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Message Card
(TDA0191/TDA3191)

The Panasonic Message Card is a powerful tool that allows you to professionally greet your customer calls. Whether you want to set up an efficient auto-attendant menu system for your customers, keep your callers engaged with positive greetings while in a call queue, or provide any of the other business applications - the Message Card allows you to make that most important 1st impression on your customers - a lasting and positive one.
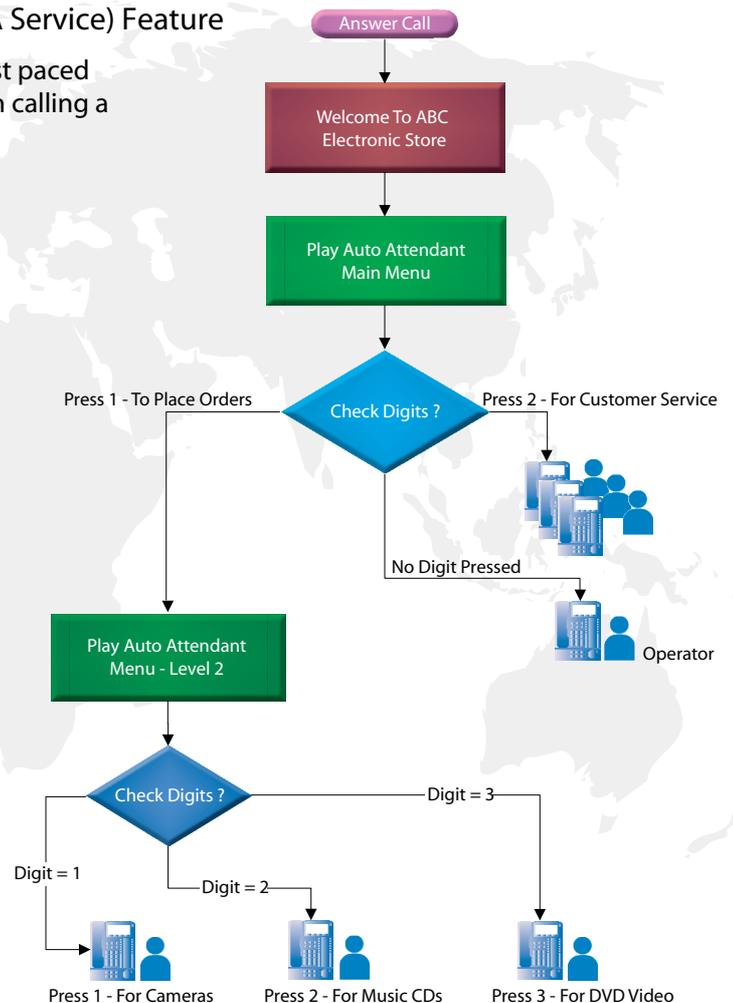
The message card supports the following powerful 'Out Going Message' (OGM) based applications that can be used independently or in combination to support your business needs.

▪ DISA Built-in Automated Attendant Number (DISA AA Service) Feature

An auto attendant is a MUST communications tool in today's fast paced businesses and most customers expect an auto-attendant when calling a company's main phone line. The message cards support

- ▪ Multi-level Auto Attendant
- ▪ Create Flexible Message Flows
- ▪ Play Different Greetings Based on Time of Day (Day/Lunch/Break/Night)
- ▪ DISA Intercept Routing - No Dial
- ▪ Assign Floating Extension for each OGM for easy programming

Using the Message Card, you can easily set up an auto attendant to professionally handle all incoming customer calls to your businesses. An auto-attendant can drastically reduce the amount of call traffic handled by the operator - allowing the operator to spend more time with your new or important customers. With AA, a caller simply presses a digit to access the relevant department - for example - Press 1 to Place Orders, Press 2 for Customer Support etc. Multiple level AA is also supported - allowing you to build a multi-level nested AA Menu - with up to 64 messages on the TDA100/200. If the caller fails to dial any digits, the call is automatically redirected to the operator extension.

Answer Call

Welcome To ABC Electronic Store

Play Auto Attendant Main Menu

Press 1 - To Place Orders — **Check Digits ?** — Press 2 - For Customer Service

No Digit Pressed

Operator

Play Auto Attendant Menu - Level 2

Check Digits ?

Digit = 1   Digit = 2   Digit = 3

Press 1 - For Cameras   Press 2 - For Music CDs   Press 3 - For DVD Video

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Answer Call
↓
Welcome Message
↓
Call Answered ? — Yes →
↓ No - add to queue
Play Message
↓
Play On Hold Music

■ Incoming Call Distribution Queue Message

Increase customer retention by keeping your customers positively engaged with voice message feedbacks while they are waiting to be served. When setting up an Incoming Call Distribution (ICD) group for your customers - the Message Card allows you to provide appropriate OGM messages to callers waiting in queue. Simply use the Queuing Time Table feature of the KX-TDA PBX to create any message sequences for your business needs.
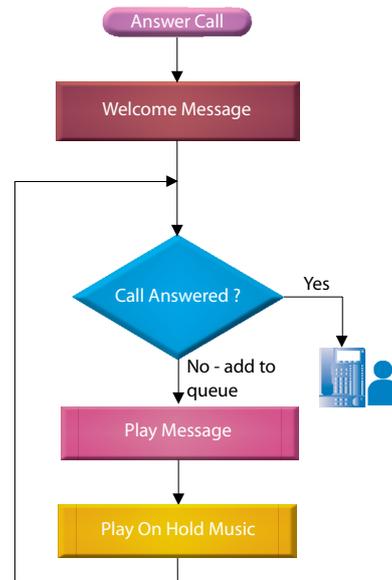
■ Give PBX Access to Off-site Employees

Support your sales staff while they are on the road. By using the DISA feature - you can control all the calls your roaming/off-site sales staffs makes - by allowing them to call the PBX and go through the PBX when accessing an outside trunk to either make an outside call - or use Tie lines to call other branch offices. This also makes sure that for all your employees - even those that are off-site - you can use the most optimum trunk lines to manage and keep the cost of your outbound calls to a minimum. Special security features requiring PIN codes make sure that only authorised calls go through the system

■ Timed Reminder Messages

Businesses in the hospitality market could easily benefit from this feature where guests can receive a pre-recorded reminder message on their room extensions. At set time, the phone system calls the extension and plays an appropriate message. Different messages can be played based on time of day settings (example: Day/Lunch/Break/Night). Businesses needing to implement guest wakeup alarm are just one of the examples where a timed reminder message feature can be implemented.

The Panasonic Message Card allows you to flexibly handle every incoming call to your business - and turn every call into a potential sale - by courteously and professionally handling the call. Enhance the professional image of your company by using a Message Card with your Panasonic TDA Hybrid IP PBX Systems.

■ Outgoing Message Record/Playback Controls

You have two methods for recording a message.
- Recording using the telephone handset, and
- Recording from an external BGM (MOH) port.

Operation	Action
Recording Outgoing Messages (OGM)	Off hook + Program ✶36
To Record	1 + OGM floating extension number
To Play back	2 + OGM floating extension number
To record from an external BGM (MOH) voice source	3 + (BGM Port No.)* + OGM floating extension number
To clear	0 + OGM floating extension number

* BGM Port No. for TDA15/30 = 1
For easy programming, all OGM messages have their own floating extension numbers.

■ TDA Hybrid IP PBX Message Card System Capacity

Operation	TDA15 / TDA30	TDA100	TDA200
Optional Card	TDA3191	TDA0191	
Channels per card	2	4	
Max. Cards/System	2	2	4
Max. Voice Channels per System	4 (2 x 2)	8 (4 x 2)	16 (4 x 4)
Max. OGM Record Time per System	8~15* (minutes)	8~16* (minutes)	
Max. Number of Messages	32	64	

* Recording time depends on audio quality and background noise.
Note: Record voice messages only; avoid recording music.