



Only From Mutare - Communication Made Simple

Application Name	Description	Value Proposition
<u>EVM Plus™</u>	Voicemail to email message delivery for Avaya.	Improved productivity and customer service - no desktop client - ROI in a few weeks.
<u>giST™ Messaging</u>	Voice message to text transcription, delivered to email.	Makes voicemail as convenient and useful as email. A must for mobile device users.
<u>Message Mirror™</u>	Real time geo redundant voicemail back up.	Never lose a Modular Messaging voicemail message due to a server outage. BC made simple.
<u>Message Rescue™</u>	Real time voicemail disk image copied to backup	Never lose a Modular Messaging or Communication Manager Messaging voicemail message due to a server outage. DR made simple.
<u>Message Archive™</u>	Permanent voice message storage.	Regulatory compliance for Sarbanes Oxley and civil rules of discovery.
<u>Password Reset</u>	Automatic password re-set for Avaya VM.	Self-service reset reduces labor costs and turn around time.
<u>Mailbox Escalation™</u>	Rules-based message notification escalation .	Supports Service Level Agreement commitments in the call center; improves customer service.
<u>Message Monitor™</u>	Monitor call center agent VM boxes.	Improve customer service on unattended voicemail.
<u>Message Migration</u>	Legacy to replacement.	Enables key VM for leadership to be accessible on new system.
<u>Enterprise Notification System™ (ENS)</u>	Message notification by voice, text message and email to the enterprise.	Low cost enterprise notification for BC/DR/ Crisis, Shift Management and Surveys.
<u>Interactive Voice Response</u>	Self service database inquiries by phone. Completely customizable.	Delivers faster customer service and reduces labor costs.
<u>giST™ IVR</u>	Transcribes voice prompts to text.	Eliminates manual transcription for voice input with IVR.
<u>Auto Reminder™</u>	Delivers reminder message by phone, email and text.	Increases revenue while decreasing labor costs for reminder phone calls. Immediate ROI.
<u>Locator™</u>	Returns location closest to the caller for service, purchases etc.	Increases sales while decreasing customer service costs. 6 Month ROI or less.
<u>Automated Inmate Inquiry™</u>	Automates routine bond inquiries for County jails.	Frees up correction officers and admin staff to do their primary job while increasing customer service to callers. ROI under 6 months.
<u>Employee Reporting™</u>	Automated employee reporting for calling off shifts, reporting absence, late arrival etc.	Streamlines reporting for personnel and shift management saves labor costs reduces manual input error.
<u>Auto Fulfillment</u>	Delivers documents by email, phone or fax instantly. Queues up package delivery.	Self-service automation for fulfillment improves customer service while decreasing labor costs for phone processing.
<u>Voice Forms</u>	Time and resources-saving tool for creating voice-based forms, accessible by phone or Web.	Automates manual reporting process; provides quicker access to information that supports decision-making with improved customer service.