



Tellus Voice



Our voice mail - Tellus Voice

Tellus Voice is a Tellus integrated voice mail with spoken absence.

Our vision is that our voice mail and our presence and absence management form one unified product. A product where simplicity regarding installation, administration and handling always stand in focus.

Easy administration

The administration for Tellus Voice lies within

Tellus Web and are therefore easy accessible. You don't need to install any software to change or add a user in the system.

All it takes for a user to get the voice mail is to fill in a check box in the users settings and then it's done! The user can then record a personal greeting that's going to be used if there is no answer and no absence reason.

Spoken absence

The spoken absence is a function that comes integrated in Tellus Voice. We are using voices from a professional voice acting company called Online Voices.

The spoken absence is, so far, available on English-UK, Swedish-SE and Norwegian-NO.

Name subscription

Tellus Voice has functions for name playback instead of the extension number. This function makes it possible for the voice mail to refer to the employee's first and last names instead of the numeric extension.

ASR - Automatic Speech Recognition



There are also functions for voice recognition built into Tellus Voice. Voice control enables an easy handling without having to use operator assistance. Just use your voice for navigation!

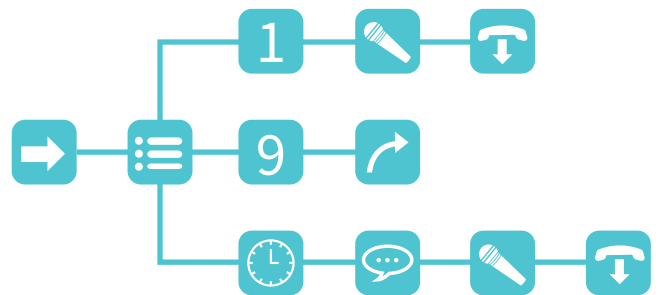
IVR - Interactive Voice Response

Our voice mail is an IVR which stands for Interactive Voice Response. By using Tellus Voice, you enable your customers to interact with your company's "interactive menu" via a telephone keypad through DTMF.

This saves your operator attendants a lot of time because your customers can route themselves if they know who or what department they need to talk with.

The administrator tool

We have developed an incredible powerful tool to help you administrate your IVR. It is very pedagogic and easy understandable with building blocks to help you build your scripts. Our vision is that the administrator should be able to work with our IVR without having to be an expert in telephony.



Menu guide

1 2 3
4 5 6
7 8 9
* 0 #

Main menu

Settings you can make by calling your voice mail:

Message menu

Cheat sheet for navigation in the message menu whilst listening to a voice mail:

1. Listening to your personal greeting
2. Change your personal greeting
3. Change your PIN code
4. Listen on already listened messages

1. Erase message
2. Repeat message
3. Back to menu

Specifications

Hardware

CPU:

Memory:

Disk:

Network:

Graphics:

Minimum

4 cores

4 GB Ram

1 GB System-HDD

10 GB Voice media

Ethernet IPv4 100 | 1000 Mb/s

Not applicable

Recommended

Not applicable

Prerequisites

Microsoft Windows Server
2012 – 2019

SQL Server 2012 - 2019
IIS installed

Software

SourceTech TellusWeb
SourceTech Tellus Voice

