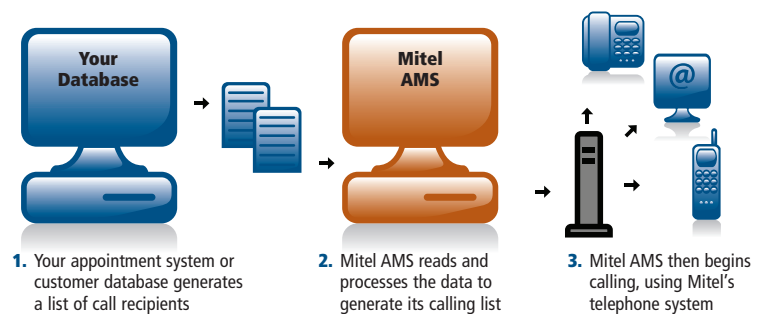


Mitel's Automated Messaging Solution

In today's ever-changing business world, many companies need to be able to communicate important upcoming events, appointments and messages to customers. This is why businesses need an enhanced integrated automated messaging system that will reach the right people at the right time.

Mitel AMS is a full-featured, fully customizable and complete telephone messaging solution designed to help you stay in touch with your customers. The system provides a wide range of unique and flexible capabilities for delivering appointment reminders, message notifications and event information via telephone calls and/or emails.



If the customer needs to make an appointment change or inquiry, they can be connected to a live person or agent to make changes. In addition, the system allows you to capture customer responses, conduct surveys, and even send email reminders. And because the Mitel AMS solution works independently, it easily integrates with your current business management software, eliminating the need for duplicate data entry. You only need to select the target market you want to reach from your database or spreadsheet, record the message you want them to hear and Mitel does the rest!

Messaging Powerhouse

The Mitel AMS can communicate clearly to your customers with its state-of-the-art text-to-speech technology or by using your own message recordings. Our unique Flex Fields feature lets you construct messages section-by-section, based on your existing data. Offering unlimited list capacity, unlimited calls per session, full remote access, custom call-in information lines and text-to-speech, the Mitel AMS is an automated messaging powerhouse.

Multiple Communications Campaigns

The Mitel AMS provides the ability to support multiple, simultaneous calling sessions or campaigns delivering unique voice scripts for various messaging purposes all at once (e.g., reminders, delinquency, notification, etc.).

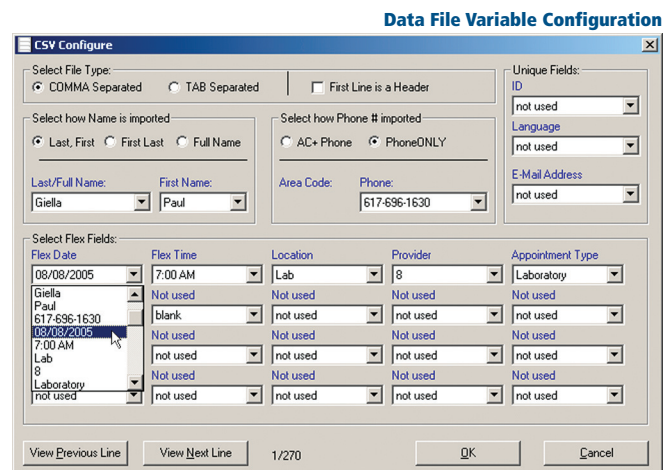
Flexible and Personalized Functionality

Easily configure the Mitel AMS software to associate variables from your data with your own values (fields) to make the building blocks of your outgoing messages. Within a single call session, you can have a personalized message delivered to each individual, based on that person's unique data. Plus, the system remembers your settings and can even scan for new Flex Fields with each list you import!

Mitel AMS Benefits

- Flex Fields let you deliver flexible messages like: "Hello. This is [NAME] calling for [COMPANY or PERSON] to remind you of [EVENT] on [DATE] at [TIME]."
- If a call goes unanswered, you may leave a message or attempt alternate phone numbers (cell, pager, email, etc.).
- Get complete graphical and detailed reports to track the success of reminders and responses.
- Project a professional, memorable impression on those being called with highly personalized messages, requiring only minimal setup.
- Ensure quick return on investment (ROI).

Data File Variable Configuration



CSV Configure

Select File Type: CDMMMA Separated TAB Separated First Line is a Header

Select how Name is imported: Last, First First Last Full Name

Last/Full Name: First Name:

Select how Phone # is imported: AC+ Phone PhoneONLY

Area Code: Phone:

Unique Fields: ID Language E-Mail Address

Select Flex Fields:	Flex Date	Flex Time	Location	Provider	Appointment Type
	08/08/2005	7:00 AM	Lab	8	Laboratory
Giella	Not used	Not used	Not used	Not used	Not used
Paul	blank	not used	not used	not used	not used
617-696-1630	not used	not used	not used	not used	not used
08/08/2005	not used	not used	not used	not used	not used
7:00 AM	not used	not used	not used	not used	not used
Lab	not used	not used	not used	not used	not used
8	not used	not used	not used	not used	not used
Laboratory	not used	not used	not used	not used	not used
not used	not used	not used	not used	not used	not used

View Previous Line View Next Line 1/270 OK Cancel

Mitel AMS

Industries:

- Auto Dealers – Service Reminder & Status, Parts Pickup
- Collections – Payment Reminders, Notifications
- Cultural – Religious Organization Events
- Emergency Services – Disaster Notification
- Country Clubs – Golf Tee Times, Social Events
- Government – Court Date Reminders
- Health & Beauty – Salon/Spa Appointments
- Schools – School Meetings, Closings, Events
- Volunteer Organizations – Event Planning

Features:

- Advanced Voice Recognition Technology
- Allows Up to 6 Touch Tone Replies
- Answering Machine Detection
- Autotasks and Auto Reports
- Call Wizard
- Capture Customer Responses
- Custom Import Manager
- Custom Views
- Duplicate Name and Phone Number Screening
- Flexible Call Reporting - Graphical/Historical
- Import Call Lists from Other Applications
- Kid Zone Protection (Dial "9")
- Pager Call-Back Notification
- Remote Operation with Voice Prompts
- Selectable Calling Times and Day
- Separate Messages to Answering Machines
- Supports Simultaneous Multiple Campaigns
- Text-to-Speech/Voice Recording
- Unlimited List Capacity

The Mitel AMS creates a custom message for each customer/patient/account/client, pulling information from your daily appointment schedule or customer database:

"This is Williams Academy calling to confirm your appointment with Ms. Johnston at our Main Street office at 1:30PM on Friday, May 1. Please have your forms and materials ready. If you have any questions, please call our office at 555-1212. Thank you and have a nice day."

Williams Academy - Daily Appointment Detail
1013 Main Street
Springfield, USA 90086 - (555) 555-1212

Last	First	Time	Date	ID	Contact	Room	Type	Code
Jones	Gary	0130p	1-May	1	1	125	New Client	9727
Banes	Mark	0230p	1-May	1	2	122	Follow-Up	6787



Desktop Hardware + Headset

Maximum Flexibility for Enhanced Performance

The Mitel AMS offers a full-featured, fully customizable, and complete telephone messaging solution that provides businesses a new way of communicating with customers. With its flexible messaging delivery, customer database integration capabilities, support for multiple campaigns and advanced reporting, the Mitel AMS allows businesses to reach more people faster, for less cost, all while affording you more time and resources for other important business issues.



Rackmountable Hardware

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