



Simplicity

Simply powerful
voice messaging

Voice Processing Made Simple

Simplicity, the sophisticated, yet simple-to-use, voice messaging system makes providing exceptional customer service and improving productivity easier than ever. This cost-effective solution grants you access to all of the powerful voice processing features found in large corporations, helping project a more professional image. Designed with ease-of-use in mind, Simplicity offers you features such as automated attendant, custom call routing and question and answer mailboxes with the reliability of a proven product.

Sophisticated, Dependable Performance

Simplicity integrates into your new or existing Coral® system, greatly improving communications by efficiently managing voice and fax messages. With Simplicity, you can provide exceptional service by greeting customers promptly during peak calling times and automatically directing calls to the correct extension or mailbox. Never worry about missing an opportunity again; Simplicity's question and answer mailbox feature allows you to ask questions, record responses and take orders 24 hours a day, 7 days a week.

The proven, dependable Simplicity helps you respond in a more timely manner by accessing voice messages from anywhere and even notifies mailbox users via cell phone or pager when a new message is received, thus further improving customer satisfaction.

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The powerful, yet easy-to-use, Simplicity provides up to 200 hours of voicemail storage, for the small to medium-sized business with one or several locations.

State-of-the-Art Features

- Assignable voicemail administrator
- Auto attendant
- Automatic message cleanup
- Automatic nightly back ups
- Boss group forwarding
- Broadcast announcements
- Call screening
- Call supervision
- Custom Call Routing (time sensitive greetings)
- Custom Call Routing (menus)
- Customizable menu options
- Customizable reports (port statistics, blockages, etc.)
- Definable message delivery type (immediate, future)
- Dial by name
- DTMF administration
- End of recording alert
- Envelope information
- Expert mode
- Group lists (private and public)
- Guest mailboxes
- Holiday greetings and actions
- Intercom paging
- Linking mailboxes
- Linking mailboxes to Custom Call Routing menus
- Mailbox scheduler
- Mailbox linking (direct, with or without greeting, supervisor)
- Message delivery options (normal, urgent, confidential etc.)
- Message intercept
- Message playback, skip, save and forward
- Non-receipt notification
- Operator menu options (Each CCR can have its own operator)
- Operator scheduler (time, day and date)
- Pager notification
- Programmable Class of Service
- Programmable message playback order
- Programmable Message Waiting Indicator
- Programmable outcall notification
- Programmable time and date
- Programmable trunk access code
- Proof of delivery notification
- Remote control of "operationing mode"
- Remote administration
- Remote shutdown
- Remote system greeting maintenance
- Security code (system and personal)
- Silent record
- Single digit menus for personal mailboxes
- Temporary greeting (system and personal)
- Trunk specific greetings and routing
- Variable extension length
- Variable mailbox length



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