CSE Voice Mail extends traditional voice mail services with advanced capabilities and is an integral part of CSE Hosted PBX Service. This essential tool works using traditional touch-tone interaction from your phone or from any remote touch-tone phone. For a visual interface to your messages there are two options. The CSE Portal enables a visual and audible review of messages available from any broadband Internet-connected computer. The CSE Unified Messaging option lets you choose to have your voice mail interact with your email if that suits your life style. CSE Voice Mail makes it easy to stay in touch.

Voice Mail Features

STANDARD MESSAGE HANDLING OPTIONS - When you call into CSE Voice Mail for a new or stored message you can do the usual range of actions to it including: play, rewind, fast forward, pause, replay, save, delete, play the message envelope or skip the envelope (time, date, calling ID).

PERSONALIZED GREETINGS – Instead of a single caller greeting, CSE Voice Mail gives you the ability to record different personal greetings for "no answer", "busy" and "do not disturb" conditions.

MESSAGE WAITING INDICATOR - Message waiting indication indicates the presences of new voicemail with a message waiting lamp or stutter dial tone.

REMOTE NOTIFICATION - Enable Remote Notification to be notified instantly when a new urgent voicemail message is received or when any voicemail message is received. Notification options include numeric paging, email or receive a voice call from the voicemail system. Remote Notification lets the user return important calls quickly while the caller is still available.

MESSAGE TAGS - Callers can tag a message as Private, so that it can't be forwarded from the phone, or tag it Urgent, which will affect the order in which messages are heard and may also affect the Message Notification treatment of that message.

VISUAL VOICE MAIL - Use CSE Web Portal to review and manage voicemails visually. Sort messages by a variety of parameters: by time received, by caller ID, by message tag such as "Urgent," or by length of message. Then click to listen to the messages in the order you want to hear them. Play them on your PC speakers from anywhere or on your phone when you are near it.

Hosted voice mail you can easily use from your phone or PC.

Click on an entry to return the call. Forward the message to anyone as an audio file attachment to an Email. Message management has never been easier than from CSE Web Portal.

EMAIL FORWARDING - Avoid transcribing voicemails into emails by forwarding individual voice messages to anyone as an audio file attachment to an Email. Also, pre-configure the mailbox to automatically forward copies of every voice message received to an email server for permanent storage or logging.

VOICE MAIL DISTRIBUTION GROUPS - Distribution Groups let business users easily send messages to pre-defined teams or workgroups. Distribution Groups can be managed from any touch-tone phone or using the point-and-click simplicity of the CSE Web Portal. Personal Distribtion Groups let the individual user manage their own Distribution Groups. Corporate Distribution Groups are managed by the Corporate Administrator and are accessible by anyone.

STAND-ALONE & SHARED MAILBOXES - For those situations where you need something other than one voice mailbox per phone, CSE Voice Mail offers two alternatives. Stand-Alone Voice Mail has a regular phone number assigned for incoming messages but no physical phone assigned to the number. You use a touch-tone password to check messages. Shared Voice Mail is convenient for groups, such as a department, up to 50 phones. Calls to any phone that is assigned to the shared mailbox are forward to the shared voice mailbox. All assigned phones get the message waiting indicator, and all users can hear and manage the messages.

USER SELF-ADMINISTRATION – CSE Voice Mail puts the user in control of their voice mail. Use touch-tone or the CSE Web Portal to update voice mail passwords, set message play or appearance order, record personal greetings, create call distribution lists, and more.

AUTOMATIC DISASTER RECOVERY – For those emergency situations where a phone loses connectivity due to a loss of power or wire cut, calls are automatically routed to Voice Mail so callers hear your own voice rather than reorder tone or a service disruption announcement. Alternately, configure an Out of Service destination to have calls automatically routed to your cell phone.

MAILBOX FULL ALERT - Avoid losing important messages due to mailbox overflow. The Mailbox Full Alert indicates when a voice mailbox is approaching its limit.

CSE Voice Mail

Productivity Benefits
- Find out immediately when a message comes in
- Review messages in the way that suits your style or access - phone or Internet
- Quickly scan visually to see who called and who left messages and respond in any order
- Maintain continuous communication even during emergencies
- Project a professional image with your voice mail even if you don't have a physical business phone
- Quickly handle department messages

Budgetary Benefits
- Receive voice mail service at a bundled rate when paired with your CSE VoIP phone service

Management Benefits
- Works as a unified Voice Mail system across business locations

Reliability Benefits
- Automatic Disaster Recovery

User Requirements
- Any phone approved for use with CSE Hosted VoIP Service
- Visual Voice Mail access requires Web Portal service, viewable from any personal computer running Microsoft Windows© XP or 2000 and running Microsoft Internet Explorer© 5.5 or higher for full features or Netscape© 7.0 or higher for basic features

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