



**Reachability by means of voicemail  
and automatic dial switching**



## Reachability by means of voicemail and automatic dial switching

### **Individual welcome message**

NovaMail lets you record individual welcome messages. These can be manually activated or permanently assigned to a call reason. In the latter case, the system knows why the call has reached the VoiceBox and informs the caller that you are not in the building, are temporarily absent from your workplace, are on the phone, or that the call is being received outside office hours. In all cases, a distinction can be made if required between internal and external calls, with calls connected to various messages accordingly. This ensures that callers are informed at all times as to why you are unable to take the call personally, and told when they can expect a return call.

### **Be informed as soon as a message is received**

Messages are worthless if you are not informed as soon as they are received. NovaMail informs you, via all available telecommunication channels, when a message has been received. Within seconds you will be informed via telephone call, e-mail, text message or pager.

### **Do you speak English? Parlez-vous français? Parla italiano?**

NovaMail will not let you down if you have customers or employees who speak foreign languages. Depending on the configuration, the system can operate not only German, but also in French, Italian and English. Each employee can therefore adjust his/her mailbox accordingly. All texts and messages then become immediately available in the language selected.

### **Operation**

Web Client makes administration of NovaMail a piece of cake. Installation is not necessary. Subject to authorization, administration tasks may be performed from any PC within or outside of the company network. Personal configuration of your mailbox and the recording of messages or the entering of an absence are user-friendly tasks that can be carried out directly from your workplace PC or via any telephone.

### **Security**

Every Voicebox is protected from unauthorized access by a PIN code. Hardware extensions, hard disk mirroring, uninterruptible power supply and redundant access of the voice channels ensure that the NovaMail system is a safe way to store information and that maximum availability is guaranteed. For maintenance purposes, a convenient remote maintenance system can be configured.

### **Modularity**

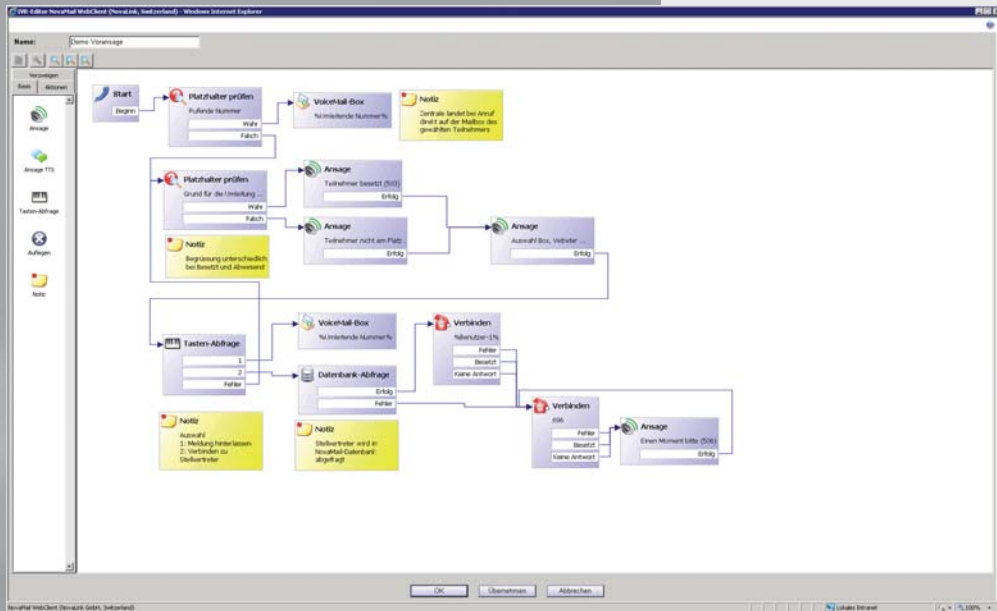
Thanks to its modularity, NovaMail can be precisely tailored to the size and needs of your company. The system grows alongside your company: upgrades are possible at any time. NovaMail's scalability guarantees investment protection.

Be reachable when you are away from your workplace or on the phone, or when you are called outside office hours. NovaMail reduces the distance between you and your business associates, and makes life easier for you and your colleagues.



***Professional  
corporate presentation  
thanks to the most  
up-to-date telecommunications***

Everywhere in the world you can access messages received, and forward them if necessary.



IVR user interface

# Professional corporate presentation thanks to the most up-to-date telecommunications

## IVR: The caller decides who he/she should be connected to

A wide range of powerful IVR functions are integrated into NovaMail. From simple automatic forwarding to complex processes: Everything can be defined via a graphical configuration interface. The high degree of flexibility in the application means that the possibilities are virtually limitless. For example, by using the telephone keypad, the caller can decide whether to leave a Voicebox message or be connected to a proxy. IVR can also be used as an assistant that automatically connects the caller to the correct extension. Additional functions such as communication with databanks, time controls, starting the server processes and text-to-speech are just a few of the options that IVR makes possible.

## Read, speak and write

If NovaMail is extended to include the Unified Messaging Function, you also receive your voicemail messages as e-mail attachments. Your voicemail messages can be played back, saved, printed out, forwarded, etc. from your familiar user interface. The additional text-to-speech option enables you to have your e-mails read to you over the phone.

If NovaMail is extended to include the Fax Function, it receives your faxes and prints them out on any network printer.

At the same time, each electronic document can be sent to the desired fax recipient by using the Printer Function. By adding the Unified Messaging option you also receive faxes as e-mail attachments (TIF files), thus allowing you to work on, save, print out or forward each message as you wish. Would you like to be kept informed of incoming voicemail messages, e-mails and faxes even when you are on the move? Notification via text message makes this possible.

## Industry-specific functions

NovaMail makes it possible to connect directly to a hotel front office system.

The specific requirements of the hotel industry can therefore be satisfied easily and conveniently. When a guest checks in at the front office, they automatically get a Voicebox for their room telephone. The language of the corresponding menu navigation is selectable. Voicebox messages are deleted when the guest checks out, and if there are messages that have not been heard, reception is informed accordingly by the front office system.


The wake-up function allows guests to set a wake-up call via their room telephone. If the wake-up call is not answered by the guest, reception can, on request, be notified.

Hotel personnel can use the room telephone to enter details of the current status of the room (occupied, cleaned, free, etc.), which is communicated directly to the front office. In the same way, staff can use the room telephone to enter details of items from the minibar that have been consumed. The front office can then ensure that the items are specified on the guest's invoice.

## Further solutions from NovaLink

By connecting NovaMail to the alert system NovaAlert, you have the possibility, upon receipt of an incoming voicemail message, to alert specific persons according to a predefined alarm plan. This function can, for example, be used to organize a 24-hour support hotline. NovaMail can also be supplemented with the NovaTax call data management system. NovaTax automatically records all call and call-charge data, which can be individually evaluated as required. If you supplement NovaMail with NovaConf, all audio conference functions are at your disposal.

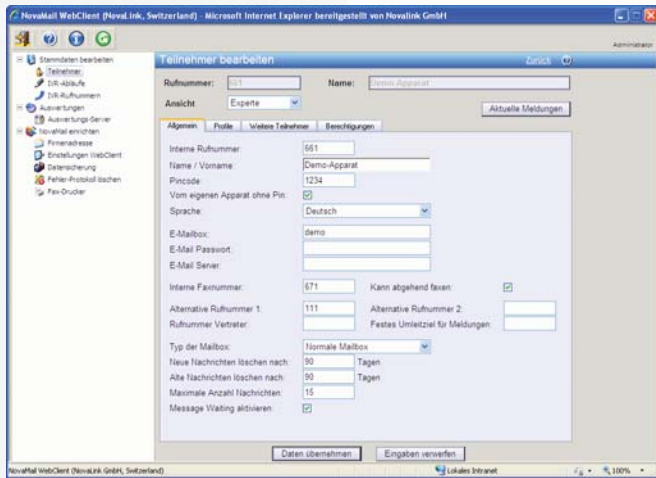
NovaMail functions like a personal assistant that answers calls around the clock, forwards calls if necessary, and keeps you informed of calls and messages that have been received.



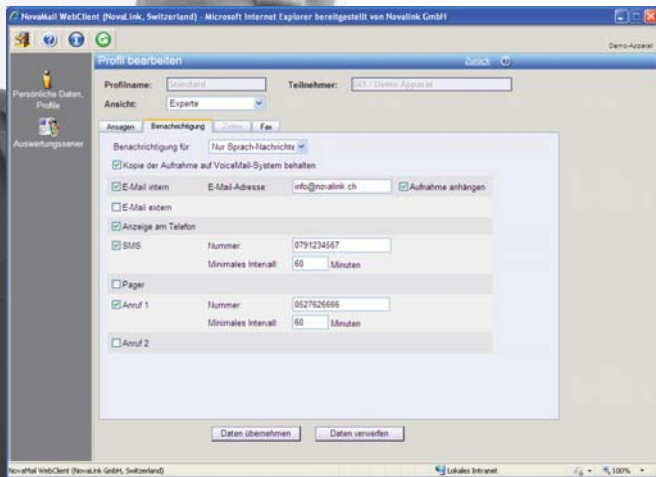
***Flexible  
system architecture  
and unlimited connections***

A management tool with a modern  
Windows interface that enables simple and  
clear administration of the entire system.

# Flexible system architecture and unlimited connections



Web Client: Edit profile

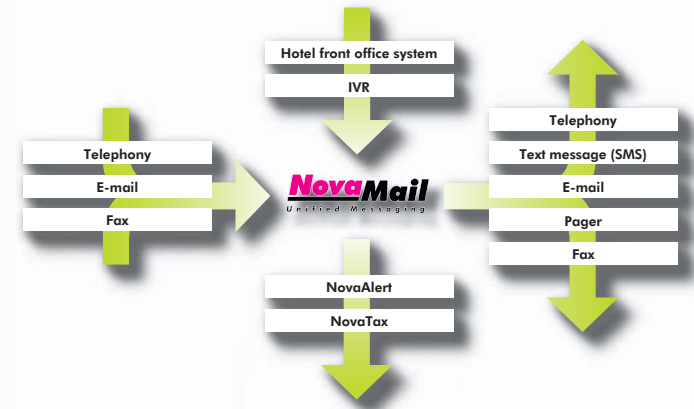


Web Client: Edit master data

With NovaMail, the voicemail system from NovaLink, your customers will be served better, more professionally and faster.

## Overview of functions

- Unlimited number of mailboxes
- Up to 100 individual welcome messages per mailbox
- Distinction between internal and external calls
- System recognizes working hours and absences
- Independent of telephone system
- Connection to telephony via VoIP, digital or analogue
- IVR: Interactive Voice Response
- Notification of voice messages, e-mail or fax via system apparatus (device-specific), mobile telephone, e-mail, text message, pager, fax, NovaAlert
- Voicemail messages are retrievable from any place and at any time
- Text-to-speech engine allows e-mails to be listened to from any place and at any time, and printed via any fax machine
- Fax messages received can be forwarded to another fax machine
- Alternative message recipient can be set
- Music can be added to call-holding wait time
- Mailbox protected by a PIN code
- Statistical evaluation
- Details of call time and telephone number added to incoming message
- Automatic data backup possible
- Multiple language options
- Connection to NovaAlert (alerting and evacuation system) possible
- Connection to NovaTax (voice data management system) possible



- Connection to hotel front office system possible
  - Remote maintenance possible
  - Industry-specific functions possible, such as: wake-up, room status, minibar status
- ### Advantages
- Professional corporate presentation
  - High efficiency
  - Reachable in a targeted manner
  - Reduced pressure on employees
  - Caller is automatically connected correctly
  - Very easy operation directly via telephone or using your workplace PC
  - Investment protection through modular system architecture
  - Upgrades possible at any time

## Applications/references

- Old people's homes
- Banks
- Call centres
- Hotels (check-in, check-out)
- Industry
- SMEs
- Hospitals
- Administration



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