



Unified Messaging

Managing all your messages in the way that best suits you

What it is

This messaging solution offers a comprehensive range of unified messaging services to meet the demands of the business user. It provides the convenience of accessing and managing all messages – voice, fax and email – from a single inbox. Access can be made from any device – landline, mobile, email – at any location. Industry analyst reports indicate that this can save up to 30 minutes every working day.

The proposition

Compatible with Microsoft Exchange 2007, Microsoft Outlook, Lotus Notes and Novell Graphics, Unified Messaging also integrates with all other applications within the Intelligent Office product set providing a true unified communication service with ultimate flexibility as you can access all your messages from anywhere in the world, via:

- Any handset or mobile
- Web Assistant - a web based interface
- Your email inbox through any email account.

How it works

The service can be customised to include features that best meet the needs of individual users or departments. For example, basic functionality can be provided for staff requiring simplistic operation, whereas the full set of features can be provided for the power user eager to try out a wider range of options.

Using Unified Messaging, voicemail can be enhanced with the addition of **fax mail**, with all messages held together in the user's mailbox. When used with the Intelligent Number personal numbering application, faxes may be received on the same number as voice calls or on a separate number.

For the email-centric user, Unified Messaging can be integrated with their **corporate email** environments and all messages accessed through a single inbox - the user's normal email inbox.

Key Benefits

Improved individual **productivity**

Centralised range of corporate messaging services - voice, fax, email

Messages can be accessed from **any telephone or PC**

Notification of the arrival of new messages by preferred method

Savings in time and on call costs through a single inbox for all types of message

Voicemails collected through email with **minimal impact** on network traffic

Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure or provided as a hosted service on a pay-as-you-go basis. Hosted options include:

- **Voicemail with Voice2email**
- **Fax2email**
- **Corporate Mailbox**



intelligent Office
Powered by TeleWare

Part of the IO product suite that supports flexible working by improving contact management and office productivity with features such as messaging, call recording and conferencing.

Integrates with: Outlook/Exchange, Domino (Lotus Notes), Novell GroupWise, and; Open email systems with support for IMAP4 and SMTP

Features and Benefits of Messaging

| Feature | Description | Benefit |
|-----------------------------------|---|---|
| Voicemail with Voice2email | <p>Comprehensive range of features supported, including: generic, daily and absence greetings, mailbox blocking and forwarding, secretarial access, internal voice messaging services.</p> <p>Options for notification of newly received messages by email, to the telephone the user is currently registered to using out call, or via message waiting indication (MWI), Short Message Service (SMS) or Short Data Service. (SDS).</p> | <p>Allows caller to leave a message when unable to speak with someone personally.</p> <p>Serves as an important element of an overall corporate call handling strategy.</p> <p>Ensures users are always notified when new messages are received in their mailbox.</p> |
| Fax2email | <p>Received faxes can be held in the user's mailbox and retrieved along with voicemail. Faxes can be received on the same number as voice calls or on a separate number.</p> | <p>Faxes are held securely and confidentially and can be retrieved from any location, either on screen via a web connection, or to a fax machine or networked printer.</p> |
| Corporate Mailbox | <p>Single centralised Corporate Mailbox from which voice, fax and optionally, email can be accessed. Belongs to a group, team or department and not one individual. It can be accessed by anyone with permission.</p> | <p>Supports multiple messaging systems simultaneously.</p> <p>Large capacity inbox.</p> <p>Accessible by multiple users.</p> |
| Web Assistant | <p>Access to all messaging services via an intuitive on-screen browser interface.</p> | <p>Easier to use than telephony interface in some circumstances. Avoids the need to navigate the voice menu structure.</p> |
| Unified Messaging | <p>Integration with customer's existing email environment - MS Outlook, Lotus Notes, Novell GroupWise or any IMAP4 and SMTP compliant email system. Provides access to all message types through a single inbox - the user's normal email inbox.</p> | <p>Assists users in prioritising and managing their messages.</p> <p>Integrates easily with existing desktop.</p> |
| Active Screen Calling | <p>Allows an iN user to listen to a voicemail that is being left and decide whether to interrupt the recording and speak to the caller directly or simply to allow the voicemail to be recorded normally.</p> | <p>Assists users in prioritising their work patterns and messages and ensures that important calls are not routed to voicemail.</p> |
| Class of Service Profiles | <p>Extensive range of features can be enabled or disabled for each user. Different time zones can be supported.</p> | <p>Service can be tailored to meet both individual needs and corporate call handling strategy.</p> |

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