

## Converged Calling Solutions

# Auto Attendant



### A SUITE OF CALLING AND MESSAGING SERVICES FOR SMALL BUSINESS

Every small business wants to project a professional image to its callers, but most can't afford the overhead or expense associated with a premise-based phone system. The uReach Technologies' Auto Attendant solution was designed with the unique needs of small businesses in mind. Auto Attendant allows the creation of multiple employee extensions, each with its own voice mail box. The result

is a service that manages phone calls and messages professionally and efficiently, without the need for expensive equipment. Leveraging the power of our Converged Services Framework (CSF), the uReach Technologies solution gives fixed-line, mobile and broadband service providers the ability to tap into the lucrative and elusive small business market with a highly differentiated offering.

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- » Multiple Configurable Extensions and Message Mailboxes
- » Best-in-Class Voice Mail Features and Functionality
- » Integrated Fax Messaging Capabilities
- » Optional Integrated Call Screening
- » Web-based Setup and Configuration
- » Enhanced Notification Options

### Driving Revenue Means Driving Differentiation

In the ever-crowded communications marketplace, it is easy to end up as just one of the pack. Maintaining a competitive edge over the competition is becoming increasingly difficult. The success or failure of new service offerings often depends on being able to demonstrate unique value to the end user. This is why uReach applications are designed to be flexible and highly customizable along many dimensions. From interfaces to feature functionality, the user experience can be tailored to address the needs of your target customer segments. This offers service providers the ability to develop new and revenue-generating service offerings that truly stand out from the crowd.

### Flexible Deployment Options To Supercharge Your Business Case

When it comes to launching new service offerings, service providers have learned that managing risk and cost is of paramount importance. uReach Technologies' ValueGrow<sup>SM</sup> - Value-Added Managed Services programs were designed with your business case in mind. This unique program offers service providers the ability to deploy our applications as managed services and transition them to licensed solutions at a later date. This flexibility helps speed new products to market while controlling costs and reducing risk. ValueGrow offers a seamless transition path from managed to licensed, which allows you to migrate your customers, their data and any application customization we've performed, without service interruption.

## Auto Attendant

### A Framework For Converged Services

uReach Technologies' Converged Services Framework (CSF) can be deployed uniformly and in scale across fixed-line, mobile and broadband networks. This comprehensive service delivery framework is designed to provide highly customizable, scalable solutions that can be deployed quickly and economically. The uReach solution, with its carrier-grade scalability and reliability, has been market proven with several of the world's largest carriers, and it currently services millions of customers around the world.

### Built For A Better Bundle

The uReach Technologies solution allows fixed-line, mobile and broadband service providers to deliver messaging and calling services that cut across the traditional telco stovepipe verticals to deliver truly converged functionality to the end user. The result is greater overall customer satisfaction, improved loyalty and larger share of wallet.

### Continuity During Transition

Fixed-line, mobile and broadband service providers can leverage our feature-rich, IMS-ready framework to replace aging or discontinued legacy infrastructure today and seamlessly transition the solution to their next-generation networks tomorrow.

### Experience That Counts

uReach Technologies has spent the past seven years developing and deploying converged calling and messaging solutions with some of the largest service providers in the world. This means our solutions are not only hardened, but refined and market ready. Our applications are highly usable and deliver unparalleled functionality to the subscriber.

### Key Auto Attendant Features:

- » **Multiple Extensions and Mailboxes**  
Supports multiple, schedule-based extension call forwarding and messaging.
- » **Best-in-Class Voice Mail**  
Offers a rich set of features for users to send, receive and administer their voice messages.
- » **Integrated Fax Capabilities**  
Users can compose and receive faxes in their accounts. They can print from any fax machine.
- » **Optional Integrated Call Screening**  
Users can screen calls before they answer, to protect their privacy.
- » **Web-based Administration**  
Designed to be managed from the Web easily without the need for complicated software or special equipment.
- » **Enhanced Notifications**  
Users can be notified of new messages via pager, SMS, MMS, IM, e-mail and out-dialed call, as well as SMDI and SS7.



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