

# SAM

## SMART ASSIST BY MUTARE

# Keep the Voice, Eliminate the Voicemail Box

### SAY HELLO TO SAM

SAM (Smart Assist by Mutare) is Mutare's answer to the call for a cost-effective system that can replace voicemail without displacing callers. Working with any phone system, SAM completes missed calls, records a voice memo, transcribes the voice memo to text, and delivers the text message as an email with option to stream and/or SMS text message to the intended call recipient. If the caller chooses not to record a voice memo or simply hangs up, SAM still delivers the caller ID and appends any related information found in the company directory or CRM.

The SAM system can be deployed on premise or hosted in the cloud. It is available as a stand-alone application for any voice platform (Avaya, Cisco, Shortel, Mitel etc.) and can also be integrated with Mutare's Vital Link service for HIPAA compliant messaging.

### WIN-WIN-WIN SOLUTION

**Company:** Low cost, maintenance-free alternative to traditional voice messag-

ing systems. No local storage of voice messages means better use of company resources.

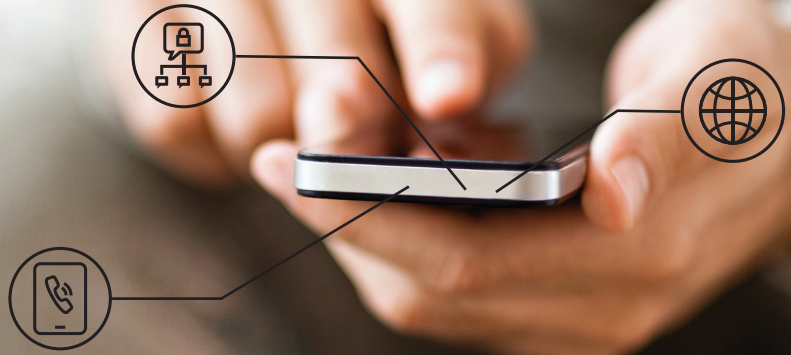
**Employees:** Hassle-free message management for improved responsiveness and workflow.

**Customers:** Retain the option to leave

a phone message with the benefit of immediate message delivery to the intended recipient for quicker response.

### FOR MORE INFORMATION

To learn more about SAM, contact your Mutare Representative or call 847-496-9000.



### THE SAM ALTERNATIVE



## 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.