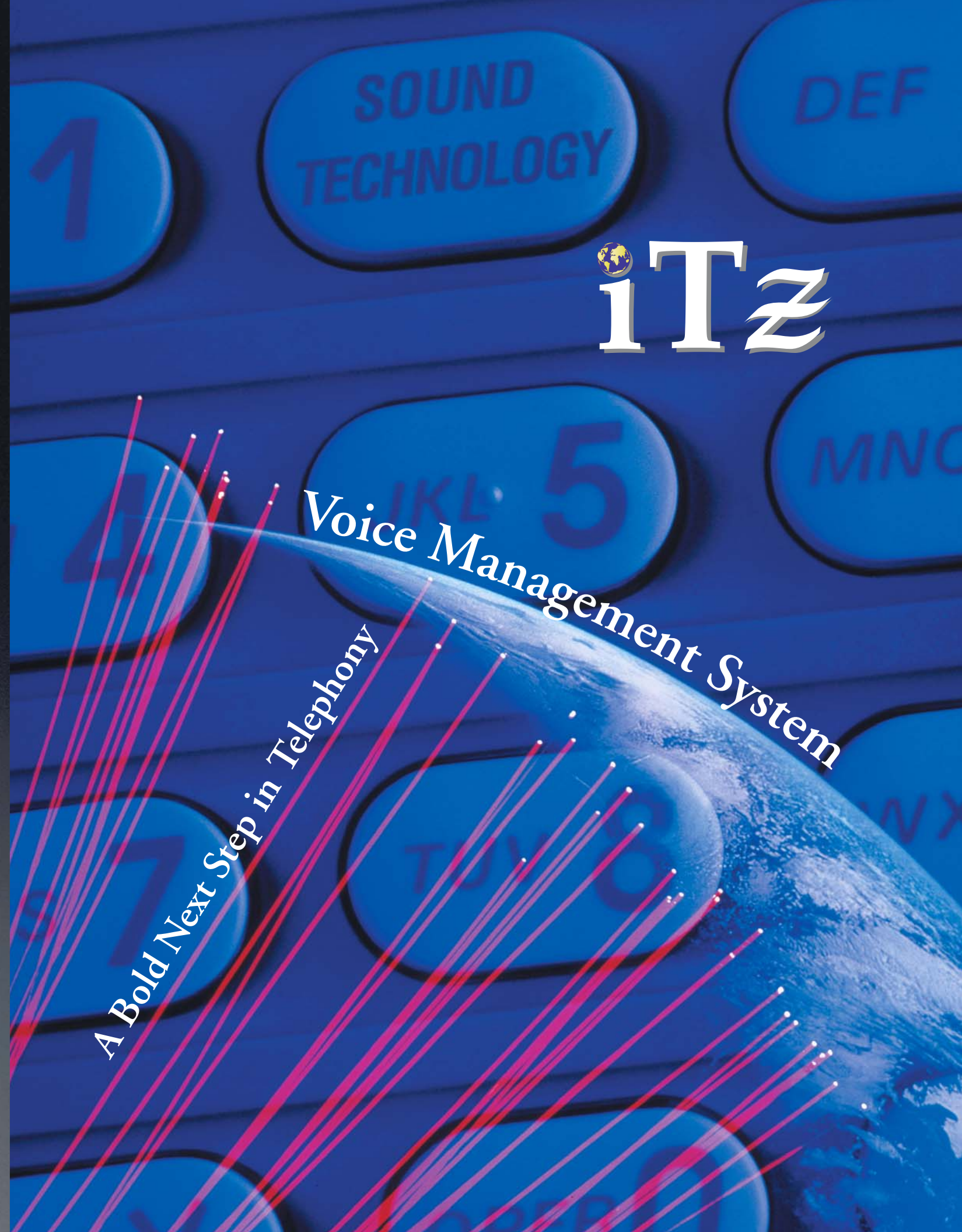# iTz International, Inc.
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iTz

SOUND TECHNOLOGY

# iTz

## Voice Management System

### A Bold Next Step in Telephony

## The iTz Challenge...

Today's telephony market offers two basic choices: traditional PBX Key systems, or PC based telephony systems

## The Versatility of PC Telephony

The Voice Management System offers a stable, standards-based foundation capable of embracing customized solutions and emerging technologies

## Traditional hardware based Systems

Hardware PBX solutions, often called Key Systems, cannot meet the challenges of today's competitive business environment.

While they offer stability

They deliver:

- Base packages with limited functionality
- No scalability
- Costly service contracts & proprietary peripherals
- Inability to integrate emerging technologies

*Old technology in a vast, new marketplace*



- Customizable Interactive Voice Response Applications

- Text Messaging

- Internal Administation and Support

- Integration of Emerging Technologies

- Analog/Digital Phone Compatibility

*A leap of faith with a mission critical system*



## PC Based Telephony

PC telephony solutions have a promising future, but operational stability has not made the feature list of most PC based PBX solutions.

While they offer more functionality with significant cost savings

They deliver:

- Instability
- Poor customer support models

# The Features You Know

- Voice Messaging
- Overhead Paging
- Dial by Name
- Auto Attendant
- Instant Response
- Stutter Dial Tone
- Voice Mail
- e Messaging
- Call Park
- VOIP
- Call Forwarding
- Message Light
- Analog-T1 Compatible
- Customizable Hold Music
- Call Back Sender
- Message Forwarding
- Call Conferencing



# New Features to Explore...

### Collective Enterprise Support

Multiple organizations can be housed within the same switch. System administrators can control the level of separation between these companies, allowing for complete separation, complete integration, or any level in between.

### Call Follow-Me

Users can have up to six alternate numbers where they can be reached. An incoming caller is prompted to either leave a message or activate follow me. When follow me is activated, all follow me numbers (up to six) are dialed simultaneously, thereby minimizing caller hold time. By default, Call Screening is activated for Follow Me calls, so the user has the option of accepting the call or placing the caller into voice mail. If the user is busy or unavailable, the caller is automatically placed into voice mail.

### Certified Messaging

Users can mark any internal voice message (messages sent to other users on the iTz System) certified. When the recipient retrieves the message, the system will send a time stamped notification to the sender, confirming delivery of that particular message.

### Whisper Tone

The iTz System can identify callers using a patented technology called Whisper Tone. This feature prompts callers to say their name, records it, and then plays that recording to the user. Even if the user is currently on another call, the system can play the recorded name to the user, without the other caller hearing it.

### Automatic Fax Routing

System users do not need to dedicate analog lines for fax use. The system automatically detects incoming faxes and routes them to the fax location. Users can have one number for both their voice mail and their fax machine.

### VOIP

VMS can integrate a Voice Over IP solution with the addition of specialized boards. No dedicated VOIP routers are necessary, as individual iTz Systems can communicate over the networks without them. VMS integrates data and voice networks as never before, paving the way for unified messaging solutions and multimedia capability.

### Customizable Call Accounting

VMS records all call information (e.g. duration, number called, caller ID, and extension used) in a common delimited text file, which can then be imported into almost any database or spreadsheet program. System users can build reports using their existing database software, and customize those reports for the information they require.



### Desktop Administration

VMS comes equipped with a desktop interface to administrate the system. Internal administrators can configure lines, users, and set organization wide permissions.

## The Stability of Traditional PBX

Independent testing proved beyond all doubt the operational stability of the Voice Management System. Tested for 17 continuous days, for periods between 16 and 24 hours, the VMS handled up to 10,000 calls per day - without a single system crash or system error. That is sound technology.

### Sell me on PC Based PBX

**Total Calls per Day**

**Total Hours per Day**

**Average Calls per Hour**

**Estimated Calls per Day**
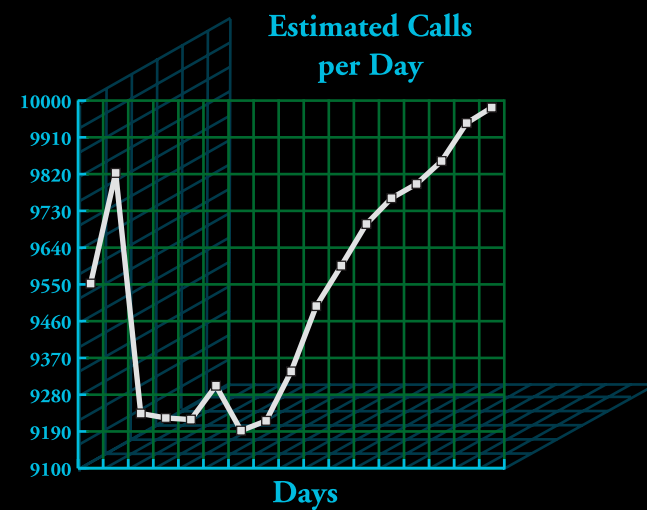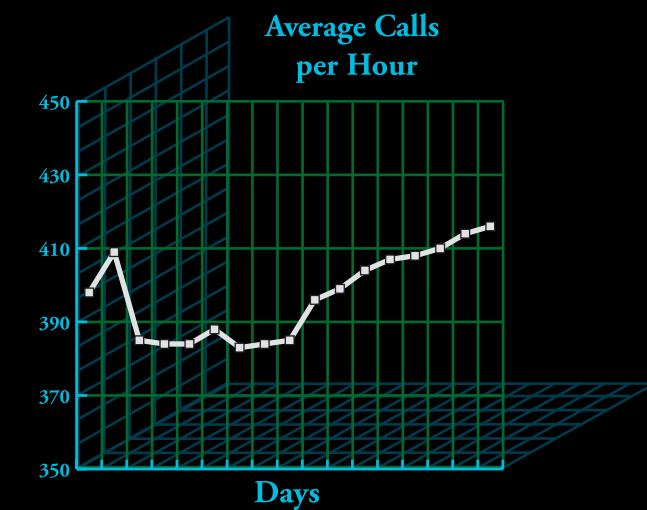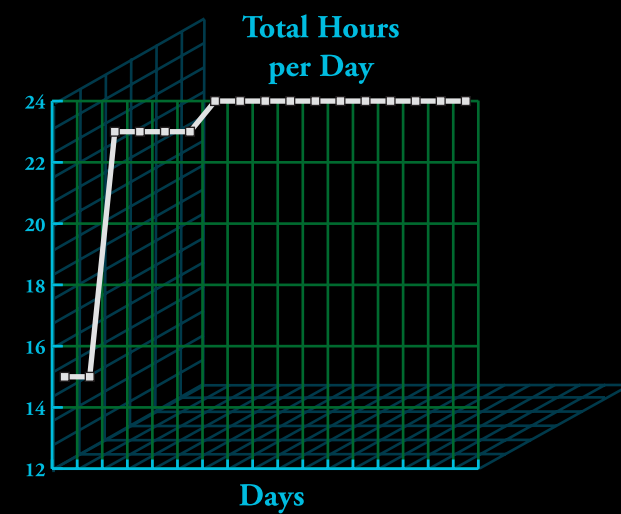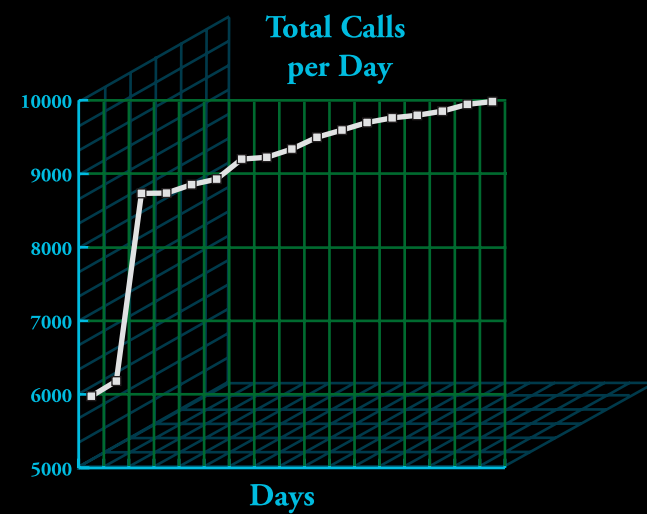
## The iTz Advantage...

The Voice Management System fuses the stability of traditional key systems with the versatility of PC based telephony systems.

- **Stability** that rivals hardware PBX/Key systems

- A robust set of **communications tools** offered with the base package

- **No proprietary peripherals** - supports all standard 'off the shelf' phones

- A highly **scalable architecture** that supports your growth

- Specifically engineered to **integrate customized solutions** & embrace emerging technologies

- Desktop administration through **Windows NT**