

TOSHIBA



Converging Communications And Technology

STRATAGY

Voice Processing



Complete

Range of Reliable Voice Processing Solutions

In today's communication-intensive business world, you need a reliable strategy for managing messages as well as meeting customer demand for immediate information. The most effective strategy is the Toshiba Strategy family of voice processing systems.

From Voice Mail to Unified Messaging, from an integrated circuit card to a rack mountable network server, Toshiba offers a full array of Strategy systems that match the various voice processing needs and budgets of small to medium-size businesses. Strategy's modular design lets you simply add new voice processing applications as your needs change, without requiring significant hardware upgrades.

Strategy voice processing is a key component for the Toshiba Strata CTX – one of the most flexible digital business telephone systems available. Strategy may also integrate with your existing LAN, PBX, and software applications. By putting Strategy's sophisticated voice processing solutions to work, you'll streamline your operations and increase your staff's productivity.

Toshiba has a long history of expertise in telephony and computer technology. So it's natural for Toshiba to bring these technologies together in the Strategy voice processing system.

Efficient

Communication For Employees And Customers

Toshiba Strategy voice processing gives you the power to communicate both internally and externally, manage calls, and serve customers – all with more efficiency than you've ever imagined. Strategy voice processing improves your bottom line by assuring that your employees can manage messages quickly and easily, enabling them to maximize their effectiveness on the job.

All Strategy systems provide these essential applications:

- Automated Attendant to answer incoming calls
- Call Routing to direct calls
- Telephone Answering to take messages when an employee is unavailable
- Voice Messaging to create, send, receive, forward, and save voice messages

Here's how Strategy provides the voice mail processing ease and efficiency your employees need:

- Simplified voice mailbox operation through a Strata CTX telephone with LCD display and soft keys
- Manage voice, fax, and e-mail messages from your PC or telephone via Unified Messaging
- Record calls directly into your voice mailbox with a single button on your Strata CTX telephone
- Communicate effectively both in and out of the office with other employees and customers 24 hours-a-day, 365 days-a-year

Strategy helps you improve customer service by providing callers with instant attention, responsiveness, and access to information. With its sophisticated call processing and voice mail capabilities, Strategy gives your callers the user-friendly features and options they need. They can choose to leave a message, hold, or automatically be sent to a live operator.



Maximize Your Voice Processing

Power

Businesses of all sizes now rely on voice mail and overall voice processing to manage calls, provide superior service, simplify communications, and help employees work smarter. With Toshiba Strategy voice processing, your employees won't miss calls, messages, or opportunities. As a result, you'll improve your company's operations and profitability.

- Converged technologies such as Automatic Speech Recognition (ASR), Unified Messaging, Fax Services, Interactive Voice Response (IVR), Text-To-Speech, Networking, and other state-of-the-art features provide you with cost-saving solutions for your voice processing requirements.
- You'll optimize the capacity and value of Strategy features when you combine Strategy with Toshiba's Strata CTX business telephone systems. Strategy systems also have the flexibility to operate on most other telephone systems.
- Strategy operates the way you normally use your phone, with easy-to-remember features.
- By accessing, processing, and prioritizing messages more efficiently, you'll save time and money, maximizing productivity.
- Toshiba offers a wide choice of Strategy systems. Whether you require basic voice messaging or advanced applications, there's a Strategy system designed to cost-effectively provide the functionality you need.

With capabilities like these, all Strategy systems are uniquely developed for Toshiba digital business telephone systems to meet your critical, growing need for voice processing reliability and performance.



Take advantage of Strategy's flexible design to ensure a continual return on your voice processing investment.

Protect

Your Strategy System Investment

Since Strategy is flexible and expandable, most enhancements can be incorporated into your existing system quickly and inexpensively. That way, your Strategy system investment will be protected as your voice processing needs change and as Toshiba introduces future voice processing innovations.

Toshiba's proven migration strategy is also built into all Strategy products. Whether adding voice ports, features, or applications, Strategy allows you to continually control costs and maximize productivity.

All Toshiba Strategy systems include state-of-the-art hardware and a dependable software design architecture – all key factors in Strategy's ability to deliver both high-performance voice processing and exceptional value.

Together, these capabilities ensure a continual return on your Strategy voice processing investment.



Proven

Toshiba Reliability And Tradition

Toshiba has manufactured proven business communication systems for over a century, and also provides information technology products from laptop computers to office equipment to wireless communications and more. That's why the Toshiba name is a guarantee of quality and reliability for millions of customers worldwide.

Our long-standing expertise in bringing telephone and computer technology together is ultimately what makes Toshiba the right choice for performance and value year after year. As one of the world's foremost experts in both telephony and computer technology, Toshiba is the most qualified company to unify these technologies. We've achieved that seamless union between our Strata CTX digital business telephone systems in all Strategy voice processing products.

In every successful business there is a strategy. Toshiba Strategy is the ultimate strategy for voice processing success.

Discover The Details That Make The Difference

The Strategy Interactive Tutorial and eBrochure reveals all the details you need to know about Strategy applications and specific features, all in an interactive, easy-to-use CD-ROM. Contact your local Authorized Toshiba Dealer today to get your free Strategy CD-ROM, or visit our website at www.telecom.toshiba.com.

Toshiba America Information Systems, Inc., Telecommunication Systems Division

9740 Irvine Blvd., Irvine, CA 92618

(949) 583-3700 www.telecom.toshiba.com

© 2002 Toshiba America Information Systems, Inc. Printed in U.S.A. Strategy is a registered trademark of Toshiba America Information Systems, Inc. Strata is a registered trademark of Toshiba Corporation. Specifications subject to change without notice. Some features require optional hardware to support full capabilities.

Literature Order #: STG-BR-ALLSYSVA/4500015