



# InTouch Digital Systems

## *Voicemail for today's business*

**Can your current voicemail supplier provide all this in their system?**

Professional, clear,  
24-hour messaging



### System Configuration

- Expandable from 2 to unlimited lines, for any integration type with Dialogic cards.
- Customized for your company with logo and name.
- Support & updates via the Internet.
- Automatic time synchronization to the atomic clock.
- Operator transfer at any point.
- Unlimited voicemail boxes.
- Unlimited Auto Attendants.
- Unlimited Classes of Service.
- Unlimited audio-text information delivery.
- Outcall system with unlimited call campaigns.
- Multilingual prompts based on mailbox preference or incoming call identification.
- Built in music-on-hold.
- Message of the day for all users.

### Messages

- Notifications based on time of day, day of week, with retry count and time intervals.
- Automatic broadcast of messages to a list of mailboxes.
- Option to accept/hear/redo message.

### Review Messages

- Ability to contact caller's phone without dialing.
- Keep message.
- Delete message.
- Reply or send copies to another box holder with comments.
- Pause/Continue, FF, Rewind, Restart, Skip Message.
- New and saved messages played in LIFO or FIFO order.
- Time, date, and sender's phone number on message.
- Retrieve deleted messages.

### Send Messages

- Option to accept/hear/redo message recording.
- Pre-identification of destination box.
- Send one message to a mailbox, multiple mailboxes, or mailboxes in a distribution list.

### Set Personal Options (via Phone)

- Change password.
- Change greeting.
- Change name.
- Create/edit distribution lists.
- Toggle Notification on/off.
- Wakeup/Reminder service to any telephone.
- Change Notification schedule including area code, phone number, day of week and time of day.

### Unified Communications

- Voice message delivery via email.
- Voice message delivery to any telephone.
- Cellular text message notification.
- Pager message notification and delivery.
- Notification to multiple numbers/devices with time and day controls.
- PC screen pop-up window..

### Configurable Parameters

- Max/Min message length.
- Message retention period.
- Max message count.
- Max kept message count.
- FIFO/LIFO delivery order.
- Auto play messages.
- Password length and automatic hacker block.

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**All this functionality is delivered as basic with the InTouch Digital system.**

## Available optional feature sets, include:

### FollowMe Services.

A caller can now reach you through a single number wherever you are. FollowMe is a great new service that links all of your telephones (*office, cell, home, office, golf club etc.*) to a single telephone number. There is no need to track you down at different phone numbers. Hence, you will never miss any important business and personal calls

### Paperless Messaging System.

Developed with the needs of answering services in mind, our systems and software applications are the platform of choice for:

- Medical and legal offices
- Telemarketers
- Professional referral services
- Order fulfillment
- Reservation desks

With InTouch Digital, you get a turnkey, solution that includes voicemail, call control, text messaging, voice-order forms, client scripts, multiple notification and delivery options, and an operator-efficient interface for high-speed, low-error transaction processing.

### Web-access to voicemail.

With most major hotels and business centers providing free or low-cost access to the Internet, and those same establishments charging outrageous rates for telephone calls it makes sense to access your voice mailbox over the Internet, using any Web Browser, and save those long distance charges for when your business requires you to talk to a real live person.

### Medical Patient Reminder/Notification.

There are many excellent patient management and appointment scheduling systems in use today.

However most systems lack the ability to contact patients by electronic means to notify them of forthcoming appointments. Consequently a heavy workload is imposed on office staff in calling patients the day before their appointments; otherwise the office suffers from a high no-show patient rate.

Patients can be contacted at their home telephones after work, via email or cell text message. InTouch Digital dramatically reduces the amount of after-hours tasks for the appointment office.

### Hotel systems with custom voice services.

Flexible, feature-rich applications can be customized to meet a hotel's unique needs. Guest mailboxes may be configured for the simplest possible operation, while staff mailboxes may use the full range of advanced features. Applications can be added cost effectively as requirements change. The InTouch Digital server is based on industry standards and compatible with all popular PMS & PBX systems.

A link between the InTouch Digital Voice Server, the hotel's PBX system and the Property Management System ensures that guest mailboxes are automatically activated upon check-in and cleared or deactivated on checkout.

### Built-in call accounting.

A simple to manage, yet powerful call accounting system with the ability to transfer call records to most accounting systems.

Allows for call accounting on any number dialed in increments of 6-seconds, or via a flat-rate access charge.

### Guest Management System.

Designed to eliminate the need for a high-end Property Management System (PMS) for those properties that cannot make use of the full feature sets of such PMS systems, and bridging the gap between having to use a telephone key set to control guest movements, the InTouch GMS provides simple easy to use screens, and full automation to the Voicemail and PBX systems, in order to provide all the guest services demanded by today's traveler.

InTouch GMS takes care of the entire daily posting tasks, by posting room charges, State, City & other taxes for each room night, with a single keystroke. During Check In, InTouch GMS, not only opens a guest folio, but its full integration, creates a personal voicemail mailbox, as well as turning on the room phone, with whatever out dial restrictions you wish to impose on an individual guest. At Check Out, InTouch GMS produces a fully itemized guest bill, customized to your property, while closing voicemail and turning off the room phone.



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