**[Novacom’s Avaya Voicemail Pro](http/vmpronovacom.com/)**

**I**P Office Voicemail Pro is enabled by the IP Preferred Edition and is the most It can handle up to 40 simultaneous calls depending on license and system settings;

* Each user has the option of turning their voicemail on or off;
* When on, the system automatically answers their telephone when they are not available to take a call, plays a personal greeting, and records a message;.
* When a message has been left, the user will see a message-waiting lamp lit on their telephone and can press a retrieval button to collect their messages.

Voicemail Pro can also ring the user to deliver any new messages. Voicemail messages are time and date stamped and the caller's number recorded. Voicemail Pro can be configured to delete read messages automatically, unless the user chooses to save the message permanently.

Voicemails can be collected remotely by dialing into the Novacom Server. If the number the user is dialing from is recognized (home number or mobile/cell phone for example), the user will listen to their voicemail straight away. If the source number is not recognized, the user will be prompted for a mailbox number and a PIN code for that mailbox, before they can listen to their voicemail. Users have the ability to set and change their own PIN codes.

When a voicemail needs to be forwarded to other users, Voicemail Pro provides many options:

* Voicemails can be forwarded to another mailbox, or group of mailboxes;
* Recipients can add their comments to the voicemail before forwarding to another mailbox or mailboxes;
* Voicemails can be forwarded as email WAV attachments.

All options are available in a choice of languages; both spoken voice prompts and graphical programming interfaces and have the choice of IP Office TUI and Avaya INTUITY emulation TUI.

**Voicemail Pro**Voicemail Pro offers much more than just a pure voicemail system. Other helpful, convenient, cost and time saving options are:

* Whisper Announce that prompts callers for information (usually their name) which is recorded and passed on to the user's extension on answer, allowing them to choose to accept the call or not. This is particularly useful on "CLI/ANI withheld" numbers - usually calls from telesales companies where somebody is trying to sell you something.
* Voicemail Pro will not intrude onto busy extensions;
* Assisted Transfer allows transfer of a call to a destination, but allows the call to return to Voicemail Pro automatically for other options should the called party be engaged, or not answer within a pre-determined time;
* Conditional routing of calls. Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example, the Week Planner can be used to define the company's standard working hours, and then combined with the calendar to define exception days such as public holidays / vacation;
* Call modules. Modules allow you to create sequences of actions that you want to share between numbers of different call routing scenarios – like a "macro" in PC applications. These modules can be used to create a library of vertical voicemail applications or just easy dissemination to other IP Office voicemail sites, thanks to its import and export functionality;
* Activation of the external relays on the IP Office system. For example, remotely checking the status of the office meeting and then turning it on from your mobile/cell phone on your drive in to work.

**Key Features**Key features of Voicemail Pro include:

* Personal voice mailbox for users and hunt groups;
* Personal Numbering (follow me);
* Extended personal greetings to customize the information presented to a caller based upon the availability of a user;
* Unified Messaging (UMS) offers voice mail - email synchronization between the Voicemail Pro server and email client;
* UMS Web Access allows access to voice mails via a web interface from an internet browser;
* UMS integration of Voicemail Pro with Microsoft Exchange Server for full message synchronization;
* Enables mobile messaging integration (e.g., Blackberry) when used with Exchange server integration;
* Forwarding of voicemail messages to email systems via SMTP;
* Voicemail Pro client, a graphical user interface for programming and configuring applications both locally and remotely; Data base access via Interactive Voice Response (IVR) for individual business requirements;
* Audiotex and Auto Attendant services (including dial by name);
* Sophisticated queue announcement facilities;
* Access and control of voicemail via the digital or IP phone display (Visual Voice);
* 22 supported prompt languages: Chinese (Mandarin), Danish, Dutch, English (UK), English (US), Finnish, French (France), French (Canadian), German, Greek, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese (European), Portuguese (Brazilian), Russian, Spanish (Castilian), Spanish (Latin American), Swedish;
* Conditions (e.g. test if 'out of hours');
* Broadcast group messages;
* Automatic and on demand call recording with an option for Contact Store (optional cost random call search by date and time) and replay of saved messages;
* Tampering Detection / Verified Call Recording;
* Voice forms/questionnaire mailboxes (Campaign Manager);
* Personal distribution lists;
* Tag information retrieved from a database to a call and delivers it with the call to an agent;
* Visual Basic (VB) Script support to allow the configuration of the voicemail system through VB scripts rather than Voicemail Pro call flows;
* Text-to-Speech facilities to allow emails to be read out over the telephone and/or for database information to be read to a caller in 14 languages;
* Housekeeping facilities for the management of messages;
* Automatic detection and routing of fax calls within Auto Attendants and within a subscriber's voicemail box;
* Support for a range of the INTUITY telephone user interface features in INTUITY emulation mode;
* Recording of system prompts through the telephone handset or using multimedia facilities on a PC;
* Speaking clock;
* Support for TTY hearing impaired text phone;
* Centralized Voicemail within a multi-site IP Office environment;
* Networked Messaging with other Avaya voicemail systems and voice messaging systems supporting VPIM (like Call Pilot);
* Capacity of up to 40 ports for a single-site system;
* Voicemail channels between Voicemail Pro and the IP Office can be reserved for business critical functions or left unreserved for any function;
* Improved voice recording, including recording of calls made over IP telephones (calls using direct media has to be routed through IP Office); automatic call recording triggered by incoming call routes; pausing recording when call is parked or placed on hold;
* User start points in Voicemail Pro include queued options.