

END-TO-END
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CENTER
SOLUTIONS

Viases Postoffice



Viases Postoffice is a light and easy to use SW suite designed to provide complementary applications for Microsoft Lync.

With Viases Postoffice for Lync you can have:

An advanced and flexible Auto Attendant supporting different types of call transfers,

An ACD supporting different call distribution models,

An IVR, with an easy and flexible scripter tool,

A Blacklist application, to prevent unwanted calls and callers,

An Auto Redial application,

A flexible Voicemail independent of MS Exchange,

A detailed Call Reporting and Monitoring tool.





Viases Postoffice is an excellent tool to add PBX like functionality to MS Lync. With its extensive set of functionalities it provides users with many functions they are used to have with their legacy PBX.

Auto Attendant

- Playback of pre recorded greetings according to date, time, group, caller ID, DID
- Call transfer using soft keys and voice routing
- Supervised transfer
- Supervised transfer with recorded voice of the caller

ACD

- Group Transfer
- Round Robin
- In Order
- Simultaneous Ring
- Music On Hold
- Playing number in waiting queue

Voice Mail

- Independent of MS Exchange
- Personalized Greeting Prompts

Blacklist

- Applicable to numbers, groups or number ranges

IVR

- Easy to use development tool
- ASR-TTS Integration

Auto Redial

- Client Based Application

Reporting & Monitoring

- Detailed Reporting of Incoming Calls
- Monitoring of Call Traffic



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