



## Only From Mutare - Communication Made Simple

| Application Name   | Description  | Value Proposition  |
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| <a href="#"><u>EVM Plus™</u></a>                             | Voicemail to email message delivery for Avaya.   | Improved productivity and customer service - no desktop client - ROI in a few weeks.   |
| <a href="#"><u>giST™ Messaging</u></a>                       | Voice message to text transcription, delivered to email.                                   | Makes voicemail as convenient and useful as email. A must for mobile device users.   |
| <a href="#"><u>Message Mirror™</u></a>                       | Real time geo redundant voicemail back up.   | Never lose a Modular Messaging voicemail message due to a server outage. BC made simple.   |
| <a href="#"><u>Message Rescue™</u></a>                       | 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.              |
| <a href="#"><u>Message Archive™</u></a>                      | Permanent voice message storage.   | Regulatory compliance for Sarbanes Oxley and civil rules of discovery.   |
| <a href="#"><u>Password Reset</u></a>                        | Automatic password re-set for Avaya VM.  | Self-service reset reduces labor costs and turn around time.   |
| <a href="#"><u>Mailbox Escalation™</u></a>                   | Rules-based message notification escalation .  | Supports Service Level Agreement commitments in the call center; improves customer service.  |
| <a href="#"><u>Message Monitor™</u></a>                      | Monitor call center agent VM boxes.  | Improve customer service on unattended voicemail.  |
| <a href="#"><u>Message Migration</u></a>                     | Legacy to replacement.   | Enables key VM for leadership to be accessible on new system.  |
| <a href="#"><u>Enterprise Notification System™ (ENS)</u></a> | Message notification by voice, text message and email to the enterprise.                   | Low cost enterprise notification for BC/DR/ Crisis, Shift Management and Surveys.  |
| <a href="#"><u>Interactive Voice Response</u></a>            | Self service database inquiries by phone. Completely customizable.                         | Delivers faster customer service and reduces labor costs.  |
| <a href="#"><u>giST™ IVR</u></a>                             | Transcribes voice prompts to text.   | Eliminates manual transcription for voice input with IVR.  |
| <a href="#"><u>Auto Reminder™</u></a>                        | Delivers reminder message by phone, email and text.  | Increases revenue while decreasing labor costs for reminder phone calls. Immediate ROI.  |
| <a href="#"><u>Locator™</u></a>                              | Returns location closest to the caller for service, purchases etc.                         | Increases sales while decreasing customer service costs. 6 Month ROI or less.  |
| <a href="#"><u>Automated Inmate Inquiry™</u></a>             | 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.   |
| <a href="#"><u>Employee Reporting™</u></a>                   | 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.                                   |
| <a href="#"><u>Auto Fulfillment</u></a>                      | 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.                     |
| <a href="#"><u>Voice Forms</u></a>                           | 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. |