



Virtual Answering Service

Proposed Solution for Vacation House / Home Rental - Sales and Management

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 Freedom Voice you have 5 different ways to get your messages:

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

Example of a typical call:

A potential guests call comes in after hours. An automated attendant would answer a phone call with a personalized message, such as, "You have reached the rental office for the best vacation home. If you would like to try the owner or agent, press 1. If you would like to leave a message for the owner or agent, press 2."

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

If the caller presses 1, then the system rings one or more numbers that the owner/agent has programmed into the system to receive calls when not at the main number. The system finds the owner/agent and they either accept the call or let it go into voice mail.

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 your current systems.
- Offices and home offices may be right-sized as telephones, phone systems, pagers, cell phones, and fax machines are replaced with one system that accomplishes multiple functions.
- More control over business presentation to potential guests with professional sounding and consistent auto attendant.
- Provides more efficient phone messaging and tracking than a traditional live answering service
- More cost effective than traditional live answering service or phone systems.
- Voicemail and email delivery of messages offers the ability to listen to the callers message without a third party point-of-view that is typical with traditional live answering services.
- Follow-me feature assures that every attempt would be made to reach an extension owner.
- Extension owner can screen calls for importance.
- Auto attendant picks up call if phone is not answered by extension owner/agent.
- Messages can be received by email or voicemail over the phone.
- Ability to receive PDF or other format file of faxes to print or save to hard drive
- Group Voice and Fax Messaging
- No Busy Signals / Unlimited Call capacity
- On hold music is provided with the ability to upgrade to specialty music if so desired
- 6 second billing increments
- Ability to have an unlimited number of phone extensions
- Extension to extension transfers
- Ideal for those with a home office, frequent travelers or telecommuters
- Virtual extensions can be changed dynamically or marked as available / unavailable at any time.
- Gives 24-hour access to all your extension owners from anywhere in the world
- Each extension can be programmed with as many numbers as needed to reach the extension owner
- Contact numbers can be changed on the fly or marked as active or inactive at any time
- A single number can be used for fax or phone from anywhere
- A local number and toll free number and a fax number can be routed to the same system.





Continued Additional Options, Features and Benefits:

- Call-back feature can reduce costs of calling from hotels or overseas
- Provide potential renter with complete information about the property 24 hours / 7 days a week by fax, voice or both. Menu driven audio brochures can guide your callers simply & easily through the property amenities and available dates and create sales even when you're not available.
- Ability to automatically fax information sheets
- 'Personalized' music can be customized to play for callers while they are being transferred. \$5.00 extra a month.
- Informational recordings about the property can be loaded in place of hold music.
- Phones answered in a timely and consistent way to present a professional appearance 24 hours a day - even while you sleep!
- Callers from other time zones will feel comfortable calling 24x7 to receive information or leave messages about availability when it's convenient to them.
- Call screening captures the telephone number of each caller and either tells you that they called or attaches it to the voice message they've left you. Call Screen Feature can ask callers for their name so you can decide whether to take the call or send them to voicemail. Save huge amounts of time by not talking to "spam callers" such as telemarketers by sending them to voice mail instead.
- Call Blocking and limiting: Ability to block any particular number from calling your 800 number and/or allows only a certain number of calls per day from any number.

