

MAILBOX ESCALATION



Never Leave Your Customers Waiting

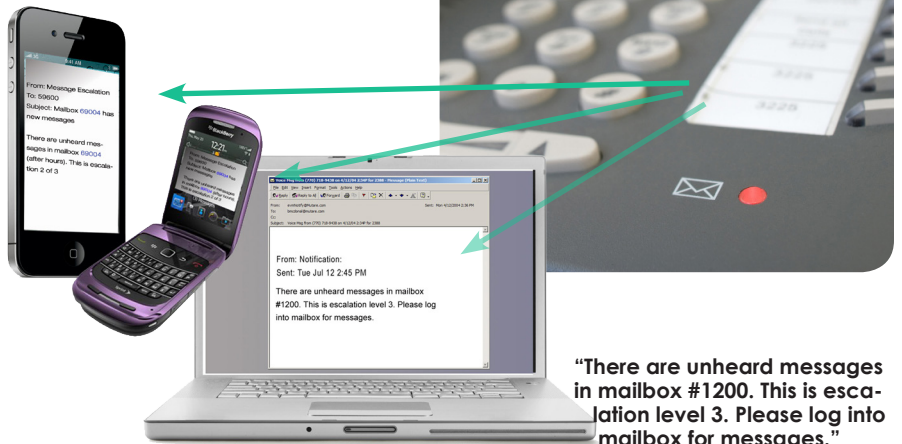
ABOUT MAILBOX ESCALATION

Mailbox Escalation is an administrative tool that monitors the message waiting status for selected service voice mailboxes. If messages are left unattended for a specified period of time, Mailbox Escalation sends out a text alert to assigned addresses in an escalating pattern. Once contact is made and the messages played, the escalation process automatically ceases.

The administrator configures which mailboxes to monitor, the escalation timing, and target notification addresses through the Mailbox Escalation web page. Up to six contacts may be defined, including cell phones and alphanumeric pagers. All escalation activity can be tracked through the website.

AFTER-HOURS MONITORING

Mailbox Escalation not only provides notification of waiting messages during peak calling times, but also serves as an ideal after-hours and weekend solution, assuring that waiting calls are heard even if the service line is left unattended.



"There are unheard messages in mailbox #1200. This is escalation level 3. Please log into mailbox for messages."

BENEFITS

- Assures compliance with service level agreements
- Reduces need for full staffing during evenings/weekends when call volume is lower
- Enhances customer service

CUSTOM EXTENSIONS

- More complex business rules for escalation
- Notification delivery to non-SMTP devices (e.g. SNPP)

Requirements:

Works with Modular Messaging release 3.1 or later, Avaya Aura™ CMM (5.2.1 or later) and Avaya Aura Messaging 6.0 or later.

Mailbox Escalation can be installed on a customer provided Windows server or hosted in the Mutare cloud.

ABOUT MUTARE



Through unified communication technology Mutare creates customized software that makes communication easy, secure and efficient, with solutions for speech to text transcription, smart notification, secure mass notification, contact centers and more.