



# PARTNER<sup>®</sup> Voice Mail Solutions

Designed to Help Your Business Be More Accessible  
to Customers *and* More Productive



**PARTNER<sup>®</sup>** voice mail solutions are designed to help you and your employees work more effectively and be more available to your callers—all while keeping your communications costs firmly under control.

The **PARTNER** Advanced Communications System (ACS) is the telephone system designed and built by Lucent Technologies to deliver the powerful yet easy-to-use features you need right now, *plus* a unique ability to grow along with your business.

Add to it a **PARTNER** voice mail solution, and you can help ensure that every caller gets through to your business and is handled efficiently and professionally.

And with the choice of voice mail solutions created specifically to work with **PARTNER** ACS and other **PARTNER** family telephone systems, it's easy and affordable to take advantage of important "extras" to help your business deliver the best customer service possible.

# ***PARTNER* Voice Mail Solutions at a Glance . . .**

<b>General Features</b>	<b><i>PARTNER</i> Voice Messaging</b>	<b><i>PARTNER MAIL VS</i> System</b>	<b><i>PARTNER MAIL</i> System</b>
Ports	2	2 or 4	2, 4, or 6
Storage Time	40 minutes	100 hours	21 hours
Mailboxes	4	Up to 48	Up to 100
Flexible Message Length		yes	yes
Flexible Mailbox Size		yes	yes
Language Modes	monolingual	monolingual or bilingual	monolingual or bilingual
Languages Available	1	3	3
System Reports		yes (requires a PC)	yes
<b>Voice Mail Features</b>			
Touch-Tone Access to Messages	yes	yes	yes
Group Lists		yes (personal)	yes (personal and public)
Address by Name (Directory)			yes
Cascaded Outcalling		yes	yes
Personal Greetings	1	1	3
<b>Call Answer Service Features</b>			
Transfer Out of Mailbox	yes	yes	yes
Personal Operator		yes	yes
Record-a-Call		yes	
<b>Automated Attendant Features</b>			
Number of Attendants	1	4	3
Multilevel Structure (submenus)			yes (99 submenus per system)
Fax Detection/Routing		yes	yes (1 fax per Attendant)
Centrex Transfer		yes	

## Helping Your Business to Be More Available and Responsive

A flexible **PARTNER** voice mail solution helps you stay connected to all of your customers and other callers. It offers ways to deliver a personal touch even when you can't answer every call personally—whether you want to use voice mail as a backup (for example, when your receptionist is especially busy answering calls) or to answer all your calls.

In addition to making you accessible to messages wherever you are, **PARTNER** voice mail solutions also help to deliver callers to the person they need. For example, you can:

- Be responsive to callers 24 hours a day, seven days a week, with *Call Answer Service*. Callers are greeted by your personalized recording and can leave a detailed message in your personal voice mailbox. Their messages are accessible to you anywhere, any time of the day or night, from a touch-tone phone. And, each message is “stamped” with the date and time, so you’ll know exactly when callers tried to reach you.
- Make sure customers who call during business hours can always reach a live person, with the ability to *transfer* out of a voice mailbox to your receptionist or another extension. This helps ensure you can serve the needs of customers who need to speak with someone right away.
- Answer calls with a friendly, courteous greeting and deliver the call to the right extension, person, or department, with the *Automated Attendant* feature. As backup for your receptionist, it helps make sure all your calls are answered promptly, even at your busiest times, and directed to the right extension.

For instance, callers can select from a personalized recorded menu of options by pressing digits 1 through 9—“*For customer service, press 1. To*

*speak with a sales representative, press 2,”* and so on—or dial an extension directly.

- Have your voice mail system automatically call you when you have a new message waiting in your mailbox, with the *outcalling* feature. When you are out of the office, the system can dial up to five phone numbers in turn to “find” you and alert you to a new message. And when the system reaches you, you can log into the mailbox and retrieve the message on the spot, in the same phone call.



## Helping Your Employees to Be More Productive

**PARTNER** voice mail solutions also give you new and more convenient ways to improve communication, helping your employees work more efficiently and productively. For example:

- Count on voice mail to get your callers’ messages word-for-word, with all their detail and nuances. It relieves you and your employees of the task of taking and relaying messages, while improving accuracy and your ability to respond to all of your callers.
- Provide callers with directions to your office, your hours of operation, and other important information, with recorded *Automated Attendant Announcements*. This feature makes it easy for callers to access routine information quickly, and frees your employees to speak with those callers who need individual attention.

- Create important “internal” messages and share them among coworkers, using personal *message distribution lists*. This helps you and your employees get the word out quickly and easily, and to manage your time at work more effectively.
- For times when you need to work undisturbed at your desk but don’t want to miss an important call, the *live call screening* feature allows you to listen-in as a caller is leaving a message. With just the touch of a button, this feature increases your productivity by helping you determine which calls to answer right away.
- Accurately “document” your conversations with customers and other callers to confirm details and for future reference, using the *record-a-call* feature.<sup>1</sup> For instance, it’s great for recording merchandise orders received over the telephone.

## Choose the Solution That's Just Right for *Your Business*

In addition to offering a wide range of productivity, accessibility, and service-enhancing features, **PARTNER** voice mail solutions come sized and priced to fit your needs—whether you are just starting out with voice mail or want to expand your capabilities.

And, with the choice of **PARTNER** voice mail solutions, you can start small and grow your voice mail features and capacity as you grow your business.

- **Try voice mail with *PARTNER Voice Messaging*.** Ideal for home or small office use, this affordable system provides easy-to-use voice mail with basic features to help improve customer service and

employee efficiency. **PARTNER** Voice Messaging works like a sophisticated answering machine but does not require a separate piece of equipment. Instead, it comes on a special PC diskette<sup>2</sup> that plugs right into your **PARTNER** ACS control unit, with no cables or adapters required, for fast and easy installation.

- **Get more flexible, powerful voice mail with the *PARTNER MAIL VS*<sup>®</sup> system.** This compact system expands on the basic voice mail features, offering more opportunities to meet your callers' needs and help employees be more productive. Best of all, the **PARTNER MAIL VS** system gives you more advanced capabilities while keeping your voice mail easy to use and cost-effective.

- **Accommodate larger voice mail needs with the *PARTNER MAIL*<sup>®</sup> system.** It provides the features of the **PARTNER MAIL VS** system, plus additional capacity for greater voice mail traffic and more customized Automated Attendant menus.

## All the Support You Need

Like **PARTNER** ACS, the entire family of **PARTNER** voice mail solutions is backed by a choice of exceptional service and support options available from Lucent Technologies and authorized Lucent BusinessPartners.<sup>3</sup>

To learn more about **PARTNER** voice mail solutions for your business, contact your Lucent Technologies Representative or BusinessPartner. Or, visit our Web site at [[www.lucent.com/smallbusiness](http://www.lucent.com/smallbusiness)].



**Lucent Technologies**  
Bell Labs Innovations



<sup>1</sup> Requires a four-port **PARTNER MAIL VS** system. Consult your legal counsel regarding state and local regulations regarding call recording.

<sup>2</sup> Meets Personal Computer Memory Card International Association (PCMCIA) standards.

<sup>3</sup> Services and availability may vary.