



Nortel Networks

Maidenhead Office Park
Westacott Way
Maidenhead, Berkshire
SL6 3QH United Kingdom

**European Customer
Information Centre**

Tel 00 800 8008 9009*
+ 44 (0) 20 8920 4618

* Number accessible from most European countries

Fax

+ 44 (0) 20 8945 3060

e-mail

euroinfo@nortelnetworks.com

Internet

www.nortelnetworks.com

For more information please call your Nortel Network representative.

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Meridian Mail

Talking your talk





Are you getting the message?

Meridian Mail is one of the world's most advanced voice processing systems.

In simple terms, a hardware and software package that integrates with the Meridian 1 Communications System, Meridian Mail is a high-powered, cost-effective means of extending sophisticated call handling across your communications network.

With Meridian Mail, businesses of all sizes can enjoy the benefits of voice processing. The system can scale from 2 to 96 ports with 5 to 800 hours of storage capacity, so you can start small and grow your system in line with your business requirements.

The small footprint, simple installation and common environmental requirements mean that installation costs are kept to a minimum, whilst ensuring consistent product quality and enhanced reliability. Sitting within your

Meridian PBX, Meridian Mail delivers a whole range of advanced voice processing services that are unachievable through stand-alone or PC-based systems.

Business sense

The benefits of automated call handling are widely acknowledged in terms of improvements in customer service and workforce productivity.

- Cost efficiency - increases call handling to reduce the overall cost of communication
- Professionalism - no longer left on hold, callers receive a personalised greeting inviting them to leave a message
- Convenience - no need for repeat calls, voice mail ensures the

message gets through and is responded to at the most convenient time

- Time management - set aside time to concentrate on core activities and allow Meridian Mail to manage your calls
- Expediency - fewer delays, SMS text notifications are routed to advise of new message alerts
- Prioritisation - urgent messages can be filtered through SMS and responded to accordingly



Easy listening

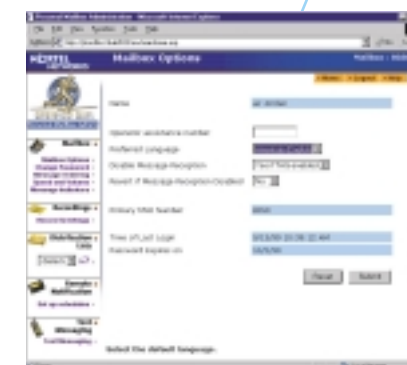
All of Meridian Mail's sophisticated features can be accessed by following clear interruptible voice prompts or by entering one or two digit codes on the phone keypad, with no complex codes to remember. Context-sensitive help is always close at hand accessed by a simple *key command so in fact, only unauthorised users will find it difficult to access Meridian Mail.

A number of security systems are in place to keep your system secure. Mailboxes are protected by passwords and automatic lockout is triggered after a set number of failed number entries. 'Hacker Tracker' monitors unlawful system intrusion, which integrates with Meridian Mail Reporter* alerting your system supervisor when unauthorised access was attempted, allowing you to take remedial action at the earliest opportunity.

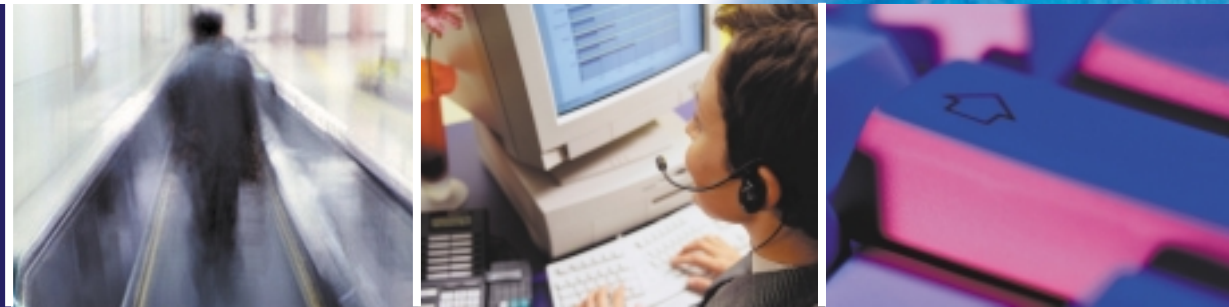
Talking your language

As business becomes more global, Meridian Mail gives you a simple way to handle calls 24 hours a day and in the customer's language. All greetings and voice prompts can be recorded in any of up to four stored languages selected from a range of more than 20. With everything from French and German to Japanese and Arabic at your disposal, Meridian Mail enables you to conduct global business with a local touch.

Setting up Mailbox options



features features that add power to your business



Telephone Answering

Telephone Answering provides personalised answering of telephones that are forwarded, unanswered, or busy. Upon connection, the caller is invited to leave a voice message. Subscribers typically are notified of messages by a visual message-waiting indicator on the telephone, stutter tone when they pick up the telephone handset, or notification via the systems out-calling capabilities.

Voice Mail

Voice mail provides the capabilities to send and receive verbal messages via the telephone. Voice Messaging also provides features in most systems such as Reply, Call Sender, Forward, Compose and Distribution Lists and Outcalling.

Automated Attendant

Automated Attendant puts the caller in control providing an effective operator back-up service during peak times. Calls are routed to a specific

number and simple voice prompts enable callers to steer their call to the right destination. Unlike a human operator, Automated Attendant service answers many calls at the same time and works 24 hours a day.

Out-calling keeps you in touch - even if you are out and about you can still be reached in a hurry. Your mailbox can route message alerts to pagers, mobile phones and car phones - you don't even have to be a user of the system to get the message.

Voice Menu

Meridian Mail voice menus make it easy for you to offer voice processing applications that are right for your business. A menu may simply prompt a caller to dial the extension they want, or take them through a series of options to reach people or specific items of recorded information. Clear, concise voice prompts and push-button command sequences make it quick and easy for you to

change a greeting or record and listen to messages. You can offer a different menu choice at different times of the day or week, use a special menu for holidays and run different language versions on different numbers.

Voice Forms

Callers can complete forms and request information by simply answering a series of pre-recorded questions. A customer can therefore place an order by phone, at whatever time is convenient for them. A shift supervisor can fill out an urgent service request in the middle of the night, knowing that it will be handled as first priority in the morning.

Simultaneous Transactioning

Integrating Voice Menus, Voice Forms and Interactive Voice Recognition (IVR) enables a customer to carry out a variety of transactions during a single call. If the caller wants human contact, their call can be put into an Automatic Call Distribution (ACD) queue and their account details can be delivered to the answering agent's screen at the same time as their call is put through.

Fax on Demand

Meridian Mail Fax on Demand allows callers to receive hardcopy information by calling a specified telephone number from either a touch-tone or a faxphone. By following simple voice prompts, the caller is guided through the process. The faxed information can either be received during the call or by specifying a remote fax number to

which the information will be transmitted on completion of the call. Fax on Demand is ideal in any situation where multiple callers require the same information such as location maps, news bulletins, order forms or price lists.

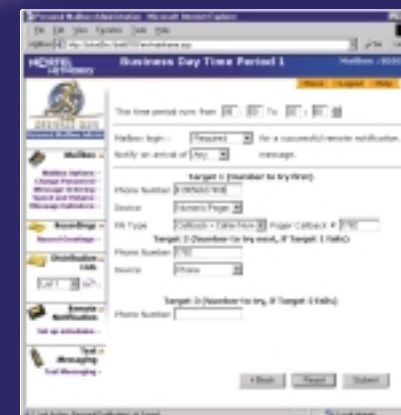
Hospitality Voice Service (HVS)

Meridian Mail's HVS enables hotels to differentiate their service offering by providing their guests with their own voice mailbox at check-in. Anyone can then leave a message in their own voice, at their own pace and in their own language.

Meridian Mail Reporter * (not inclusive)

Meridian Mail Reporter is a robust, feature-rich management tool that works with the Meridian Mail system helping it run more efficiently, protecting you from toll fraud, and allowing you to maximise the cost-effectiveness of the system by billing back special services to the departments or people who use them.

Meridian Mail Reporter generates up to 38 different reports to help you accurately monitor the complete operation of your voice mail messaging system enabling you to quickly and easily align your messaging tasks with the critical needs of your business.



Setting up remote notification details

Network Options

Meridian Mail offers five networking options:

- Enterprise Networking - for networking multiple Meridian Mail systems using DTMF signaling. Enterprise Networking, which effectively makes distance irrelevant, provides fully featured network messaging between multiple Meridian Mail sites.
- Meridian Mail Net Gateway - for networking with Meridian Mail, Norstar Voice Mail 3.0 and other voice mail systems using an enterprise data network or the Internet (TCP/IP)
- Virtual Node Networking - for networking multiple Meridian Mail systems (pre-release 11).
- Network Message Services - for networking one Meridian Mail system with multiple Meridian 1 PBXs
- AMIS Analog Open Networking - for networking with other AMIS-compliant voice mail system, regardless of manufacturer