



## NowConnect™ Auto Attendant



*Providing a voice to your business.*

*Your telephone Automated Attendant.*

*It's as important to your overall marketing communications strategy as your web site.*

**NowConnect**, Common Voices' auto attendant product, can be more than just a 24-7 operator. A multi-function product designed as a stand-alone or to be integrated with other Common Voices' products, **NowConnect** provides features previously only available in large installations. **NowConnect** can be simply and cost-effectively implemented in all businesses – small, medium or large.

With welcome announcements, holiday announcements and corporate bulletin boards, **NowConnect** provides a unified entry point for callers and provides a high level of end-user customization options. And System Administrators will be happy with the ease of installation and the web-based administration tools.

### **NowConnect Architectural Features:**

Designed and implemented using the latest proven technologies, NowConnect offers the following:

#### ***Messaging via SMTP***

All messages are sent using the standard Internet E-mail protocol SMTP. Integration with third party E-mail platforms is available via the Common Voices Professional Services group.

#### ***VoiceXML/Java/JSP implementation***

NowConnect is implemented entirely in Java/JSP and outputs VoiceXML as the presentation language for the call flow to the caller. NowConnect is 100% VoiceXML compliant and uses no proprietary extensions. Furthermore, since NowConnect is implemented using Web

technologies, integration with other Web services is straightforward.

#### ***Common Hardware and Network platforms***

Since Now Connect is Java/JSP based, it runs on a wide variety of Hardware Platforms. NowConnect will work with hardware systems from all major suppliers, including Sun, HP/Compaq, and Intel. As a Web application that outputs VoiceXML, NowConnect is able to leverage the real-world stress testing and performance testing (and tuning) that Web and Application Servers have endured.

## NowConnect Features & Benefits

### ***Company Welcome Announcement***

NowConnect acts as an automated receptionist for every caller, available 24 hours a day, 7 days a week.

### ***Menu and Extension Number Driven***

Companies can easily direct callers to the person or information they seek. Callers can dial an extension number to connect to a party from any menu. The length of extension numbers is configurable to accommodate existing installations. We will work with your administrator to design a caller interface as simple or as complex as you need.

### ***Operator and Corporate Directory***

Typical configurations allow callers to reach a Corporate Directory, where they can spell the name of the party they want to reach and choose from a list of matches. If the system has been configured for a Company Operator extension, callers can press 0 to reach the operator from any NowConnect menu.

### ***Administration via Web or Telephone***

NowConnect provides your administrator with a graphical HTML-based interface accessible from any modern web browser. Menus are managed easily in a visual environment and announcements are named and allocated a unique number. The telephone UI lets the administrator record general announcements and menus and create Emergency Announcements when necessary.

### ***Subscriber Options***

Individual subscribers can personalize their auto-attendant options in a way not possible before. They can record personalized Busy and Ring-No-Answer Greetings and can allow callers to record a voice message, try another extension, or connect to an operator. If the extension is busy, the caller may opt to hold and then try again. Subscribers can also configure a Personal Operator to receive calls if a caller presses 0 and they indicate alternate extensions for receiving calls if working away from their desk or office.

### **About Common Voices**

Common Voices is a communications software and professional services company that develops voice, video and enhanced services applications which solve customer service challenges and generate new sources of revenue for next generation VoIP, wireless and wireline carriers. The Company also provides hosted services and helps carriers manage network upgrades through its patent-pending migration capability that moves voice and data content between networks, disparate systems and even different operators.

Founded by a team of telecommunications industry veterans, the company has a seasoned management team with extensive experience working with carriers.

For more information, visit us at [www.commonvoices.com](http://www.commonvoices.com).



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