Amanda@Work.Place

Product Specification:

- 486-33 Motherboard
- 16MB RAM
- 2 high speed serial(16550)ports (COM1 and COM2)
- 1 parallel port
- HDD with a minimum 1.2GB
- 1.44MB FDD
- VGA and keyboard connections
- Brooktrout Quartet Voice Board (s)
- Internal Modem with remote software
- Optional: Monitor, Keyboard, and Class 2 Fax Modem

Overview

Amanda@Work.Place provides turnkey Voice Messaging for small- or medium-sized businesses that require:

- Voice Mail
- Automated Attendant
- Message Notification
- Fax Capabilities: requires Class 2/2.0 Fax Modem; supports up to 2 fax modems
- Interactive Voice Response (IVR)
- And more….

This plug-and-play system can have from 4 to 8 ports and allows 66 hours of voice storage.

It Provides:

- The Amanda Company software and a MS-DOS 6.22 DOS Operating System
- 5,000 user mailboxes, each with:
- 128 messages
- 3 custom greetings
- 3 personal mailing lists
- 4 message notification records.

Amanda@Work.Place is compatible with most switches including Alcatel, AT&T, Avaya, Centrex, Comdial, Eagle, Ericsson, Fujitsu, Isoetec, ITT, Iwatsu, Intertel, Kanda, Lucent, Macrotel, Mitel, Nakayo, NEC, Nortel, Panasonic, Plessey, Premier, Rolm, Samsung, Siemens, Solid State System, SRX, TIE, Toshiba, Walker, WIN, and Vodavi.

The system is configured using a monitor and keyboard, laptop or modem.

Features

- **Languages:** English and Spanish.

- **Automatic Scheduler:** The system Administrator can schedule which greetings to play, which extensions to ring, change the do not disturb and call screening setting based on the date and time.

- **Audiotext:** Information only mailboxes can provide callers valuable information, saving employees time from having to handle common and reoccurring questions.

- **Busy Greeting:** You may record a custom greeting and let your callers know you are on the phone, with various options for them to choose from.

- **Call Queuing:** The caller has an option to "hold" when reaching a busy extension. Callers holding for the extension are then transferred in order from the busy queue.

- **Call Screening:** When enabled, the caller's name and company is recorded before transferring the call to you. You can take the call, take a message or forward the call to another user at your discretion.

- **Chaining:** Three Types: Done, Ring No Answer and Busy. After processing a call, the call will be taken over by the mailbox specified in the chain.

- **Do Not Disturb:** When enabled, the calls will not be transferred to your extension but directly to your voice mail. The caller is greeted by your pre-recorded greeting.

- **Greeting Bypass:** By pressing the # sign twice, your callers can bypass your greeting and go directly to recording their message.

- **Greeting Restart:** The system after taking a message, play Audiotext or you verifying your messages, can chain you back to the main system greeting for further system access.

- **Port Selectable Greeting:** The system may answer with different greetings on a per port basis. This allows you to have more than one company identity on a single Amanda@Work.Place system.

- **Single Digit Menus:** Gives you the flexibility to have callers enter a single digit such as 0 through 9 to route themselves through the system, creating an easy to use Call Processing System.

- **Universal Ports:** You may use one or more system ports to answer calls or perform message notify tasks. There can also be dedicated ports.

- **Unknown User Inquiry:** By pressing 411 the caller may enter the first few letters of the users first or last name and press * to be transferred to that extensiom or press # to find the next available match.

- **Voice Forms:** The system can ask the caller a series of up to 20 questions, take a message for each, and store it for playback as one continuous message.

- **Continuous Play/Delete:** A user may request continuous playback of all messages without interruption and then continuously delete all those messages once playback has ended.

- **Date/Time Stamp:** Every message can give the date and time it was recorded. It can be configured per mailbox and played back automatically or on demand while listening to a message.

- **Forward Copy:** After hearing the message a user can forward a copy of it to another user. A message prefix can also be recorded and sent with the message.

- **Future Delivery:** After a message has been recorded, the system can be told when to deliver it to the user. Delivery times can be set in minutes, hours, days, months, or years.

- **Lists:** Each user can build 3 private lists to allow them to forward messages to any set users at one time. Lists may also be built "on-the-fly".

Features

- **Message Notification:** The system can notify the user in many ways; turning on a message-waiting lamp on the telephone, calling a pager, cellular or home phone number. The number and frequency of Amanda@Work. Place notifies can also be changed.

- **Multiple User Greetings:** Each user can record three different greetings. These greetings may be changed by the user at any time or can be scheduled to change automatically based on the date and time.

- **Playback Control:** While listening to message you can fast forward or rewind it in 5 second increments, by pressing "#" or "*" respectively.

- **Private Messages:** Messages can be recorded for a user and marked private preventing that user from forwarding the message to another user.

- **Receipt Verification:** When sending a message to a user, or list, the sender can request the system to send back a notice verifying that the original message was received.

- **Retrieval Control:** After selecting 1 to play your messages you may play your oldest messages first or your newest messages first by pressing "1" or "4" respectively.

- **Safe Message Purge:** You can configure the system to delete old messages, with a reminder to the user that it is about to do so. You can listen to them before they are purged or re-save them.

- **Un-delete:** If you accidentally delete a message you may recover it before exiting the message playback menu with a simple keystroke.

- **Urgent Messages:** A message can be recorded for a user with a priority header making it the first message the user hears when picking up messages.

- **Volume Control:** You can increase or decrease the playback volume of a message by pressing "8" or "0" during the playback of a message.

- **Automatic Maintenance:** The system automatically checks disk usage, time drift, voice processing boards, and system functions on a regular basis.

- **Fax on Demand:** With The Amanda Company token programming language you can create unique Fax on Demand applications that allow callers to retrieve information stored on disk and have it faxed directly to them.

- **Fax Mail (Store and Forward):** Using the token programming language, the system can be configured to store faxed documents for individual users. They can then retrieve the faxes, up 20 at one time, from any remote location.

- **Integrated Voice Response (IVR) Capabilities:** The system may communicate with peripheral devices sending and receiving data based on a caller's query. This information can be played back to the caller or stored for reporting purposes.

- **Programmable Dial Strings:** You may have specific dial actions programmed to access virtually limitless call handling actions.

- **Remote Access:** Your system may be accessed remotely by your installer to make changes and/or update the system without visiting your site.

- **Reporting:** You can request reports detailing information about calls processed, messages taken and other various statistics the system keeps.

- **Screen Saver:** The system's screen will blank after a predetermined amount of time. This will help prevent monitor "burn in". The monitor and Keyboard are sold separately as an option.

- **T1/ DID and SMDI Support:** The system is capable of being installed and integrated with virtually any communications system.