



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

Messaging Applications

Options for Voicemail, E-mail and More

Overview

Messaging applications are vital for businesses that want to ensure that every call is answered, even after hours or when everyone is busy, and that messages are properly and efficiently managed. IP Office offers several messaging applications—VoiceMail Lite, Embedded VoiceMail and VoiceMail Pro—supporting features such as automated attendant, voicemail, unified messaging and networked messaging.

Capabilities

Automated attendant—Greets callers, provides information via recorded messages and routes them to the appropriate extension. IP Office attendant solutions can be customized to handle calls in different ways at different times.

Voicemail—Enables employees, customers and collaborators to send and receive information, wherever they are located, at any time of day or night. For example, employees and managers can send/forward messages to one or more mailboxes, address messages by name or extension, or use the built-in directory. The messaging system can be set up to automatically “find” you and let you know you have a new message.

Unified messaging—Access voicemail and e-mail in one mailbox and see all your messages together. Get your voicemail attached to e-mail and access it remotely on your PC without having to dial into the phone system. Save and forward voice messages the way you do e-mail. Hear e-mails read out over the phone, and reply to them while you are on the move.

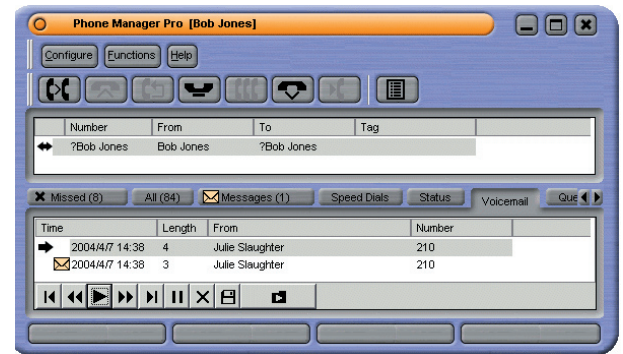
Networked messaging—You can network multiple IP Office systems and administer the entire messaging network from one central location. Networked offices can even synchronize directories for automatic updating.

Primary Benefits

Customer service—Help ensure that business-critical calls get through and reach the right person, extension or department, every time.

Efficiency and productivity—Handle calls quickly during peak calling periods and streamline call routing. Screen calls, so users can see who is calling without interrupting important tasks.

Keep growing—Start basic and expand with additional capacity and applications when and if you need them.



Avaya Advantage

Every IP Office platform comes complete with basic voicemail (VoiceMail Lite) and can be easily upgraded to a more comprehensive application: VoiceMail Pro.

Requirements and Features

	Embedded VoiceMail	VoiceMail Lite	VoiceMail Pro
Format	Memory card	CD-ROM	CD-ROM
System Requirements	Works with: <ul style="list-style-type: none"> Small Office Edition – Utilizes VCM IP406 V2 	<ul style="list-style-type: none"> Works with all IP Office platforms (provided free of charge) Ethernet attached PC running Microsoft Windows 2000//2003/XP Professional, with recommended Pentium 4, 2.4GHz or higher 	<ul style="list-style-type: none"> Works with any IP Office platform Ethernet attached PC; Microsoft Windows 2000//2003/XP Professional; Pentium 4, 2.8GHz or higher with 256MB RAM min (recommended) Integrated Messaging Pro/Campaign Manager requires 512MB of RAM Text to Speech, Information Management System and Third-Party Database requires 1024MB RAM minimum, HD minimum 20GB (preferably 7200rpm for better performance), 2GB for Operating System, VoiceMail Pro and voicemail storage. Integrated Messaging requires MAPI or SMTP-compliant e-mail application (i.e., MS Outlook) and server OS
User Requirements	<ul style="list-style-type: none"> Any telephone 	<ul style="list-style-type: none"> Any telephone 	<ul style="list-style-type: none"> Any telephone Integrated Messaging requires client e-mail application
Capacities			
Mailboxes	<ul style="list-style-type: none"> Unlimited 	<ul style="list-style-type: none"> Unlimited 	<ul style="list-style-type: none"> Unlimited
Max number of concurrent calls (ports)	<ul style="list-style-type: none"> 4 on IP406 V2; 1-10 on Small Office Edition 	<ul style="list-style-type: none"> 4 	<ul style="list-style-type: none"> Up to 30 depending on license & platform (Small Office Edition=10, IP406V2=20, IP412=30)
Storage time	<ul style="list-style-type: none"> Approx. 15 hours on IP406 V2; 10 hours on Small Office Edition 	<ul style="list-style-type: none"> PC dependent (1MB per minute) 	<ul style="list-style-type: none"> PC dependent (1MB per minute)

Feature Detail	Embedded VoiceMail	VoiceMail Lite	VoiceMail Pro
Multi-lingual Support	Yes	Yes	Yes
Voicemail Services for Individual Users/Virtual Users/Hunt Groups	Yes	Yes	Yes
Centralized Voicemail Services	No	No	Yes
Voicemail Ringback (internal calls/external calls)	Yes/No	Yes/No	Yes/Yes
Message Waiting Indication	Yes	Yes	Yes
Integration with Phone Manager Pro	Yes	No	Yes
Greetings: Personalized/Continuous Loop	Yes/No	Yes/Yes	Yes/Yes
Extended Greetings	No	No	Yes
Forward/Copy to E-mail	No	Yes	Yes
Listen and Reply to E-mail (Text To Speech), INTUITY® mode only	No	No	Yes
Send E-mail Notification	No	Yes	Yes
Integrated Messaging & Synchronization	No	No	Yes (option)
Save/Delete/Forward Messages	Yes/Yes/No	Yes/Yes/Yes	Yes/Yes/Yes
Repeat/Rewind/Fast Forward/Skip Messages	Repeat only	Yes	Yes
Pause Message	No	No	Yes
Set Message Priority, INTUITY® mode only	No	No	Yes
Caller's CLI/ANI, time & date announced	Yes	Yes	Yes
Call Back Sender (CLI/ANI)	No	Yes	Yes
Known CLI/ANI PIN Code By-Pass	Yes	Yes	Yes
Breakout to Reception/Voicemail Transfer Options	Yes/No	Yes/No	Yes/Yes
In-Queue Announcements	No	Limited	Yes
Automated Attendant	1-tier option	No	Unlimited - multi-tier
Message Announcements/Whisper Announce/Assisted Transfers	No	No	Yes
Enhanced features: Call Recording, Test Conditions, Personal Numbering, Campaign Manager, VoiceMail Pro Manager GUI, INTUITY TUI emulation mode, Forward E-mails to External Systems (based on VPNM), Third-Party Database Access (IVR), Text to Speech within call flows, Voicemail Transfer Options (Personal Auto Attendant)	No	No	Yes