

# Unified Messaging

## Unified Communications for Business and Residential

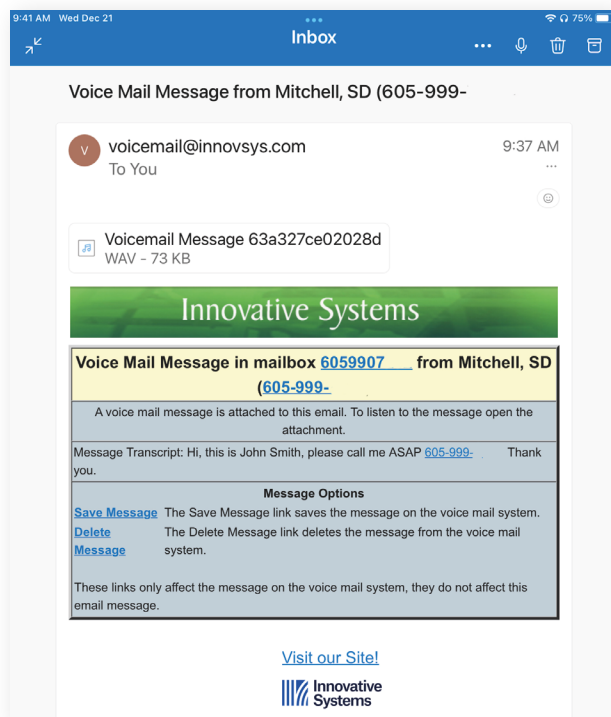
- Auto Attendant feature enhances your Hosted PBX
- Voicemail to E-mail mobilizes Messaging
- Voice to Text Messaging option

## Scalable, Reliable, Compatible Service

APMax provides a central office upgrade platform providing 384 SIP or DS-0 channels and up to 29,000 hours of redundant message storage. Unified Messaging is scalable, allowing you to have from 100 to 125,000 mailboxes.

## Built-In Automated Attendant Functions

Subscribers can define unlimited menu levels with Automated Attendant, which can be set to play a message, forward a call to a specific telephone number, implement a dial by name directory, and activate the service for operation on specific time of day and day of week configuration.



**Insert your brand or your customer's brand into the Voicemail to E-Mail message**

## Integrates with Other APMAX Services

- Single Number Service
- Telemarketer Call Screening
- Auto Attendant
- Notify Plus
- Automated Call Distribution

## Mailbox Features

- Sub Mailboxes
- Greeting Only Mailboxes
- Up to 100 Custom Greetings
- Spanish Language Settings
- Record Name
- Routing Mailbox
- Associated Numbers for Wireless phones
- Out Dial (Transfer to Number)
- Main Menu Out Dial Number
- Message Delivery to Non-Subscribers
- Voicemail to Text transcription option

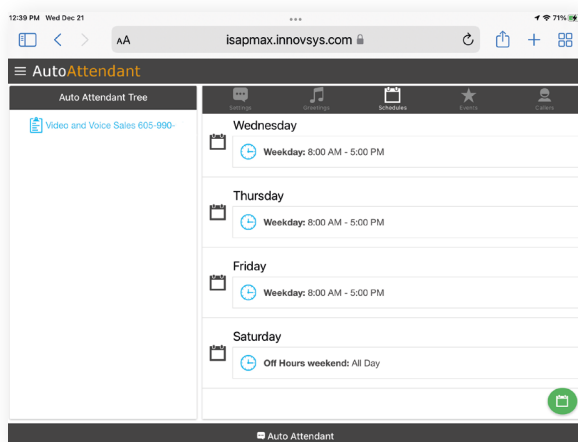
# Unified Messaging Automated Attendant

## Professional Business Call Routing

- Automated Receptionist
- Finds Employees by Name or Extension
- Use to route calls after hours and weekends
- Integrates with other APMAX services

## Component for Hosted Business Offerings

The versatility of APMAX Auto Attendant is a good fit for your demanding business customers. Time of day routing can send afterhours calls to a multi-layered menu for your customer's support or immediate response teams. If an Automated Attendant is needed to transfer callers into a call center, this service can save the expense of a live operator.



## Integrates with Other APMAX Services

Automated Attendant can be used in conjunction with other APMAX services such as Single Number service

for easy location of essential or on-call staff who are at times only reachable with wireless devices.

## Time of Day Routing

Routing calls to destination number or mailboxes based on time or day of the week gives subscribers options about how calls will flow through the Automated Attendant. The Auto Attendant can also be the first response to callers.

## Time and Greeting Specific

The service may be configured to be active only at specific times of the day and may have separate settings for each day of the week.

## Time-Out Selection

You can configure Auto Attendant to direct a call to a different number if no action is taken.

## Statistical Reporting

APMAX Report Viewer tracks all Auto Attendant counts, and optional Central Reporting provides automated delivery and MS Power BI integration.