

The logo for TelANophy, featuring the word "TEL" in a smaller font, a vertical bar, and "ANOPHY" in a larger font, all in white capital letters. Above the letters is a stylized white arc with a dotted line underneath it. The background is a dark purple with a circular, gear-like pattern.

Active Voice is a world leader in unified messaging and computer telephony software solutions. The Seattle-based company has been in business since 1983, and has offices in Australia, Canada, China, France, Germany, Italy, Sweden, The Netherlands, and the United Kingdom. With more than 95,000 systems installed in virtually every kind of business in over 60 countries, Active Voice develops technology that helps businesses communicate better—with people in the same office, across town, in the next time zone, on the other side of the planet. Active Voice's sophisticated, friendly technology makes everyone more productive and efficient.

The logo for Active Voice, featuring the words "ACTIVE VOICE" in white capital letters. To the right of the text is a decorative graphic of a series of yellow dots connected by a thin line, forming a curved path.

E-Mail Integration

for R E P A R T E E[®] C T I

In today's business world, the number and type of messages you receive is growing every day, making it an increasing challenge to manage communications and maintain a high degree of customer service. It's time you took control of your messages with Repartee CTI and its E-Mail Integration module.

The E-Mail Integration module provides Lotus cc:Mail users with 24-hour access to e-mail from any touchtone telephone so that you can work more efficiently and maintain a high degree of customer service. As part of Active Voice's suite of TelANophy unified messaging modules, E-Mail Integration uses an intuitive telephone interface to make administration of all your electronic messages easier and more convenient.

Integrating your e-mail with your telephone system means you can respond to e-mail inquiries while you are out of the office, assuring that you will always be able to quickly attend to your customers' needs. From any touchtone telephone, E-Mail Integration provides information about e-mails and attachments, including file names and sizes. You can also play attached audio files. Knowing you have messages allows you to better prioritize and coordinate your daily agenda.

Control When and How You Access Your Messages

With the E-Mail Notify/Delivery module for E-Mail Integration you'll never miss an important message again, even when you are away from your desk, out of the office, or your computer is turned off.

The Message Notify/Delivery package for E-Mail Integration gives you control over how and when you access your messages. Fax and voice messages can be automatically sent to your e-mail for access over your computer, or, if you prefer, you can be notified by telephone when voice or fax mail arrives.

If you're out of the office, you can use simple telephone touchtones to administer your e-mail. You can send e-mail to the nearest fax machine for printing, forward it to someone else with a voice mail addendum, or save it for use at a later time. Regardless of whether you are in the office or on the road, E-Mail Integration lets you access your messages so that you can better attend to your customers' needs.

E-Mail Notify/Delivery also gives you the option of forwarding fax messages to e-mail and opening them as TIF files. This lets you display faxes on-screen so you can preview faxes before printing or forwarding them.

E-Mail From Anywhere, At Anytime

The E-Mail Reader module provides text-to-speech capabilities, increasing the benefits of electronic messaging by reading e-mails to you over the telephone in clear, spoken English. This enables you to access your messages from any location. For example, when you use the telephone to check your e-mail, the E-Mail Reader module identifies the sender, the subject, and the length of each message; and will even read you the message text.

Like other Repartee CTI messages, e-mail messages are confidential and can be password-protected. When accessing e-mail messages, Repartee CTI asks for the same alphanumeric security code you enter when logging into e-mail on your PC.

While listening to a message, E-Mail Reader gives you complete control of messages and attachments during playback, allowing you to rewind, fast-forward, pause, repeat, or stop at any time by pressing touchtones.

After listening to an e-mail message from a Repartee subscriber, you can

respond to the sender or forward the message to someone else. For others, your response can be sent over the Internet as a WAV attachment to an e-mail. Either way, your customers are assured that prompt action has been taken.

By combining the power of Repartee CTI with the flexibility of unified messaging, the E-Mail Integration package improves your efficiency by making all your messages accessible from any location, 24 hours a day. This complete solution makes the most of global communications technology, speeding up

the entire messaging process and enabling you to manage information in the best way possible.

System Requirements

Latest Version of Repartee software

Lotus® cc:Mail™ Post Office Version 6.0 or 8.0

Message Reader requires Message Notify/Delivery

Message Integration Features

E-Mail Notify/Delivery

- Access messages from any telephone or networked PC
- Access voice and fax mail messages in e-mail
- Automatically forward fax messages to e-mail
- Manage messages using the telephone interface
- Save an e-mail message as new or delete it via telephone
- Send e-mail to any fax machine

E-Mail Reader

- Get information on attachments to e-mail
- Hear any text portion of an e-mail message over the telephone
- Hear message length
- Hear sender's name and subject of the message
- Hear text file and WAV file attachments over the telephone
- Hear time and date message was sent
- Send a voice reply to an e-mail message from other Repartee subscribers



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