



Introducing Mandi—Your Virtual Receptionist

What is it worth to your business to make sure phone calls get through to the right person every time? Potential sales, customer support and vendor relationships each depend on making real-time connections. Consider your alternatives . . . a full-time receptionist to simply route calls? An answering service? But even these costly alternatives are limited in the services they can offer your business.

Connect Your Workforce with Mandi, Your Round-the-Clock Virtual Receptionist

Mandi is the most cost-effective way to make sure that calls are answered. Mandi answers every call on the first ring—in fact, multiple calls simultaneously. She screens the call, then routes it to the right person or department. And it's all voice-activated. Using state-of-the-art speech-recognition technology from Bell Labs, Mandi's able to understand exactly who the caller is trying to reach.

Mandi transfers incoming calls to the person's current location, and if they are not there, can also locate them at up to four additional numbers. Calls always get through with a single number, no matter where your workforce is—on the road, travelling, or working remotely. Callers never need to know they are calling anywhere but your company's office.

Because business never stops, Mandi answers calls around the clock. What other receptionist works seven days a week, 24 hours a day?

No Equipment Purchase Required

Mandi doesn't just answer the phone. She takes care of connecting the calls. All connections run through SpeechPhone's carrier-grade network infrastructure,

so your calls are guaranteed to get through. With Mandi handling the calls, you can save yourself the capital cost of a PBX (telephone switch) or voice mail system.

Mandi can also work with your existing communication system—she'll fit in wherever she's needed. For example, she could act as a back-up for your existing receptionist if calls go unanswered after three or four rings.

Because Mandi doesn't reside at your offices, she'll continue to work even if you have a power failure or in the event of a disaster. Not only will she continue to answer your customers' calls, but you have a built-in emergency communication system to help keep your staff informed.



Right-sized for Your Business

With Mandi you only pay for what you need, and you can add or remove capability to reflect the changes in your company. Mandi is right-sized for your business even during the ups and downs. What's more, you can be up and running in minutes, and changes take effect immediately.



Mandi forwards incoming calls
to wherever your workers are . . .



at the office



en route



at home



at the remote office



even travelling



Your workers will never miss
an important call again!

Virtual Receptionist Features

Custom company greeting. Mandi answers with a recorded custom greeting for your company.

Say the name. Callers ask for the person or department they wish to talk to by simply saying the name—for example, “Bob Meadows” or “sales team.”

Connect to the right person. Callers always get through to the right person because Mandi verifies that she’s heard the name correctly. “You said: ‘Bob Meadows.’ Is this correct?”

Virtual presence. Mandi routes the call to the person’s current location. Employees can change their number on the go as they move from location to location . . . so more callers connect on the first try.

Locate. If the call isn’t answered at the first number, Mandi can locate that person at up to four other numbers.

Your own ads on hold. You choose the messages or music that callers hear while they wait to be connected (additional charges may apply).

Excellent caller understanding. Mandi recognizes a wide range of speaker dialects, pronunciations and accents—it’s all speaker-independent and doesn’t require any training.

Resolves entries with the same name. If multiple individuals have the same name, callers are given a choice of possibilities—they can even hear the individuals say their own names.

Answers all your calls. Whatever your business’s call volume, Mandi can be configured to answer hundreds or thousands of calls simultaneously.

Take a message. If the person isn’t available, Mandi can take a message.

Operator. Callers can also be offered the opportunity to reach a company operator.

Easy to Manage. Making changes to your setup is as simple as point and click, through the SpeechPhone Web site. Changes take effect immediately.

**Communication Without Boundaries—
This is Mandi.**

For more information:

- call our sales team at (949) 655-1677 and ask for “the sales team”
- send an e-mail to sales@speechphone.net ▪ or visit us at www.speechphone.net

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