

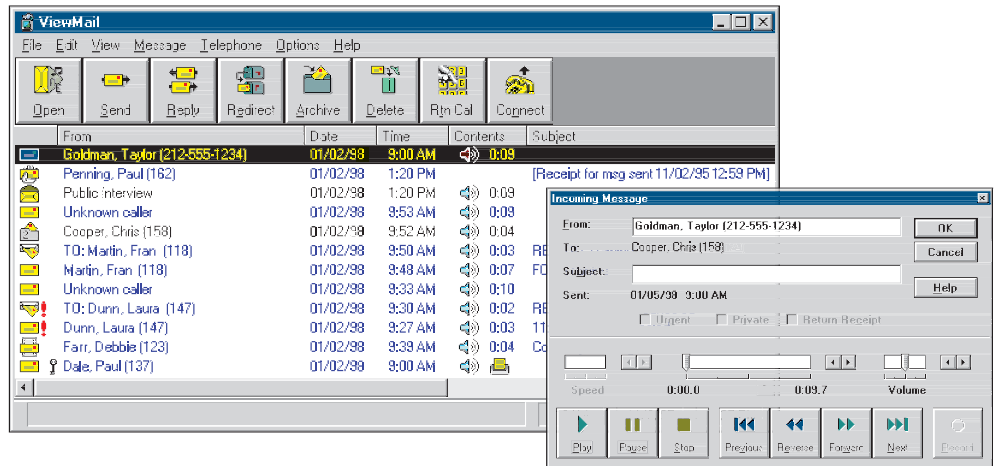


Active Voice is a world leader in developing PC-based voice messaging systems and Computer Telephony Integration (CTI) solutions. The Seattle-based company has been in business since 1983, and has offices in Australia, Canada, China, France, India, The Netherlands, and the United Kingdom. With more than 58,000 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.



ViewMail®

for R E P A R T E E ® C T I



In today's business world, the number of messages you receive everyday is growing rapidly, making it an increasing challenge to manage communications and maintain a high degree of customer service. Active Voice's ViewMail for Repartee CTI gives you control of the messaging process by allowing you to visually access and administer all your voice and fax mail from a networked PC.

As part of Active Voice's TeLANophy suite of unified messaging modules, ViewMail enables you to manage your messages quickly and effectively. ViewMail's critically acclaimed, intuitively designed computer interface gives you the ability to improve customer service by streamlining the messaging process.

Visual Control of Voice Mail

ViewMail displays your messages on screen via a graphical user interface, giving you visual control of your voice messages. With ViewMail you get a list of voice messages that you can listen and reply to in any order you wish, while intuitive icons let you know immediately whether or not you have already read a message, and which messages are urgent or private.

Being able to control all your messages with simple mouse clicks makes voice messaging with ViewMail especially easy and conve-

nient. By clicking your mouse you can send, reply, listen to, or redirect voice mail messages, as well as archive or delete one message or groups of messages in a single step. And with ViewMail's easy-to-use, VCR-style buttons, you can quickly rewind a message, pause, or skip ahead to any part of the message you want, all while using your PC mouse.

Flexible Multimedia Communications

ViewMail supports multimedia sound devices, enabling users to hear and record messages without picking up the telephone. On a multimedia PC, ViewMail plays your messages over your speakers, leaving your hands free to type notes or do other important work while you listen to the message. And if there's a question as to the content of the voice mail while you are speaking to whomever sent the message, there's no need to hang up, listen to the message again, and then call the person back—you can listen to the message over your multimedia speakers while you've got the caller on the telephone.

ViewMail's multimedia capabilities also allow users to embed voice messages in text documents, such as memos or e-mail messages. Instead of sending the two communications separately—sending the text document over the LAN and redirecting the

voice message by telephone—ViewMail allows subscribers to embed the voice message in the text document and send the compound message at once over the network. When reading the document, the subscriber simply double-clicks on the voice icon to hear the message in the caller's own words.

Improve Your Communications

ViewMail saves you time and money by letting you automatically return calls to fellow subscribers, making it quick and easy to contact people after they leave a voice message. Simply hit the "Return Call" button instead of digits on your telephone keypad, and you will automatically be connected. ("Return Call" is dependent on your telephone system.)

Not only does ViewMail make returning calls a snap, but addressing messages is

quick and easy as well. An alphabetical listing of all voice mail subscribers, groups, and guests lets you easily address new messages or redirect messages with a click of your mouse. ViewMail's integrated address book lets you easily address voice messages to fellow Repartee users with a few mouse clicks.

For added convenience, if you want a voice message delivered at a future date and time, simply specify when and to whom, and Repartee CTI will send your message for you. ViewMail improves your communications by giving you multiple, easy-to-use messaging options.

Add Fax Capabilities

Used in conjunction with Repartee's Active Fax™ package, ViewFax® delivers all your fax mail to the ViewMail inbox. With ViewFax, each fax is stored electronically until you want to see it. You can then view

it on screen, cut and paste it into a document, redirect the fax with a voice addendum, or send the fax to a printer—all with a few simple mouse clicks.

While on the road you can also use a touchtone telephone to deliver faxes to any fax machine in the world. ViewMail and ViewFax's intuitive visual interface and smart design make messaging easy and efficient, giving Repartee CTI users increased flexibility and complete control over their business communications.

With ViewMail and Repartee CTI, voice messaging has never been simpler or more flexible. You can use either your telephone or computer to check messages so that you can work in the manner that best suits your needs. The flexibility and convenience of ViewMail means you spend less time dealing with your messages, and more time working to reach your goals.

ViewMail Icons

Icons identify messages at a glance:



Handle Messages Quickly with ViewMail's Toolbar



Open a message to hear or see its contents.



Send opens a new message, then sends it to a subscriber, group, or guest.



Reply replies to a message from a subscriber or guest.



Redirect sends a copy of a message to the person or group you specify.



Live Record lets you record a telephone conversation.*



Archive lets you keep a message in your mailbox for a longer time than usual.



Delete immediately discards any selected messages.



Return Call automatically dials the telephone number associated with a message.



Connect connects your extension to the voice processing system to play or record messages.

Note: TeLANophy's ViewMail Feature package requires the latest version of Repartee. ViewMail can be used with Windows® 3.1, 3.11, 95, 98, NT, and Windows for Workgroups.

*This feature not supported by all telephone systems.



www.activevoice.com



LT-DATASH-VM

United States & Canada +1 206 441 4700 • Australia +61 (0) 3 9240 8266 • France +33 (0) 1 44 25 26 38 • Hong Kong +852 2774 2986
India +91 (0) 543292 • The Netherlands +31 (0) 36 546 1212 • United Kingdom +44 (0) 1344 360630

