



FONIX ConnectMe

The Voice-Enabled Telephone Attendant from Fonix

Fonix ConnectMe is a voice-enabled telephone attendant that routes incoming, outgoing and internal calls. Customers and employees dial one number, speak a name or department and are quickly connected to the person they want to reach.

Convenient

With ConnectMe, every department and employee in the organization is accessible from one phone number, including outside offices, remote workers and employee cell phones.

User Friendly

Whether during peak business hours or late at night, ConnectMe's 24-hour high-tech customer service capabilities ensure that all calls reach their intended destinations. ConnectMe handles all incoming calls simultaneously, so callers are never put on hold. For employees and customers alike, it eliminates the annoyance of remembering and dialing extension numbers or looking up extensions in a phone directory.

Personal

Employees can create, maintain and access their own phone lists, and can customize the delivery of calls. For example, while at lunch, employees can route calls to their cell phones or predefine ConnectMe for weekends and holidays by creating a weekday schedule.

Easy to Administer

With ConnectMe's simple interface, administrators use a web browser to add, delete or modify entries in the directory. Because the interface is web-based, the system can be remotely accessed via an Internet browser from a computer with access to the company network.

Cost-Effective

By deploying ConnectMe, businesses increase employee efficiency and decrease the amount of time receptionists and office managers spend answering phones, while the system always offers a professional, courteous customer interface.

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Fonix ConnectMe System Requirements

What people are saying about Fonix ConnectMe™:

“ConnectMe allows Salt Lake City Corporation to save time and money. The system is efficient, and it’s cost effective as it allows our office managers and receptionists to attend to other tasks rather than spending the bulk of their day answering and routing phone calls.”

Steven Whittaker,
Technology Consultant
Salt Lake City Corporation

“ConnectMe has greatly improved the availability of all DJP attorneys to their clients. Many of our lawyers are still hard at work after the close of normal business hours. Fonix ConnectMe enables our attorneys to continue to receive calls after our operator has left for the day. The system supports DJP’s philosophy of superior customer service.”

Jeff Jones
Attorney and Partner
Durham Jones & Pinegar

Features

- Complete system — ConnectMe is a cost-effective turnkey solution that works with existing phone systems and voice mail packages and installs in two hours or less.
- Award –winning ASR — Fonix Automatic Speech Recognition (ASR) is fast, accurate and speaker independent.
- Remote administration — The system administrator accesses ConnectMe from any network-connected computer via an easy web interface, including custom recordings and directory management.
- Personal directories — Employees may create their own phone lists and access their personal contacts by calling one number and speaking the contact name.
- Professional recordings — Fonix will record system prompts and directory names for a courteous, friendly customer interface.
- Turnkey solution — Fonix custom builds the company directory, records system prompts and fine-tunes the system for optimal recognition.
- Professional installation and training — Your dealer provides a trained technician to install your ConnectMe system and train you to use it; leaving you with an optimized system and a person to administer it.

System Includes

- Desktop Pentium PC or rack-mounted server
- 17-inch monitor, PS2 keyboard and mouse
- Dialogic telephony card
- Four-year parts and labor warranty

On-Site Requirements

- Server rack, table or desk to place the physical server. The server is the same size as a standard PC.
- Minimum of four analog phone lines that belong to a hunt group. The analog lines must come from a PBX that supports a flash hook transfer.
- A quiet room or office with a phone to record system prompts.