THE VOICE
WIZARD™

VoiceGate

The Smart
Voice Mail
Solution for
Small Business…

The Voice Wizard meets the growing needs of small business

Extraordinary growth in new small business formation over the last decade has focused the attention of business equipment providers on the special needs of small business.

Typically new entrants to the small business market are managed and staffed by people experienced in larger, highly automated office environments. These people recognize that effective communications tools are essential to success in the highly competitive world of small business. They demand more from their communications systems.

> **A major start-up requirement is high quality business tools at affordable prices.**

VoiceGate Corporation is dedicated to bringing to small business technically advanced telephone voice processing systems like The Voice Wizard at affordable and cost effective prices.

Why The Voice Wizard can help grow your business

More and more business decision makers, in North American and overseas markets, recognize the benefits and profitability of telephone voice processing as an office automation tool.

> **Only 15% of an executive's time is available for taking calls.**

Statistics on business telephone call patterns show that:

- 75% of business calls do not reach the intended called party on the first try
- 67% of all calls are considered less important than the work that's been disturbed
- 50% of all calls usually require one way delivery of information
- 50% of all calls are longer than necessary

Business executives' work patterns indicate the following:

- 37% of their daily work routine is spent outside the office
- 18% of their work activities is spent on the telephone
- 14% of their time involves being in meetings
- 13% of their time they do not want to be distracted from more important work

This means that less then 15% of an executive's time is available for taking calls.

How The Voice Wizard helps grow your business

- The Voice Wizard is an effective telephone call management system which extends business hours allowing 24 hours / 7 days per week access for customers, suppliers, and employees

- Makes possible the re-allocation of valuable human resources by reducing time spent taking and passing messages; thus, freeing up time to do productive work

- Minimizes unproductive phone time by decreasing "telephone tag" and eliminating "small talk" when returning calls

Increases sales

- Makes more sales time available because routine calls can be handled during off-peak hours
- Reduces sales losses through misplaced or undelivered message slips
- Reduces lead times because all messages received are accurate and can be returned promptly with message notification
- Improves incoming sales call handling through the use of automated overhead pre / post paging* by reaching sales staff away from their desks

Improves customer service

- Customers have the option to leave a detailed, confidential message, go to another extension, or reach a live operator
- Provides new services for customers such as information mailboxes, guest mailboxes, and / or fax detection*

Improves telephone call handling

Poor telephone call handling can result in:

- negative company image on the part of customers, suppliers and staff
- delayed decision making and lower productivity
- higher overhead costs (phone bills, answering services, etc.)
- missed business opportunities (e.g. disgruntled customers, missed sales leads and etc.)
- ineffective customer service and support

*Phone system dependent

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The Voice Wizard
Major Features List

(Not all features outlined below are supported by all telephone systems)

Alternate Personal Greeting	Message Waiting Indication
Audiotex	Modem Bridge
Automated Attendant	Multilingual Prompts (Optional)
Automated Attendant & Voice Mail Reports	Multiple Access
Automated Extension Change	Multiple Company Greetings / 1 Tenant
Automated Overhead Pre/Post Paging	Multiple Extension Access
Automatic Day/Night Mode	Multiple Personal Greetings
Automatic Station Log On	Name Confirmation
Broadcast Message	On Line Programming Changes
Bulletin Board	Operator Access
Busy Greeting	Pager Notification (5) (with phone no. displayed)
Busy On Hold	Passcode (user-definable)
Call Queuing by Extension	Pause a Message
Call Screening	Personal Assistant
Cascading Message Notification (5)	Personnel Directory
Certified Delivery	Predictive Answering
Class of Service (10)	Pre/Post Call Redirect (External Transfer)
Company Directory	Primary Personal Greeting
Custom Call Routing (10x7 Levels)	Private Messages
Default Programming	Programmable Per Port
Delivery Option	Real Time Display of Line Status
Departmental Greeting	Real Time Message Inventory Status
Display Prompts	Record a Conversation
Distribution List (10x20)	Record All Conversations (Call Logging)
Express Messaging	Remote Access
Fax Detection	Remote Administration
Flexible Business Hours	Reply by Message
Flexible Line Ringing	Report Daily/Monthly
Forward with or without comments	Save Messages
Future Message Delivery	Skip Forward/Backward
General Delivery Mailbox	Simple System Programming
Guest Mailboxes	Standard Greetings (8)
Holiday Greetings	Stripped Down Mailbox
Information Mailboxes	Subscriber Access
Interactive Voice Response (IVR)	Supervised/Blind Transfer
Interruptible Prompts	System Admin. (telephone)
Listen to discarded messages	Time/Date Stamp
Mailbox Initialization Prompting	Timed Delete
Mailbox Re-set	Time of Day/ Company Greeting
Message Confirmation	Two Passcode Levels (Administration)
Message Copy to another mailbox	Universal Ports
Message Envelope	Urgent/Private Message Designation
Message Retrieval (FIFO/LIFO)	User Definable Call Forwarding
	Voice Mail

AWARD WINNING PRODUCT

VoiceGate introduced its new Intel based voice processing system at the 1998 Computer Telephony Exposition in Los Angeles, California. It received the exposition's "Best of Show" product award beating out hundreds of other entrants. Subsequently, the Voice Wizard was put through its paces by TMC Laboratories, an independent product test centre dedicated to serving the Computer Telephony industry. "Proven technology, an abundant feature set, and simple maintenance - these are keys to a superior voice mail system. One system that meets these goals is the new Voice Wizard". TMC Laboratories awarded the Voice Wizard its prestigious Editor's Choice Award in 1999.

MORE THAN VOICEMAIL

The Voice Wizard is more than voice messaging. With its proven automated attendant, it's a telephone call management system specifically designed to meet the special needs of small business.

COMPACT DESIGN

The Voice Wizard combines big system performance and features in a compact space saving package.

ENHANCED RELIABILITY

The Voice Wizard's solid state flash based (diskless) memory eliminates moving parts ensuring enhanced digital reliability and long trouble free life.

FEATURE RICH

The Voice Wizard incorporates many elements of VoiceGate's acclaimed VIP4000 software including many of its most powerful features.

CONFIGURATIONS

2 port 30 mailboxes
4 port 60 mailboxes
2.75 hours of storage
8 hours of storage (optional)

SEAMLESS SINGLE LINE / 2500 SET INTEGRATIONS

- Comdial
- Lucent Technologies Partner
- Panasonic
- Samsung
- Toshiba
- Vodavi
- Siemens
- and many more

Power and performance in a compact space saving package.

VALUE ADDED

- Easily installed
- Simplified setup and administration
- 1 year standard warranty
- Backed by authorized VoiceGate technical services
- Easy to use
- Intel based

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