Stratagy® Sales Bulletin

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Page 1 of 4

Stratagy Voice Processing Product Demonstration Line

A Toshiba Stratagy Voice Processing Product Demonstration Line is now available by dialing Toll-Free 1-800-678-MAIL (6245) from any tone-dialing telephone or fax machine 24 hours a day, 7 days a week. Stratagy's demo line application has been produced with a pleasant mix of music and narration, using professional voice talent.

Note A Toshiba VP Demo line is also available through a menu selection on the Stratagy system.

The Stratagy Demonstration utilizes Fax-on-Demand, Single-digit Menus, and Audiotex functions. If you call from a fax machine, available menu options provide you with the Stratagy and VP Demo Line documentation, including the demonstration script and call flow diagram. Audiotex provides menu selections with pre-recorded information describing Stratagy's call processing, advanced application capabilities, available models and configuration options. By taking a tour of the demo line, with your guidance, customers can begin to see the power and adaptability that the Toshiba Stratagy system can offer their business.

Demo Line Features

- ♦ On-line interaction with a professionally-produced Stratagy demo system
- ♦ Access via a toll-free number 24 hours a day, 7 days a week
- Important information about features and system capabilities of the entire product family
- Stratagy Fax-on-Demand application
- ♦ Excellent voice quality
- ♦ Easy-to-follow call flow

How to Use the Demo Line

This section explains how to use the Product Demonstration Line. Please take a moment and familiarize yourself with the options available. By reviewing the call flow diagram at the end of this bulletin and listening to the entire demonstration, you will have the knowledge to guide your customers to specific areas of interest.

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Call Flow Diagram

A call flow diagram and a call flow box descriptions list are attached to this bulletin. The diagram consists of boxes representing individual segments of the demonstration. Each box contains: a User ID number (at the top) and a brief description/title of the narration provided. For a more detailed description, see the corresponding User ID number in the description list.

Methods of Using the Demo

You have the following options when using the demo:

- Follow the menu tree Throughout the demo you are prompted to make single-digit entries which guide you through the menu tree.
- Go directly to a specific call flow box At any time during the demonstration, you can access information directly by entering the corresponding User ID number at the top of the call flow box; thereby enabling you to easily customize your demonstrations and go directly to your customer's areas of interest.
- → Dial ahead An alternate method is to dial ahead, or move through multiple levels of the menu tree using single-digit entries. For example, to access User ID 715 from User ID's 703 greeting, you would press 1 1 1 in succession.

If you enter an invalid number at any box in the menu tree, the system replays the announcement for the current box. For example, if the current box is User ID 703 which has a menu selection of 1, 2, or 3, and a 4 is pressed, the caller hears the announcement for User ID 703 repeated. If no action is taken at boxes that offer a menu selection, the system replays the current announcement a second time and if still no action is taken, Stratagy then disconnects to clear the line.

Demo Controls

The following control buttons can be used at any time during the demo:

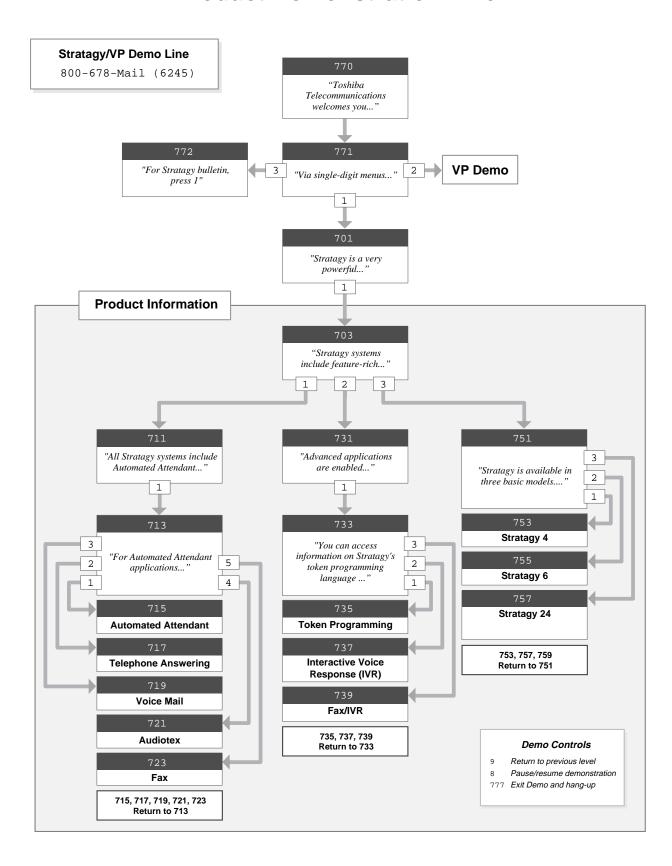
- 9 Return to a previous level.
- Pause/resume the demonstration. Press 8 to stop the demonstration temporarily, approx. three minutes, allowing you to provide explanations/comments at anytime during the demonstration. Press 8 again to resume the demonstration. Stratagy informs the caller of the current level and then resumes the presentation from the beginning of that level's announcement.

777 Exit the demo line and hang-up.

At a few locations in the flow diagram the demonstration will return to a specific box if no action is taken, as indicated on the diagram by "Return to_" (the number of the next call flow box). This enables you to complete a full demonstration without additional keystrokes. For example, if you have finished listening to User ID 737 Interactive Voice Response, the system will automatically return to "733 - For information on Stratagy's token programming language...".

Your next step is to call the Product Line with your customers and let them witness firsthand how to solve their business communication needs using the Toshiba Stratagy Voice Processing system. Good luck and good Stratagy selling.

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Call Flow Box Descriptions

770	Primary answering mailbox, containing the welcome greeting. Automatically goes to 771.
771	Primary instruction greeting. Requests you press one of the following menu selections to hear more information on: 1 the Toshiba Stratagy demo, 2 the VP demo, or 3 the Stratagy Fax-on-Demand application.
772	Fax menu for selecting Stratagy or VP Bulletin.
701	Provides a general introduction to Stratagy product information and requests you press 1 to continue to 703.
703	Provides brief description of Stratagy's call processing and advanced applications. Menu selections are: 1 call processing descriptions, 2 advanced applications, or 3 descriptions of available Stratagy models.
711	Gives general information about Stratagy's Automated Attendant, Telephone Answering, Voice Messaging, and Audiotex capabilities. Requests you press 1 to hear additional information on these features.
713	Requests you press one of the following menu selections to hear more information on: 1 Automated Attendant, 2 Telephone Answering, 3 Voice Mail, 4 Audiotex, and 5 Fax.
715	Highlights for Automated Attendant. Reverts back to 713 when complete.
717	Highlights for Telephone Answering. Reverts back to 713 when complete.
719	Highlights for Voice Mail. Reverts back to 713 when complete.
721	Highlights for Audiotex. Reverts back to 713 when complete.
723	Highlights for Fax. Reverts back to 713 when complete.
731	Brief description on advanced applications. Requests you press 1 to hear additional information on these features.
733	Requests you press one of the following menu selections to hear more information on: 1 Stratagy's token programming language, 2 Interactive Response (IVR) capability, or 3 IVR with fax.
735	Discusses Stratagy's token programming language. Reverts back to 733 when complete.
737	Information about Stratagy's IVR applications. Reverts back to 733 when complete.
739	Information about Stratagy's IVR with fax applications. Reverts back to 733 when complete.
751	Brief introduction to the three available Stratagy models. Requests you press one of the following menu selections to hear more information on: 1 Stratagy 4, 2 Stratagy 6, or 3 Stratagy 24.
753	Information about Stratagy 4. Reverts back to 751 when complete.
755	Information about Stratagy 6. Reverts back to 751 when complete.
757	Information about Stratagy 24. Reverts back to 751 when complete.