

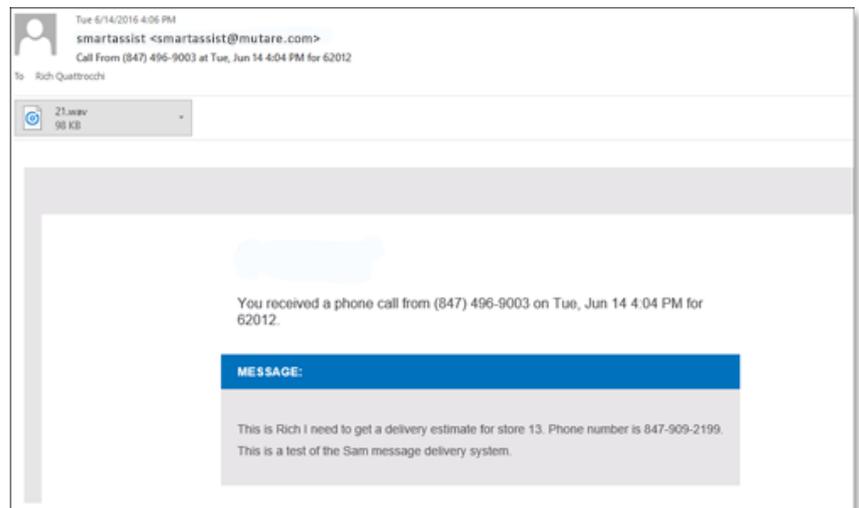


Mutare Voice™

FREQUENTLY ASKED QUESTIONS

1. What is Mutare Voice?

Mutare Voice is a new technology that replaces voicemail with a modern digital workflow for employees. Mutare Voice answers missed calls, records a message, converts the recording to text and delivers the message to the employee as text message, email or instant message. Mutare Voice can even append voice messages with additional data from a CRM or other databases. A typical Mutare Voice message looks like this:



2. How does Mutare Voice replace voicemail?

Mutare Voice enables the enterprise to replace voicemail with a digital workflow. Mutare Voice's value rests in 5 basic principles for a call completion strategy:

- 1) Serve all callers and be responsive;
- 2) Serve employees by eliminating the need to manage greetings and dialing in to retrieve messages;
- 3) Notify employees of calls by their choice of message handling in email, text message or IM;
- 4) Convey the gist of the message with a transcript, eliminating message waiting lights, and enabling employees to distinguish between spam and urgent calls visually; and,

FREQUENTLY ASKED QUESTIONS

3. Does Mutare Voice support Lync IM or Skype for Business?

Yes. Mutare Voice messages can be delivered directly into an employee's instant message service so missed voice calls don't interrupt workflow.

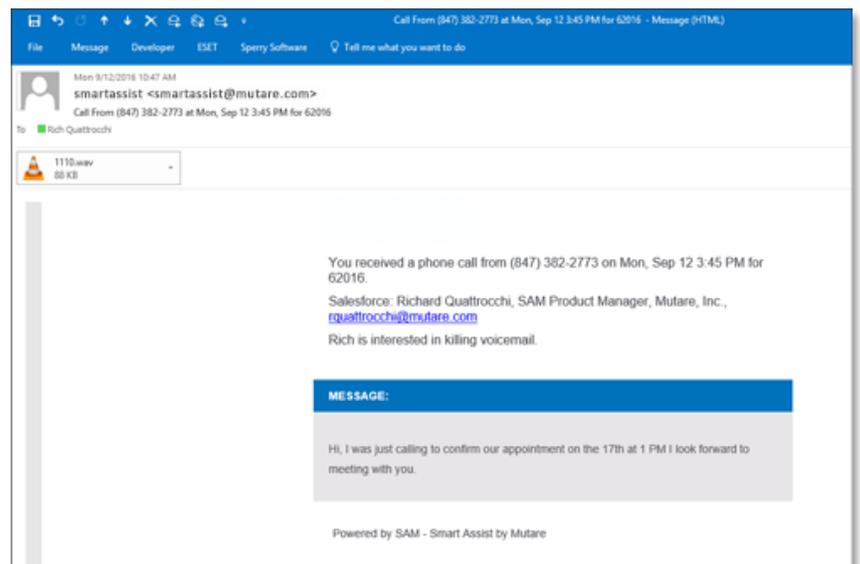
4. How is Mutare Voice different from voicemail?

Mutare Voice eliminates the voice mailbox for employees. Employees no longer need to:

- Manage greetings - Use a telephone interface to listen and delete messages
- Manage PINs
- Rely on message waiting lights

Mutare Voice has the ability to append messages with data from a CRM or other database to provide employees with messages that include context and background. To the right is an example of a message appended from Salesforce.

While the voice mailbox goes away for the employee, callers are still served by being able to leave messages. If the caller hangs up, Mutare Voice will notify the called party of the hang up sending along the caller ID and time of the call.



5. How is Mutare Voice different from other Unified Communications Solutions that put voicemail into email?

Mutare Voice is very different from "UC" voicemail solutions that provide "voicemail to email." Most UC solutions require users to still maintain greetings and manage voice mailboxes. They can require cumbersome desktop clients and separate inboxes to manage messages. Mutare Voice eliminates all that overhead and includes voice to text transcription. Mutare Voice is also capable of delivering caller insights to users. Messages are appended with data about the caller typically pulled from a customer database such as a Salesforce CRM. Mutare Voice looks up the caller ID on the message and can add details such as the caller's name, title, company, email address, account number and any notes from the CRM.



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6. How does Mutare Voice handle greeting callers?

The Mutare Voice system combines recorded voice snippets along with smart tags to create “announcements” tailored to the caller. Smart tags can include data in the announcement such as the called party’s name, extension, date or other data that is spoken to callers using text to speech. When combined with recordings, the number and type of announcements are virtually unlimited. A system administrator can combine recordings and tags so callers are served and employees never have to manage greetings. Here is an example of a smart announcement: “The party you have called [NAME], is unavailable. Please leave a short, clear message [BEEP].”

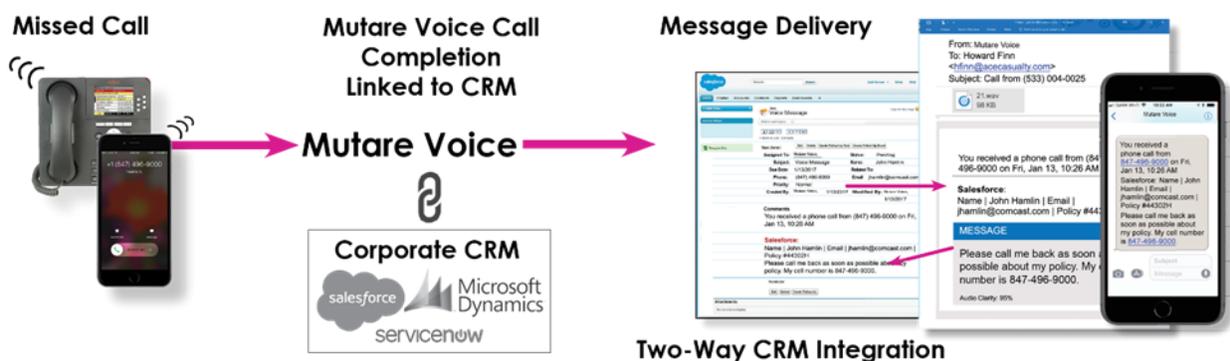
7. How do I cost justify Mutare Voice?

Mutare Voice is typically funded from savings derived from eliminating voicemail and reallocating the budget dollars used to purchase, support and maintain voicemail to Mutare Voice instead. Further, Mutare Voice improves employee workflow by eliminating the analog workflow of dialing in to check messages manually. The Mutare Voice ROI will vary by organization and circumstances but is almost always less expensive than voicemail for enterprises with 500 or more employees.

8. How is Mutare Voice deployed?

Mutare Voice can deploy 100% on premise with the Mutare Voice server behind the firewall. The Mutare Voice server runs on a .NET server and can be virtualized. It uses a SIP connection to the voice switch and is compatible with any voice PBX that supports SIP. It is most commonly deployed with Avaya, Cisco, Mitel, Nortel and ShoreTel systems. It replaces voicemail systems such as Cisco Unity, AVST, Modular Messaging, Avaya Aura Messaging, CallPilot and virtually all legacy voicemail systems.

Mutare Voice can also be deployed in Mutare’s cloud as a completely hosted system. Mutare Voice’s giSTT voice to text engine can be deployed on premise or in the cloud as well if the voice to text option is used in the deployment.





FREQUENTLY ASKED QUESTIONS

9. My firm has several users who want the announcement recorded in their voice. Can Mutare Voice accommodate personal announcements?

Yes. If an employee insists on their voice being in the recording, they can record their own announcement. A system admin can upload it to Mutare Voice and assign it to the employee.

10. My security policy will not let the audio outside the internet. Can the giSTT server be located on premise?

Mutare can provide a preloaded giSTT appliance (special hardware and software) to be connected in the same local LAN as the Mutare Voice server. This is an extra cost option and can only be justified for organizations with several thousand users.

11. I want to provide my own SQL Server. What versions are supported?

SQL Server 2014 or better.

12. How and when might a SIP Session Border control come into play?

If the customer is using Session Manager, then Session Manager will set up the SIP Sessions to Mutare Voice. Same for if the customer is using Session Border Control, the customer will set up the SBC to set up SIP sessions to Mutare Voice.

13. My CM/PBX does not have SIP. Is another way I can connect to Mutare Voice?

No. At this time the only way to connect to Mutare Voice is Via SIP. If the customer does not have SIP, the only way at this time is to have a Gateway placed in between the PBX and Mutare Voice. This gateway goes from T1 to SIP, and the customer would be *responsible* to set this up.