



Modern companies today always do their utmost to make their identity and professionalism tangible during every customer contact. With our “Professional Voice” product, you will leave a lasting impression even if you are not available at that moment. A high-quality, personal Combox greeting will ensure that you get the most out of these customer contacts. In competitive markets, it is often the little things that determine which provider a customer will choose.

Professional Voice is like an acoustic business card for your NATEL® go subscription. It represents you around the clock, when your customers cannot reach you in person.

What is Professional Voice?

Professional Voice allows you to link your NATEL® go subscriptions to Combox greetings recorded by professional speakers, thus turning the Combox contact into a positive brand experience. After all, an unanswered call is always a negative experience for the caller. When ordering, you specify the company name as well as the first and last names of your employees. You can choose from various background melodies and voices in four languages.

Once the greeting has been activated, fleet managers no longer need to do anything as employees can switch their message on and off flexibly and at any time, either via the mobile app or the web service. In addition to the standard out-of-office message, you can store longer absences directly in the web service or app, with the date and, if applicable, your deputy and their phone number. This information is then automatically incorporated into your Combox greeting.

Your benefits with Professional Voice

- Personal
You establish a personal contact with your customer and represent the company.
- Progressive
Acoustic brand management enables you to stay one step ahead of your competitors.
- Loud and clear
You address your customers with standardised Combox announcements in the best Swisscom voice quality. Bland messages that are hard to understand are a thing of the past.
- Flexible
You can plan your availability quickly and easily via the mobile app or web service.
- Budget-friendly
Clear, predictable costs for a reliable service.

The solution at a glance.



Professional Voice
Professional Voice enables you to equip your COMBOX® pro with professionally recorded greetings.



Availability
Professional Voice is available for all NATEL® go Voice and NATEL® go Flex products.



Accessing the app
Employees are given access to our app to manage their announcements personally.



Ordering
The initial order for a connection is placed by the Fleet Manager via Order Management.



Facts and figures

Basic services	NATEL® go Professional Voice is available for all NATEL® go Voice products.
	“Unavailable” message You determine when and for how long your Professional Voice greeting represents you personally. You can either schedule specific periods or leave your greeting permanently activated. This way, you ensure that all customers have a positive brand experience even when you’re not available.
	“Out-of-office” message For longer absences such as holidays or sabbaticals, you can configure the period of your absence and store the phone number of your deputy. This information is then automatically incorporated into your Combox greeting. The greeting retains its personalisation.
	COMBOX® pro With NATEL® go, you enjoy the advantages of COMBOX® pro automatically and free of charge. COMBOX® pro gives you the option of setting up two personal greetings for domestic calls and one greeting for international calls. Professional Voice only uses one of the two domestic greetings, so it is still possible to record an individual greeting on the COMBOX® yourself (e.g. for private purposes). You can switch back and forth flexibly between the different greetings.
	Cockpit When you are abroad, you can also access Professional Voice through the Swisscom Cockpit.
	Portal access Via web service or mobile app. Simply download the app from your App Store or Google Play.
Your benefits	Personalisation Choose between male or female voices in four languages (German, English, French or Italian) as standard. Various background melodies are available as an option and without surcharge. Own greeting texts on request.
	Differentiation Increase customer loyalty by automatically referring callers to your deputy and create a positive customer experience even in your absence.
	Cost transparency No setup fees. Monthly fee for use of the app. You will find the costs directly on your Swisscom invoice.
Setup	Ordering Through the Fleet Manager via Order Management.
	Initial registration After the greeting is produced, your employees will receive an e-mail with an invitation to register for the Professional Voice portal.
	Activation To complete the activation process, the employees connect the Professional Voice greeting to their COMBOX® in the portal using the COMBOX® PIN.

The details in this document do not constitute a binding offer. Subject to modification without notice.

Enterprise Customers, P.O.

Swisscom (Switzerland) Ltd

Box

CH-3050 Bern, Telephone 0800 800 900.

swisscom