



**Advanced** Call Management<sup>SM</sup>  
The Next Generation in Unified Communications<sup>SM</sup>

Personal Agent





## Personal Agent

Accomplished, busy professionals often need some help -- someone who, at a moment's notice, can assume responsibility for certain essential tasks.

Advanced Call Management's Personal Agent takes Unified Communications to the next level by including live answering and assistance 24 hours a day, seven days a week. With Optivon's Personal Agent working for you, you create a superb impression with VIP callers by showing how much you value being in close contact with them. Moreover, Personal Agent can help you pack more productivity and performance into every business day.



## The always on-call assistant

Your Personal Agent is your always-in-the-office assistant. Use the "follow me" rules established with Unified Communications to direct all or selected calls to your Personal Agent for real-time professional handling. Your Personal Agent can seamlessly manage everything from call and message management, to scheduling meetings, booking travel arrangements and setting up conference calls -- virtually anything an executive assistant might be expected to perform.

## Polished, capable, always professional

Optivon's personal agents are highly trained professionals. Think of them as an extension of you, your company and your culture of excellence. Count on them to treat every caller with the utmost courtesy and to help you accomplish more every day.

## Rely on your Personal Agent to:

1. Answer and respond to incoming phone calls as you specify
2. Access your calendar
3. Make and confirm appointments and reservations
4. Process sales leads and initiate fulfillment of requests for information
5. Take orders—
  - Take information from the caller and send it to your specified locations, such as e-mail, PDA, or voicemail
  - Access your company's website to enter orders on behalf of your customers
  - Access your remote database to view updated inventory and pricing information
  - Initiate order fulfillment activities
6. Complete telephone surveys with inbound callers

