

Norstar Application Module (NAM) Voice Mail 4.1(December 2002)

Norstar Voice Mail 4.1 equipped with a Media Services Base Interface Card (MS-BIC) and, depending on the model size ordered, the appropriate number of software key codes and a Media Services Processor Expansion Card (MS-PEC). The MS-BIC provides voice channels for applications such as Norstar Voice Mail and MINUET ACD on the NAM II.

NVM meets the needs of larger organizations that want a comprehensive voicemail/auto attendant product that can also offer advanced features. It minimizes the initial investment because it has a 2- channel entry point and can expand in 2, 4, 6 or 8 channel increments, up to 16 channels. NVM is also packaged with a small call center solution, MINUET ACD, which can be configured to work with voice mail and auto attendant to provide excellent call coverage and call queuing and call routing. Norstar Voice Mail provides multi-tenant support and guest mailboxes. In a multitenant environment,

Up to four organizations can appear to have their own voicemail with their own auto attendant greeting and CCR trees.

NVM 4.1 continues the evolution of voicemail and automated attendant product offerings from Norstar and introduces Centralized Voice Mail (CVM) capabilities for NVM running on the Norstar Applications Module (NAM) platform. While the previous release, 4.0, was supported on the NAM, the CVM capability is a new offering.

Norstar Voice Mail 4.1 Enhancements

Norstar Voice Mail 4.1 contains the same features and functionality as NVM 4.0, with the following additions and enhancements

- ✓ Centralized Voice Mail on Norstar Voice Mail
- ✓ Centralized Auto Attendant on Norstar Voice Mail

Norstar Voice Mail 4.1 provides:

- ✓ Continued strong CMS/CLASS (caller ID) integration features
- ✓ A bilingual system
- ✓ Comes bundled with MINUET ACD small call center solution
- ✓ Comes bundled with NVM Manager and the Dial-By-Name application
- ✓ New networking features and enhancements
- ✓ Continued support for the Fax Messaging, Desktop Messaging, Digital and AMIS networking options
- ✓ Continued support for Voice Profile for Internet Mail (VPIM) option.

Centralized Voice Mail on Norstar Voice Mail (NVM as CVM)

This feature implements Centralized Voice Mail (CVM) capabilities on the Norstar. The Norstar VM application in the Norstar Applications Module (NAM) acts as a centralized VM for Norstar systems connected over a Meridian Customer Defined (MCDN) CDP network. The user interface from a Norstar on the MCDN network accessing the CVM is similar to remote dial-in with respect to message retrieval.

Centralized Auto Attendant on Norstar Voice Mail (NVM as CAA)

The centralized Auto Attendant enables the businesses to use the Auto Attendant on the NAM over a Meridian Customer Defined Network (MCDN). From the AA menu, external users can dial extensions of individuals who are on the same MCDN network but not necessarily on the same KSU to which the NAM is connected.



NAM expandability and enhancement software

The NAM-4 voice mail can be expanded to 16-channels to accommodate business growth, in 2-channel increments. Also, the NAM can have an Automatic Call Distribution (ACD) software package loaded. ACD allows callers to be put in a call queue to be answered by the first available representative. A business that has an inbound call center type environment would benefit the most from ACD functionality.

Minuet ACD software [2-groups, 10-agent login]
Prelude ACD software [3-groups, 15-agent login]
Cinphony I ACD software [6-groups, 30-agent login]
Cinphony II ACD software [12-groups, 80-agent login]