



Carrier-Class Voice Migration Solutions

Voicemail has become as ubiquitous as dial-tone. A lost message is now more critical than a missed call – a missed call can always be repeated, a lost message is gone forever. People have come to count on their voice messages to communicate with others. While some messages are as simple as “call me back”, other messages are precious for business or personal reasons and need to be saved for a long time.

Problem 1: You need to upgrade your voicemail equipment in order to continue to offer state-of-the-art services to your customers. Yet the upgrade process can result in lost voice messages and angry customers.

Problem 2: You want to woo another carrier’s customers. Yet customers are reluctant to switch carriers for fear of losing critical messages stored with their current carrier.

Problem 3: You’re looking for profitable new services to compete against the increasing number of service providers that are trying to grab your customers.



The Solutions: Common Voices has the only feasible solutions to address all of these problems. Its carrier-class migration solutions allow carriers to preserve customers’ messages – as well as greetings and name recordings – when upgrading equipment or switching customers from another carrier. You can now increase customer satisfaction and facilitate customer acquisition by providing state-of-the-art service without worrying about the impact of the migration process on your customer’s critical data.

NowThere™ - Mass mailbox migration - Common Voices’ solution for carriers needing to migrate tens of thousands of mailboxes overnight to ensure customer satisfaction.

NowMove™ - On-demand personal mailbox migration – carrier solution for migrating mailboxes on an on-demand, personal level. On a business level NowMove can migrate an important business customer’s CPE or Centrex voice content to a new platform.

NowChange™ - Message portability – Common Voices’ on-demand transfer of customer’s mailbox from a competitor’s service.

Common Voices Migration Solutions Benefits:

- Improved Customer satisfaction
- Customer retention – Keep customers by making the ‘confusing’ migration process ‘simple and seamless’
- Operational Cost Savings – no bridge or “tromboning” required to allow access to old mailboxes during transition
- Marketing Cost Savings – no marketing material required to explain changes in new service
- Call Center Cost Savings – eliminate calls resulting from confusion about changes in service or lost messages
- Customer acquisition - offer new customers voice message portability solutions in addition to moving phone numbers via Local Number Portability service
- Automatically guide customers through conversion process
- Save customers from having to initialize new voicemail services
- New services & revenue stream – offer customers a way to save all of their voicemail, from any service to e-mail.

Common Voices Migration Solutions Features:

- Unique patent-pending, cost-effective technology
- Seamlessly move voice messages, greetings and name announcements to new platform
- Save customer step of reconfiguring their new voice mailbox
- Guide customer through voicemail transition by web or phone
- No interaction with old voice mail service provider required

About Common Voices

Common Voices is a communications software and professional services company that develops voice, video and enhanced services applications for next generation VoIP, wireless and wireline carriers to solve customer service challenges and generate new sources of revenue. The Company also provides hosted services and helps carriers manage network upgrades through its patent-pending migration capability that moves voice and data content between networks, disparate systems and even different operators.

Founded by a team of telecommunications industry veterans, the company has a seasoned management team with many years' experience working with carriers.

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