



Voice Mail, Message Forwarding & Conferencing

Value-Added Services

You will generally find these applications as separate solutions on the market. With CTI LABS, you –as a Service Provider, Reseller and/or Carrier- can run all the different applications on the same CoolSwitch platform. You can take advantage of our experience of several years in the integration of computer systems and telephony.

Voice-Mail

With the CoolSwitch you can offer to your customer a voice mail function for mobile or fixed network in the form of a mobile box or a digital answering machine.

Your possibilities:

- Explicit User Identification (Caller Line ID [CLI], registration with a PIN code or a Direct Dial In [DDI])
- PIN number for the consultation or the administration of your mailbox.
- Choice of diverse functions thanks to tone dialling System DTMF (e.g. "to save your messages, please press 1, to reset, please press 2...")
- Composition of your voice-mail announcement individually or according to standard messages ("You are connected with the mailbox of Mister X").

Message Forwarding

(= automatic message delivery service)

Further you can offer the possibility to your customer to forward voice messages:

- All voice messages received can be forwarded according to individual patterns for example the mailbox rings every 10 minutes to advert the customer about non read messages or the customer can also receives a notification per SMS.
- If the caller wants to leave a voice message, he can give the destination number per phone.
- The CoolSwitch offers a Broadcasting function as well, e.g. he can send a voice message to a lot of recipients.

Conferencing

The initiator of the teleconference agrees on a date with its interlocutors and gives them a dialling number as well as a conference number. The participants dial the number at a predetermined hour and compose the conference number. They will be connected with other conference participants. A prepaid payment is optionally also possible, e.g. the resulting telephone costs will be debited for example from a prepaid account opened by the conference initiator.