screens in Microsoft Windows®, subscribers can point and click to control all mailbox functions and call handling features—including redirecting, screening, and/or recording calls; creating greetings; and managing voice and fax messages. VCM also acts as a printer driver, so every subscriber can fax documents created in any Windows application, directly from the desktop. No desktop hardware is needed—no modem, no phone line. Inbound and outbound faxes travel through the PBX voice lines, increasing

efficiency and eliminating the expense of dedicated fax lines. VCM gives subscribers the flexibility to choose to print a received fax or send it to a remote fax machine—or simply to read the fax on-screen and save it for future reference.



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Everything Your Business Calls For

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