



# Product overview

## Menu Manager 1.0

### Instant access to People and Information

Menu Manager from 1Voice Ltd is a software solution designed to help you make the most of your Octel Message Server by enabling its 'hidden' IVR capabilities. Menu Manager enables you to create, customise and administer touch-tone menu options for your message server with a simple-to-use Windows graphical user interface. You can quickly provide callers to your company with instant access to the information, services and people they require, without the need for in-depth training or experience of message server platforms.

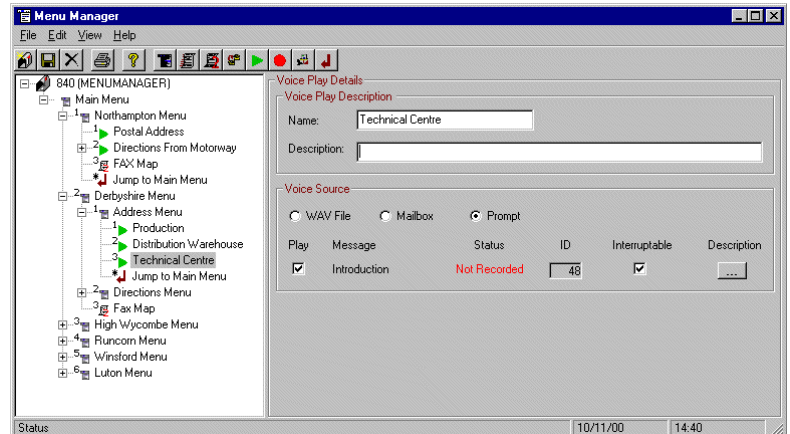
In a nutshell, Menu Manager from 1Voice can transform your auto attendant into a powerful corporate marketing tool.

### Applications

Menu Manager is an software solution that allows IVR menus to be easily designed and edited by users who have no IVR development experience. Menus can be created that allow callers to choose whether to listen to information, receive faxes, transfer to other destinations or leave voice messages.

Menu Manager can be used to provide the following IVR applications:

- **Call Routing**
- **Fax Back**
- **Service Announcements**
- **Out of Hours operations**
- **HelpDesk Overflow or Front End**



### Product Features

- Create IVR menus to allow callers to choose the services they require
- Route callers automatically by Calling Line ID (CLI).
- Menu options include same call fax and fax back.
- Provide multi-layered menus to ease the use of messaging system
- Schedule menu functions by time-of-day and day-of-week
- Multiple menu applications can be created if multiple DDI numbers are set up
- Menu options can be assigned to any digit, so that they need not be sequential.
- Unlimited number of submenus

## 1 Voice Limited



+44 (0) 118 989 3255

sales@1voice.co.uk

www.1voice.co.uk

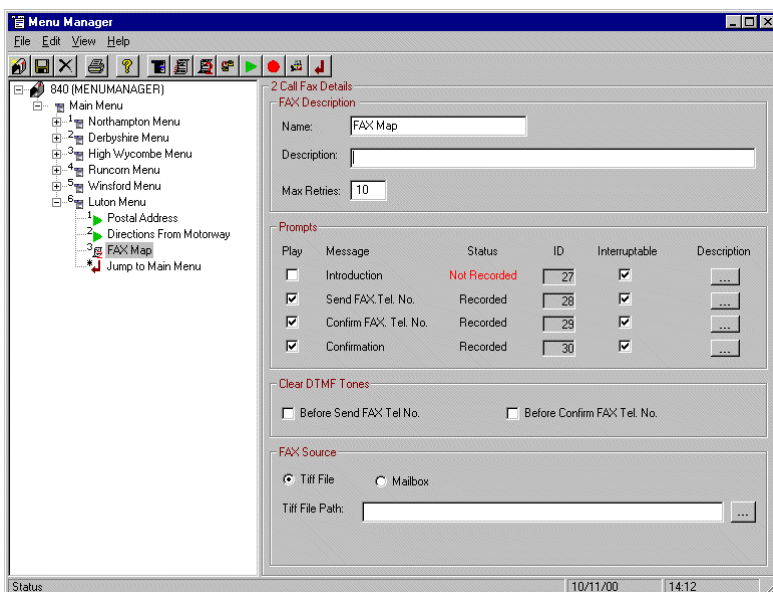
Market House  
19/21 Market Place  
Wokingham  
Berkshire  
RG40 1AP  
England



## Application Overview

Menu Manager is a unique Octel Designer™ application that has been specifically developed for the design and editing of IVR menus. Menus allow callers to select how they want to receive information or services, and to enable transfers to other destinations.

A DDI number can be set up which is then linked to the required menu. The application supports multiple DDI numbers, so that an unlimited number of menus can be created.



## Menu Functions

- **Customize full range of key options 0-9, \* and #**
- **Play pre-recorded information messages**
- **Transfer caller to operator, extension or hunt group**
- **Receive Voice Messages**
- **Send faxes to number input by caller**
- **Jump to new menu**
- **Exit to mailbox**

## Benefits

- **Menu configuration under your total control**
- **Time to create new menus is greatly reduced**
- **Reduce repeat calls to a service call centre when outage announcements can be played**
- **Minimises misrouted calls**
- **Provides automation for repetitive tasks e.g. faxing travel directions and maps**
- **Provides 24 x 7 operation**

## Technical Description

Menu Manager has been created by 1Voice using the Octel Designer™ Application Development Toolkit as certified by AVAYA (formerly Lucent Technologies).

The software resides on an Application Server PC running Windows NT and controls the Octel Message Server by signals sent across a LAN connection using TCP/IP.

Software Licensing controls the overall number of Menus used with the application. Menu licenses are sold in batches of 5.

## Customer Requirements

- **Octel Serenade™ or Aria™ Version 3 or higher**
- **LAN Hardware Kit\***
- **Octel Access™ Server\***

\* Optional features of the Octel system.

**A complete solution, including any or all of the above components can be supplied by 1Voice Ltd.**

**Call us today, we can make a difference.**