

BT Versatility Voicemail options

Part of our Telephony portfolio

Make your business accessible around the clock, with cost-effective voice messaging and custom call routing.

Is it for you?

Do you want to:

- Avoid missing calls when extensions are busy or people are away from their desks?
- Make sure messages are accurately recorded and conveyed?
- Make it easy for people to keep in touch when they're out of the office?
- Keep your business open around the clock?

With BT Versatility Voicemail you can do all these things. And more.

Benefits and features

Avoid lost calls

- Switch your phone to voicemail whenever you're in meetings, away from your desk or simply don't want to be disturbed.
- No more missed calls at lunch or after hours. Just let your personal voice mailbox answer all incoming calls.
- Use the simple call routing and courtesy service to answer and queue calls if extensions are busy. A recorded message gives vital assurance to callers that they are not forgotten and will be answered as soon as an operator/agent is available. A number of pre-recorded messages can be set up to cater for different times and situations.

Make it easy for callers to reach the people and services they want. Anytime, anywhere

- Every member of staff has complete control over their own mailbox. They can dial in whenever it's convenient, from any phone, to pick up and reply to messages and amend greetings.
- Password-protected voice mailboxes can be provided for the system mailbox and for each individual user. A further 10 phantom mailboxes can be set up for people working at home or on the move and also 20 group voice mailboxes.
- Callers can be greeted with a personalised message which can be updated any time to reflect your availability.
- A message waiting lamp on BT Versatility Featurephones tells you when messages have been left in your voice mailbox.
- You can return most calls instantly, and messages can be saved, deleted or forwarded to other extensions.
- You can screen your calls while voicemail is switched on and pick up any calls that you feel cannot wait.
- Messages can be picked up from any phone – in the office, at home, or on the move.

Let callers dial extensions direct

Built-in Auto-Attendant facilities can be set up for:

- Every extension
- Extension groups
- Phantom mailboxes

With the integrated Custom Call Routing it's even easier for your customers to get through to the right person or department. For example, **"Thank you for calling, if you know your party's extension please dial it now, or select from one of the following options. For Sales – Dial 1, for Service – Dial 2, for all other matters please Dial 3."**

Advanced Voicemail offers additional facilities such as dial-by name and voice recording.



Making sense in a confusing marketplace

How it works

BT Versatility 2 Port Voicemail comes as standard across all packages.* You can opt for Advanced Voicemail by selecting the BTV-IP packages or purchase an 8 port Voicemail option separately. The features are simple to use and the system comes with pre-recorded greetings which you can customise to suit your business needs.

*2+8 system available without voicemail.

Custom Call Routing

Custom call routing also makes it easy for callers to specify the services and people they want. Instead of keeping customers on hold, you can set up a number of different, service-specific call queues which callers can choose simply by pressing numbers on their keypad – for example, Press 1 for Sales, 2 for Marketing, 3 for Helpdesk.

2 Port Voicemail

- Auto-Attendant comes as standard.
- Simultaneous voicemail access for two callers or users.
- Two hours' message storage.
- Supports all features with the exception of voice recording and dial-by-name.

Advanced Voicemail

- Simultaneous voicemail access for eight callers or users.
- 20 hours' message storage.
- Supports all features including Custom Call Routing.

Dial-by-name

As well as the Auto-Attendant and Directory Service, Advanced Voicemail includes a directory feature that allows callers to dial people by name. Instead of having to remember an extension number, customers can simply punch out a name on their telephone keypad.

Voice Recording

Voice recording is an essential tool which supports your staff. It helps to resolve disputes over the accuracy of verbal advice to customers, mediates when customers/staff complain, clarifies hurried or garbled messages and helps to trap abusive and nuisance callers. This simple, easy to use feature allows you to store unread messages for up to eight days and read messages for up to 14 days.

Flexible maintenance contracts

Eight-to-five, or around the clock, all year. We have the service assurance packages to match the way you do business – backed by a service level agreement.

StandardCare

8am to 5pm, Monday to Friday, with a guaranteed next-day response time.

PromptCare

8am to 5pm, Monday to Saturday, with a guaranteed four-hour response time.

TotalCare

24 hours a day, seven days a week, all year, with a guaranteed four-hour response time.

Finance options

If you want to minimise your capital outlay, you can take advantage of simple, flexible repayment options to cover your equipment, software, installation and connection charges. With BT Finance* there's no deposit to pay and rental agreements are designed to suit your preferred payment schedule, lasting from three to seven years. As well as being easier on your cash flow, it's a hedge against inflation and, depending on how your auditor treats the payments, you may be able to allocate them as a business expense, which could reduce your tax bill at the end of the year. There's an in-built technology refresh option whereby you can upgrade or add new equipment during the term of the contract and, if you wish, replace it at the end of the payment term.

*BT Finance is subject to credit approval and status. BT Finance is a registered trademark of British Telecommunications plc, used under licence by a panel of Funder and Banks which includes GE Capital Equipment Finance Ltd, 2630 the Quadrant, Aztec West, Bristol BS32 4QG.

Service and support

In addition to our flexible maintenance contracts we understand that computer problems can cause serious disruption. Software crashes, installation problems and dead email quickly translate into wasted time, missed schedules and lost revenue. Is it the hardware? Is it software? Is it a virus? Who knows? With IT Support Manager (ITSM) our IT experts can securely take 'remote control' of your PC to help fix problems, without even coming on-site. All your IT requirements can be covered. From installing, configuring and repairing operating systems, networks and hardware and even your BT Versatility system.

We invest in premium skills and back up our teams with intelligent systems, efficient processes and an extensive range of services to last a lifetime in business – from telephone advice lines and online support through to full business continuity for risk management and disaster recovery.

Plus lifelong support for your solution

- Single point of contact through specialist technical centres (STC's).
- One of the largest field networks of any telecoms supplier with more than 1900 engineers nationwide, meaning backup usually within an hour's drive of any BT customer site.**
- Remote diagnostics and remote fault fixing, to enable minor technical problems to be resolved rapidly.
- Consultancy, project management, development, networking and installation.
- Telephone and web-based support helpdesks.
- Managed services including remote adds and changes.
- Business continuity services, including data backup, security audits, health checks and disaster recovery.

**Response times dependent on suitable service assurance contract

Why BT?

We have the capability to deliver and manage the whole solution

- BT is a principle supplier of business communications and is one of the market leaders in system sales and service provision.
- We are a one-stop solutions shop – from telephony to data, infrastructure to mobility, be it a small office business system to a fully converged solution; packaged applications or managed services.
- Our expertise covers everything you need: – from the cabling under your feet to the applications on your desk – from consultancy, systems development, installation through to maintenance, technical support and account management.
- We offer a complete and consistent service wrap, with a service portfolio spanning the life of your solution.
- We can offer you a tangible local partnership for ownership and accountability, and a national partnership to ensure true scalability.
- BT has teamed up with world-class suppliers to give you access to the widest range of quality products and services – from systems integration and logistics through to product development, technical support, customer service and sales and marketing support.
- BT has been awarded the highest possible partnership status by Nortel, Cisco Systems, Microsoft and Avaya – proof that we meet and exceed the standards set by the world's top communications companies.

Contact & Further Information

Visit www.bt.com/cs/btversatility

- Call on Freefone **0800 389 4848** Quoting 46989
- Talk to your BT Account Manager
- Visit www.bt.com for anything else in our portfolio



Offices worldwide

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