



Unify & Simplify
all your daily communications

messageLINK

UC WITHOUT VOIP

Some examples of technology that can be enabled effectively without the need for VoIP infrastructure change include the following:

Unified Messaging – a one stop shopping for all your voice mail, e-mail, and fax communications. Unified Messaging lets you retrieve all your messages with one phone call or visit to a website.

Speech Driven Presence and Mobility – at the touch of a button, you simply say a “name” and/or department and get connected regardless of whether they are at their desk or in their care. This is a great simple technology that any organization can take advantage of, for easy communication with internal staff and key customers.

IVR Automated Call Processing – based on who and where the call is coming from, the caller is automatically directed to the proper resource or department. This promotes fantastic customer service and eliminates frustrated callers.

Mobile PBX Dialing – leveraging Speech Technology or Mobile Client software for your Smart Phone, get automatic connection to your UC server that is connected to your office PBX. This enables field people to connect remotely and securely to your office phone system to initiate phone calls, delivering LCR in the field, driving down mobile costs and provides security and privacy to your staff (does not reveal home/mobile number to the caller).

Investing in VoIP – it is claimed that a VoIP system will save 50% over the costs of maintaining the old equipment. Of course, it isn't clear if replacing an old system with a more modern switch network would result in similar savings. IT departments are real pragmatists. They will not invest in a technology unless there are demonstrated cost-savings or substantial improvements in the quality of service.



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