

IP Office Preferred Edition - Voicemail Pro

IP Office VoiceMail Pro is enabled by the IP Office Preferred Edition and is the most advanced messaging and call flow application for IP Office systems. It can handle up to 40 simultaneous calls depending on license and system settings. Each user has the option of turning their voicemail on or off. When on, the system automatically answers their telephone when they are not available to take a call, plays a personal greeting, and records a message.

When a message has been left, the user will see a message-waiting lamp lit on their telephone and can press a retrieval button to collect their messages. VoiceMail Pro can also ring the user to deliver any new messages. Voicemail messages are time and date stamped and the caller's number recorded. VoiceMail Pro can be configured to delete read messages automatically, unless the user chooses to save the message permanently.

Voice-mails can be collected remotely by dialling into the VoiceMail Pro server. If the number the user is dialling from is recognized (home number or mobile/cell phone for example), the user will listen to their voicemail straight away. If the source number is not recognized, the user will be prompted for a mailbox number and a PIN code for that mailbox, before they can listen to their voicemail. Users have the ability to set and change their own PIN codes.

When a voicemail needs to be forwarded to other users, VoiceMail Pro provides many options:

- Voice-mails can be forwarded to another mailbox, or group of mailboxes
- Recipients can add their comments to the voicemail before forwarding to another mailbox or mailboxes.
- Voice-mails can be forwarded as email WAV attachments.

All options are available in a choice of languages; both spoken voice prompts and graphical programming interfaces and have the choice of IP Office TUI and INTUITY emulation TUI. Call Flows with VoiceMail Pro for Intelligent Call Handling. At the heart of VoiceMail Pro is the ability to construct call flows from a series of different building blocks. These building blocks allow automation over tasks like answer a call, listen for tone-dialled digits, make a call etc.

VoiceMail Pro call flows allow far more than just guiding a user to the group or extension they require. Call flows allow VoiceMail Pro to dial back users as soon as a voicemail message is left for them, it provides remote access to phone forwarding settings should a user wish to change their Forwarding or Follow Me number from an external telephone. VoiceMail Pro provides message handling for individuals or groups, audio information to callers so assisting the operator during periods of heavy call activity and links to business applications through services such as Text-to-Speech. VoiceMail Pro provides a full telephony applications environment where call flows can be set up and interact in real time with business workflow – callers can interact via menus and data entry and VoiceMail Pro applications can speak back results. For example, users can listen to their email messages through the telephone.

Email Integration

Integration with email systems is provided by the VoiceMail Pro Unified Messaging Service (UMS) which is delivered to eligible users as part of the Office Worker, Teleworker or Power User license. It enables VoiceMail Pro to interact with email systems to provide a synchronization of voicemails and their status (new/unread, read, deleted, saved) between all user devices like desk phones, mobile cell phones, the UMS web interface, one-X Portal for IP Office, the email client and other devices that are synchronized with the user's email account. This will work for email clients that use the IMAP4 protocol (like MS Outlook, Lotus Notes, Mozilla Thunderbird, and many others).

VoiceMail Pro and Exchange Server

Advanced collaboration between VoiceMail Pro and Microsoft Exchange Server 2007 offers voicemail storage into the Exchange message store. This is the single point of storage for all email and voicemail messages and therefore the single source for all message status information. When a voicemail should be collected using a desk phone connected to the IP Office, VoiceMail Pro will retrieve it directly from the Exchange message store.

VoiceMail Pro sends the voicemails not just as emails with a .WAV attachment but as a message formatted as 'voicemail' so that Exchange can handle them differently from emails. If Microsoft Exchange Server 2007 working with a mobility solution server (e.g., a Blackberry Enterprise Server) are used to push emails to mobile devices (Blackberry or similar), VoiceMail Pro will also integrate and deliver voicemails via the Exchange Server to the mobility solution. The mobile device will then be able to present voicemails on the visual voicemail interface (instead of presenting them as emails with an attachment).

VoiceMail in a Small Community Network (SCN)

A single PC based VoiceMail Pro server can provide voicemail services to multiple IP Office systems in a Small Community Network over the LAN, WAN or a Frame Relay network. This is referred to as 'Centralized Voicemail' and can reduce costs, while facilitating communication between IP Office sites. For resilience, should the main site fail, the Centralized Voicemail will automatically reconnect to an alternative IP Office site.

VoiceMail Pro - More than just Voicemail

VoiceMail Pro offers much more than just a pure voicemail system. Other helpful, convenient, cost and time saving options are:

- Whisper Announce that prompts callers for information (usually their name) which is recorded and passed on to the user's extension on answer, allowing them to choose to accept the call or not. This is particularly useful on "CLI/ANI withheld" numbers - usually calls from telesales companies where somebody is trying to sell you something. VoiceMail Pro will not intrude onto busy extensions.
- Housekeeping facilities for the management of messages.
- Automatic detection and routing of fax calls within Auto Attendants and within a subscriber's voicemail box.
- Support for a range of the INTUITY telephone user interface features in INTUITY emulation mode.
- Recording of system prompts through the telephone handset or using multimedia facilities on a PC.
- Speaking clock.
- Support for TTY hearing impaired text phone.
- Centralized VoiceMail within a multi-site IP Office environment.
- Networked Messaging with other Avaya voicemail systems.
- Capacity of up to 40 ports for a single-site system (depending on the IP Office control unit).
- Voicemail channels between VoiceMail Pro and the IP Office can be reserved for business critical functions or left unreserved for any function.
- Improved voice recording, including recording of calls made over IP endpoints (including those using direct media); automatic call recording triggered by incoming call routes; pausing recording when call parked or placed on hold.
- User start points in VoiceMail Pro include queued and still queued options.

Further details on some of the VoiceMail Pro functionality listed above are described later in this section.