Alcatel 4645
Voice Messaging

You can outperform competition with responsiveness and efficiency. But to do that, you need the right tools. A powerful yet easy-to-use voice mail system will put you on the right track. Market leader Alcatel has just what you're looking for: the Alcatel 4645 Voice Messaging system. It's revolutionary. It's specially designed for the fast-moving enterprise. And it won't cost you an arm and a leg.

Look at it this way. If customers can't reach you, they'll call someone else. On the other hand, your people are not always reachable in person – they're on the line, on the road, or on the job elsewhere in the building. How to bridge the gap? With a versatile voice mail system that allows callers to leave messages they know will be answered – or provides the information they seek.

Alcatel leadership
Alcatel is a worldwide leader in enterprise voice communications systems and voice mail solutions. We have many years of experience and know-how in designing voice mail systems that meet the needs of enterprises of all sizes in all parts of the world. To date, Alcatel has sold over 10 million voice mailboxes across the globe. The company also has a proven track record in innovative human factors, best manifested by its state-of-the-art Reflexes™ handsets.

Then again, your staff need to be able to talk to each other. If a person is unavailable, easy access to a voice mailbox keeps the links – and your business – alive.

Enter the revolutionary Alcatel 4645 voice mail system. Revolutionary because it is a pure software solution. That makes it easy to install, inexpensive to maintain, and flexible.

With the Alcatel 4645's wealth of top-class features and ease of use, your productivity and responsiveness are about to give your business a boost.

How to be responsive and productive

Keeping communications going. That's what voice mail does for you. And that's what the Alcatel 4645 is so good at, thanks to its broad palette of features.

Easy for callers

There's a choice of greeting messages, so a caller knows if his correspondent is temporarily absent, already on the phone, or out of the office for an extended period. Callers can leave a message, listen to the message again, confirm, delete, re-record, or just hang up. They can leave a message using the mailbox number or by using the call-by-name feature if they don't have the number at hand. They can also mark a message as urgent and be advised when the addressee has listened to it.

Your employees are notified that messages are waiting through a flashing LED or voice prompt on the office set or by a pre-determined ring tone when they off-hook. Of course, if you have Alcatel Reflexes™ handsets, you get LED and icon notification plus information on the display showing how many voice mail messages have been left.
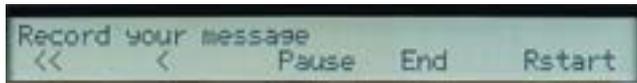
Recording and sending messages made easy.

Voice mail handling

Receiving messages is fast and simple – you just stab in your password. But then, you have all kinds of features to suit your busy schedule or mode of working – replay – skip – skip to archived messages – save – record – delete. You can scan the messages rapidly and choose to listen to the most important ones. And you can opt for the auto-play function that plays your messages as soon as you off-hook.

Consulting your messages is made easy by voice prompts and dynamic soft keys on the Reflexes™ sets, though you can listen to messages on any internal or external handset. On the other hand, if you want to be notified of incoming messages,

you can signal this to the system. You specify the number where you can be reached, the times your are reachable, and the types of messages (e.g., urgent) you'll accept. In short, total flexibility.

Over and above

If you want to forward – or copy – a received message to someone else, you can do that too. In fact, you can send it to several different people. There may be situations where you want to record a telephone conversation and then send it to other people. For example, a customer call could be sent to the sales people for follow up. Or a conference call can be recorded and sent to the absentees as minutes. The kind of facility to improve efficiency and save resources.
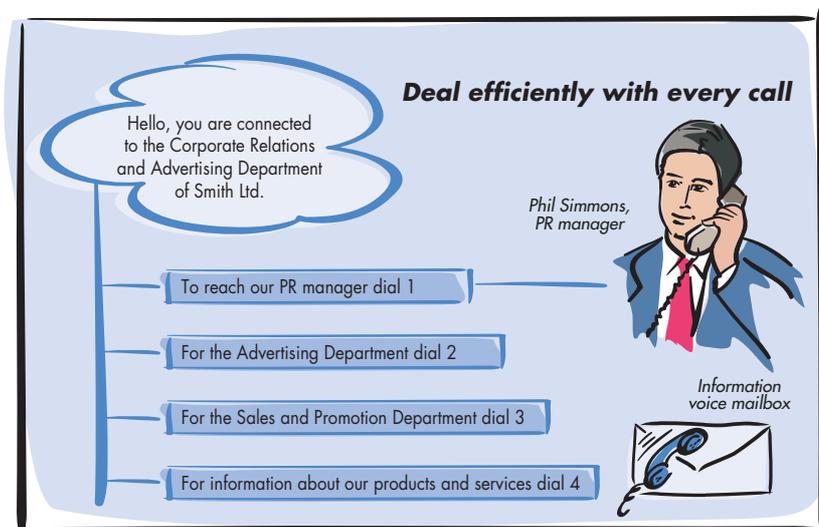
Another feature of the Alcatel 4645 is to use the voice mailbox as a wake-up or reminder service. Just enter the time, the Alcatel **OmniPCX** *Enterprise* takes care of the rest.

Reflexes™ ease of use

All these features and functions are made easy by the superior ergonomics of the Alcatel Reflexes™ sets. So your user efficiency increases thanks to:
- LED notification
- One-touch leave message
- One-touch mailbox access
- Soft key guidance
- Voice prompts
- Display messages.

The "learn and use" interface makes operation easy for everyone. That having been said, you can use any set to access the Alcatel 4645 voice mail service.

Deal efficiently with every call

Hello, you are connected to the Corporate Relations and Advertising Department of Smith Ltd.

Phil Simmons, PR manager

To reach our PR manager dial 1

For the Advertising Department dial 2

For the Sales and Promotion Department dial 3

For information about our products and services dial 4

Information voice mailbox

Getting the most out of your Alcatel 4645

An enterprise welcome service

The Alcatel 4645 does more than enable your staff to leave and receive voice messages. It can act as a full-featured enterprise welcome service – especially important for taking external callers in hand – and ensure that no calls go unanswered. The Automated Attendant guides callers to one of your departments or individuals who can help. It also provides your switchboard/receptionist with additional support when there are too many simultaneous calls.

The Automated Attendant can be used to provide callers with information about your company or a specific department. It gives the callers a series of choices, such as obtaining the voice information service, calling a specific contact, simply leaving a message, among many others. Whatever the choice your callers make, the key advantage of the Automated Attendant is that it keeps them on your line communicating with you, not with your competitors!

On the move

Alcatel's Ubiquity solution, in association with the Alcatel 4645, gives your mobile workforce a new dimension in efficiency and accessibility. This "one number, one voice mail" guarantees your mobile staff full access to all voice mail services. They can record a welcome message to fit their changing geography, forward calls from their desktop set, and more. For people who are off site, the Ubiquity solution integrates cellular phones to complement desktops, offering a personal voice assistant for incoming calls, but also enabling staff to be contacted on their cellular phones in case of urgency.

Networking – now and in the future

The Alcatel 4645 provides you with a choice of networking configurations to maximize your investment. The simplest approach is to centralize the voice mail server application for all networked Alcatel **OmniPCX** *Enterprise* servers. This means that your remote location users have their messaging application at the central level – but in a fully transparent manner. If a centralized approach is not suitable for your set-up, you will be able to distribute several voice mail servers hosting the Alcatel 4645s (or a mix of Alcatel 4645s and 4635s). The concept of distributed voice mail services is a simple extension of the centralized server principle. In either case, all voice mail features are fully accessible. Note that the voice mail networking protocol implemented by Alcatel is VPIM (Voice Profile for Internet Mail), which has been adopted by all the major voice communications system vendors.

More messaging

The Alcatel 4645 is an open system. It provides a standard IMAP4 interface to its message store, like all major vendors of electronic mail systems. So regardless of the client you have decided to install – Lotus Notes (Release 5 and above), Microsoft Outlook, Outlook Express, Netscape Messenger, whatever – you can review your Alcatel 4645 mailbox alongside your other e-mail accounts. And all this with strictly no impact on user workstations or your e-mail infrastructure.

All your Alcatel 4645 messages in your e-mail client of choice.

Alcatel 4645 facts and figures

Pure software

Alcatel has taken a quantum leap in developing the Alcatel 4645 Voice Messaging solution. It is the world's first pure software solution for voice mail. That makes life easy for you. Just install the Alcatel 4645 on your appliance of choice – from Alcatel or someone else. Load it onto an Alcatel **OmniPCX** *Enterprise* module or run it on a dedicated server. Whatever you choose, the Alcatel 4645 delivers the same outstanding service.

The Alcatel 4645 is an open system. It's Linux-based from day 1. It will also be adapted to run on the leading industry platforms. And it's ready for further evolution. That's because it adheres to the VPIM protocol, allowing it to be used in a distributed network configuration; it also conforms to IMAP/XML standards for desktop/web access.

Get your money's worth

Despite its wealth of features, the Alcatel 4645 design makes it an eminently affordable solution. So you'll find that it significantly reduces the Total Cost of Ownership of your enterprise communications facility. And you can be confident that the Return On Investment is very attractive.

Capacity

Number of languages supported	1 to 8 – that is, up to eight different languages can be used simultaneously
Maximum number of users	1,000
Global voice storage	200 hours
Maximum recording time for a call	5 hours
Maximum duration for each message received by or sent from the mail box	5 hours
Maximum duration for each personal greeting message	5 minutes

Management made easy

The Alcatel 4645 is managed by the Alcatel **OmniPCX** *Enterprise* suite of management applications. So there's no need for extra software. No need for special skills. And no extra costs. It's user-friendly and time saving.

The single management interface also assures coherence between the users' telephone data and the voice mailbox configuration – and consistent, secure access. So there are no worries, either.

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