

Call pilot versus Flash Voice mail

| | Flash (light) | Flash (2 and 4 port) | Call Pilot 100 | Call Pilot 150 | Description (if necessary) | Call pilot Benefit |
|--|---------------|----------------------|----------------|----------------|--|---|
| HARDWARE | | | | | | |
| Number of Channels | 2 | 2 to 4 | 4 | 3 | | Offers Higher availability of access to users and customers |
| Hours of Storage (Maximum) | 1.5 | 3 | 9 | 34 | | Ability to have more detailed recordings |
| LAN Connectivity | No | No | Yes | Yes | | Allows implementation of high value-added optional applications (see Desktop Maessaging and VPIM) |
| SOFTWARE | | | | | | |
| Automated Attendant | | | | | | |
| Automated Attendant | No | Yes | Yes | Yes | | Provides greater flexibility in how customer calls are answered |
| Custom Call Routing (CCR) | No | Yes | Yes | Yes | | |
| Number of Greeting Tables | n/a | 1 | 4 | 4 | | |
| Number of Greetings | n/a | 20 | 100 | 100 | | |
| Numgber of CCR Trees | n/a | 2 | 8 | 8 | | |
| CCR Levels | n/a | 2 | 10 | 10 | | |
| CCR Trees by Time of Day | n/a | No | Yes | Yes | | |
| Holiday Schedule | n/a | No | Yes | Yes | Alows special holiday greetings to be recorded in advance and then automatically assigned at the holiday | Saves time and ensures the correct greetings play when they are needed |
| Park and Page | n/a | No | Yes | Yes | Parks an external call an announces it to a paging zone or overhead paging system | Offers improved employee availability for customers |
| Custom Directory Prompt | n/a | No | Yes | Yes | | Allows customers easy access to business by spelling a person or department name |
| Directory by Last Name | n/a | Yes | Yes | Yes | | |
| Directory by First Name | n/a | No | Yes | Yes | | |
| Voice Messaging | | | | | | |
| Number of Mailboxes | 12 | 46 | 40 | 300 | | Offers greater scalability as business grows - pays as you grow |
| Number of Group Lists (Distribution Lists) | 2 | 2 | 99 | 99 | | Offers more flexibility in setting up departmental message list |
| Greeting Lenght - Minutes | 10 | 10 | 30 | 30 | | Ensures customers get all the information they need. |
| Outbound Transfer from Mailbox | No | No | Yes | Yes | | Allows customers easy access to "roadwarrior" type employees |
| Remote Call Forward | No | No | Yes | Yes | Allows a user to remotely call forward their phone to their mailbox | Improves employee efficiency |
| Recover Deleted messages | No | No | Yes | Yes | | Prevents important messages from inadvertently being lost |

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| Record Call | No | No | Yes | Yes | Records a Call directly to the users mailbox | Allows a record of that important conversation for future review |
| M1 User Interfase | No | No | Yes | Yes | | Reduces training costs |
| Auto Login | No | No | Yes | Yes | | Speeds up access to voice messages |
| Express Messaging | No | No | Yes | Yes | Allows a message to be left directly to a mailbox if there is no telephone | Saves the cost of additional telephones |
| Extended Absence Greeting | No | No | Yes | Yes | | Ensures callers are properly notified of extended absences |
| Name Dialing (Feature 988) | No | No | Yes | Yes | | Quick and efficient access to other employees |
| Alternate Extensions | No | No | Yes | Yes | | |
| Thru Dial | No | No | Yes | Yes | After a Mailbox owner has listened to their messages they can call another person directly fro their mailbox by pressing 0 and then the extension number. | |
| APPLICATIONS | | | | | | |
| AMIS Networking | No | No | Yes | Yes | | Provides efficient and easy to use messaging across to different locations |
| VPIM Networking | No | No | Yes | Yes | | |
| Desktop Messaging | No | No | Yes | Yes | | Allows users to view and prioritize all their voice and email messages from one common user interface |
| Administration | | | | | | |
| Web Based Administration | No | No | Yes | Yes | | Simplifies administration and allows back up of customer data |