

Unified Messenger from
Avaya Communication

The shortest distance between you and your messages

In today's e-business environment, the ability to access and respond to messages quickly can mean the difference between success and failure. What if you could simplify the process by retrieving voice, e-mail and fax messages from a single, unified mailbox and save an average of 30 minutes a day?

Unified Messenger™ lets you do just that. An easy-to-use messaging system for accessing voice, e-mail and fax messages via telephone or personal computer, Unified Messenger saves time and increases productivity by consolidating all your messages into a single mailbox. Whether you're using a hotel telephone, a wireless phone or a laptop, you finally have an efficient way to retrieve and act on all your voice, e-mail and fax messages.

Bringing lines of communication together

Working with Microsoft Exchange Server, Unified Messenger's consolidated client/server messaging architecture provides the advanced functionality that your organization needs to stay competitive. A study by The Radicati Group found that Unified Messenger users saved an average of 30 minutes a day. Built on scalable, open systems architecture, Unified Messenger is a secure investment in the future — one that will grow to support thousands of users enterprise-wide.

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Telephone Answering — Unified Messenger answers PBX-forwarded telephone calls, plays a personalized greeting, records the caller's message and stores the message in the user's Microsoft Exchange Server mailbox. If the call contains a fax, the call is transferred to a third-party fax server, which receives the fax and places it in the user's Outlook mailbox.

PC Access to Messages — To listen to a voice message, simply click on the message header in the Outlook inbox. An Avaya-provided Exchange Voice Form gives you control of voice message playback — you can listen via the PC's multimedia capabilities or your telephone. To view a fax, click on the message header and privately view the fax directly on your PC screen.

Telephone Access to Messages — Unified Messenger retrieves messages from the Outlook mailbox and passes them to the PBX for access via telephone. E-mail messages are converted to speech through the Text-to-Speech feature for easy telephone access. Unified Messenger converts text to speech in six different languages. Faxes can be directed to any fax machine for printing. E-mail messages and attachments can also be converted to faxes for easy viewing.

Simplifying e-mail and voicemail administration

Unified Messenger is a Windows 2000/NT server-based voice messaging application that stores voice messages in Microsoft Exchange. Unified Messenger software operates as a Windows 2000/NT service on standard Intel Pentium-based PC servers with the Unified Messenger Server as the link between the telephone system and the computer network. It simplifies system administration and reduces up to 70 percent of your administrative and support costs by eliminating the need for separate messaging systems.

- > One administrative interface
- > One message storage
- > One enterprise-wide directory

About Avaya Communication

Avaya Communication is the world-wide leader in sales of messaging systems, large CRM and call center systems and structured cabling systems. The U.S. leader in sales of enterprise voice communications systems, Avaya is also a leading provider of multi-service network infrastructure, day-one ready for QoS-dependent converged networks.

Learn more

For more information about Unified Messenger, visit www.avaya.com or contact Bryan Huchton at 713-407-1610 or bhuchton@avaya.com.

To learn more about Compaq Business Solutions for Microsoft Exchange, visit www.compaq.com/messaging

Unified Messenger from Avaya Communication is part of the Compaq Business Solutions for Exchange program. As the first to offer tested, complete solutions on the Compaq and Microsoft Exchange Server messaging platform, this program helps you enhance efficiency, improve workflow and realize greater productivity from your Exchange investments.

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