



Virtual Voice System

Proposed Automated Solution to replace Answering Service for Property Management Company

www.VoiceInfo.com

Studies have shown that up to 7 hours a week / or 9 weeks a year are lost to managing multiple communications and messaging tools. At one point there were only about three ways of reaching someone: live, by telephone or by postal mail. Now, the average person is able to receive messages in at least ten different ways: E-mail, home voice mail, work voice mail, cell voice mail, instant messaging on their PC, and instant messaging on a cell phone, pagers, mail, fax and interoffice messages. How does a person get anything done managing so many communications?

A virtual answering service could send a regular business line to a central office (using a toll free number), where a sophisticated auto-attendant system would take the call, try to find you ("follow me"), and forward the call. If you chose not to take the call, the auto attendant could take a message and could email it to you or it could be picked up by phone voice retrieval.

The FreedomVoice system through VoiceInfo.com would provide a personal Toll Free number (\$30.00 for a vanity number or true "800" number). A "single number" service that would give the user complete control of call routing. Callers could call the toll free number to utilize the system or the local number if the system were so set up. There's also the potential to use the system to send and receive faxes, provide sales information, and more.

With this system you have 5 different ways to get your messages:

1. Call your system
2. Receive a page and then call your system
3. Have the system call you when there are messages
4. EMail delivery of voice and fax messages
5. Online WebLink web access (Check your messages online from anywhere in the world)

Example of a typical call:

A call comes in after business hours. The system would answer a phone call with a personalized message, such as, "You have reached the extension for the property manager. If you would like to try to reach the manager in person, press 1. If you would like to leave a message for the manager, press 2."

If the caller presses 2, then she is immediately connected to the voice-mail box.

If the caller presses 1, the system rings one or more numbers that have been pre-selected by the manager to receive calls at after hours or when she is away from her main phone number.

The system reaches the manager at one of the numbers at which time she may chose to receive the call or let it go into voicemail.

Pricing

\$9.95 a month for FreedomLite

\$19.95 a month for FreedomPro

\$29.95 a month for FreedomXtreme

Connection costs and forwarding costs of calls are billed in addition to system costs as with any toll free service. Rates for connected and forwarded calls can be made more cost effective by purchasing minutes as special rates for as low as 4.5 cents depending on anticipated call volume. Calls are billed in 6 second increments.





Additional options, features and benefits:

- The virtual attendant works with existing telephones, phone systems, pagers, cell phones, and fax machines. There is no hardware to install, no software to download and no alterations needed to existing systems.
- More visibility into call volume and call importance.
- More cost effective than traditional answering service
- The ability to route fax, local and toll free numbers to the same system could reduce equipment, utility and energy costs.
- Provides more efficient and consistent phone messaging and tracking than traditional answering service with professional sounding and consistent auto attendant.
- Follow me feature assures that every attempt would be made to reach an extension owner.
- Extension owner can screen calls for importance.
- Auto Attendant answers if building manager or superintendent does not answer the call.
- No Busy Signals / Unlimited Call capacity
- Professional day and night auto-attendant greetings (can be customized)
- On hold music
- 6 second billing increments
- Call transfer between extensions
- Ideal for managers that visit multiple sites, who actively work around the property, for those who operate from a home office or frequent travelers.
- Allows easy integration of employees in multiple offices
- System may be shared between a couple of properties/managers reducing need for multiple answering services or multiple phone services at each property location
- Virtual extensions can be changed dynamically or marked as available/ unavailable at any time.
- Provides 24-hour access to all your extension owners.
- The system will dial all programmed contact numbers until it finds the extension owner.
- Each extension can be programmed with as many numbers as needed until a manager is reached.
- Unlimited message capacity: Great for those with high call volume.
- Automated sales or questionnaire system: Program any voicemail box to ask callers as many questions as needed, one at a time, and record their response. The responses will all be delivered as a single message.





Additional Features:

- **Vanity or True 800 number** - \$30.00 one time charge.
- **Weblink** - Additional \$15.00 month

WebLink allows you to check voice and fax mail from any computer. It lets extension owner or system manager change call forwarding settings, add or remove numbers, change the times of day to receive calls at specific numbers. Voice and Fax messages left on your voice system can be sent to any existing email address. Messages and faxes show up as attachments on the emails sent by the system and can be double clicked to open. Voice messages are played as .wav files and can be stopped, started, replayed and saved on your computer. Fax messages can be viewed, printed and saved as well. Call analysis and reporting and other features included with Weblink.

- **After Hours Greeting** - Additional \$5.00 month

This would be an additional greeting that would come on after hours.

- **Personalized 'On Hold' Music** - Additional \$5.00 month

Have special 'on hold' music programmed for your callers. For instance: Zydeco music might play for callers to a New Orleans property.

