



**VOICE · INTERNET · DATA**  
**COMMUNICATION SERVICES**

## CASE STUDY SAVE TIME WITH VOICE MAIL TO E-MAIL

**Customer:** Creative Environments Design Group  
A residential and contract interior design firm since 1972.

**Notable Quote:** “I’ll never go back to calling in for telephone messages. I started using Voice Mail to E-mail on a trial basis and I’ll never go back.”  
~ Linda Mona, owner and interior designer

**High-Impact Benefits:** Handle voice mail messages just like e-mail messages—easily forward them to a colleague or save in a client’s folder for future reference. Simply click an e-mail link to save and delete messages from the voice mail system.

### BUSINESS CHALLENGE

At the busy office of Creative Environments Design Group, responding quickly to clients and vendors is essential. “Before Voice Mail to E-mail, it was difficult to know when a call was missed if everyone in the office was on a telephone call,” says Linda Mona, Creative Environments owner and interior designer. “We found it inconvenient to call into the voice mail system to check for messages.”

### POPPcom SOLUTION

Aware of challenges that the Creative Environments team faced with managing voice mail messages, their POPPcom account manager was excited to recommend a new POPPcom product—Voice Mail to E-mail. Voice Mail to E-mail simplifies communications for busy professionals and therefore, saves them time. POPPcom Voice Mail to E-mail instantly sends voice mail messages as .wav files to a user’s e-mail inbox. This time-saving tool allows Linda and her team to check both e-mail and voice mail messages in one place.

Managing messages is easier with POPPcom Voice Mail to E-mail. Up to two e-mail addresses can be programmed to receive voice mail messages. E-mail addresses may belong to an individual or several individuals associated with a group e-mail address. Voice mail messages can be handled just like e-mail messages. They can be forwarded to a colleague or saved in a client’s folder for future reference. The ability to save and delete messages from the voice mail system by a link in the e-mail is an incredible time saver. Linda and her team always have their e-mail inboxes open, so listening to a voice mail is as easy as one click. “The team appreciates the efficiency of Voice Mail to E-mail—no more calling into voice mail to check for messages,” says Linda.

### RESULTS AND BUSINESS BENEFITS

Voice Mail to E-mail has helped the Creative Environments team better organize their communication with clients and prospective clients. The time saved by having Voice Mail to E-mail far outweighs its low monthly charge. “I’m a true believer in POPPcom Voice Mail to E-mail. It has been a valuable tool for our business by freeing up our time to spend on design projects”, elaborates Linda. “And while away from the office, I can quickly check my e-mails and voice mail messages at one time and respond to them immediately, if necessary.”

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