

## BroadWorks® Voice Messaging

BroadWorks next-generation messaging goes beyond the classic voice mail offering to take full advantage of a converged IP environment, providing users with the flexibility to use and manage their messaging service from anywhere, and over any interface. BroadWorks messaging provides all of the features of a traditional voice messaging solution, plus:

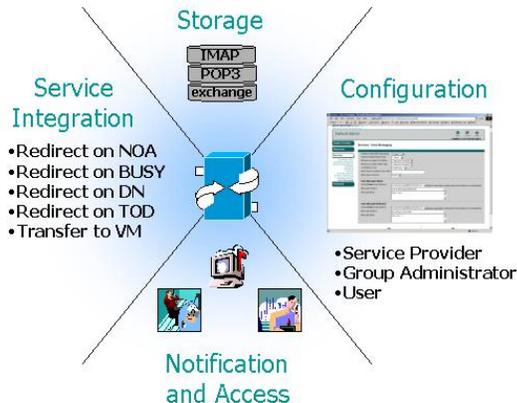
- Message delivery to any specified email account
- Message waiting notification delivered to the phone and to any specified mail or SMS account (e.g. cell phone)
- Integration of the messaging capabilities with BroadWorks services (call back, transfer, CommPilot Express, escape to extension, voice portal, instant voicemail, etc.)
- Integration of hybrid messaging systems within an enterprise
- User and administrator self-provisioning and configuration through a web interface

### Messaging Architecture

Unlike legacy messaging systems, BroadWorks next-generation messaging solution is designed to adapt to various carrier and customers architectures, and to support the user interfaces of today's networks.

BroadWorks messaging can be subdivided into: service integration, storage, configuration, notification and access.

#### BroadWorks Unified Communications



### Storage

To take full advantage of the converged communication capabilities offered by an IP environment, BroadWorks stores messages as an attachment to an email in an external mail server. The service provider can host the mail server, or it can be any third party mail server used by the group or the user. This provides a highly scalable solution that easily adapts to any network deployment and leverages existing carriers, customers or users assets.

- BroadWorks supports common mail servers, including POP3, IMAP and Microsoft Exchange Server

Voice messages are encoded with DVI ADPCM encoding at 32kbps and are attached to emails in MIME format.

### Service Integration

Unified communication implies a seamless integration of messaging and call processing services. BroadWorks messaging is designed as a personalized extension of its users that blends naturally into other BroadWorks services as an integral part of the service offering.

- Calls can be redirected to voice mail based on busy or no answer conditions.
- Calls can be redirected to voice mail based on the called party status (available, busy, on the road, unavailable).
- Calls can be redirected to voice mail based on calling line identity or the time-of-day.
- Calls can be explicitly transferred to a specific voice mailbox, without alerting the user.

In all cases, the caller gets directed to a user's message center, which greets the caller with a personalized announcement and collects the message.

### Configuration

Perhaps the main feature of BroadWorks messaging is its flexibility. Through its intuitive web-based CommPilot interface, BroadWorks allows service provider, group administrator and user to decide how messaging services should function to best address specific needs.

- The service provider can configure a default mail server to store messages, and select engineering rules that apply to the usage of the server (maximum message size, or message aging)
- The group administrators can elect to use a third-party mail server for all members of the group instead of the default mail server. This allows the group administrator to use his or her own engineering rules, overriding the service provider configuration
- Setup "Immediate Voicemail" where a select dialed number is setup to prompt for a message on zero rings. This option can be added to an auto attendant string as a dedicated voice message box.
- Users have the most flexibility to configure messaging services:
  - Record and select multiple greetings for when lines are busy, don't answer, or are made not available through CommPilot Express or Do Not Disturb features
  - Select the number of rings before redirecting to voice mail upon the no-answer condition
  - Elect to have their messages delivered to their own private email account, instead or in addition to a default server
  - Can be notified of incoming messages with notifications sent to a selected email address (e.g. cell phone)
  - Change their pass code
  - Select an escape phone number (assistant, pager, cell phone) where callers are directed upon dialing 0 during greeting

## Access

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The access component of BroadWorks messaging allows users to manage their messages. BroadWorks messaging provides the users with various means to retrieve their messages that take full advantage of a converged environment:

- Users can retrieve their voice messages from any standard email client compatible with the mail server used to store the messages. In this case, messages are attached to emails as .WAV files that can be played back by common PC software.
- Users can retrieve their messages from their station by dialing their own extension. Users are then prompted for their passcode and then presented with a menu of options to manage their messages upon successfully authenticating themselves.
- Users can select the setting to auto-login to their voice portal from their desktop stations. Through this configuration, users can more rapidly retrieve messages and access greeting configuration.
- Users can also do the same from someone else's station by dialing \* to cut through the greeting, upon which they get prompted for their passcode.
- Users can retrieve their messages from any phone by dialing a group-wide voice portal phone number, authenticate themselves and then select the messaging option from the menu to be presented with options to manage their messages.

Through the voice portal, users can also:

- Change their mailbox greetings
- Reply to messages
- Forward messages
- Broadcast messages to multiple users
- Compose messages
- Call back message originator
- Purge all messages
- Configure, store, and send using distribution lists
- Record personalized name
- Mark messages as urgent or confidential

## Playback

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BroadWorks message playback presents the users with a comprehensive set of dispositions that matches or exceeds most competitive and legacy offerings:

- Play/pause
- Skip forward/backward in message
- Save/delete messages
- Jump to previous/next message
- Play message envelope (date, time, caller ID)

## Conclusion

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BroadWorks voice messaging solution goes beyond traditional voice mail offerings by taking full advantage of the converged IP environment. Messaging is fully integrated with BroadWorks system and directly scales to match any size BroadWorks deployment.

Aside from providing all the features normally expected from a voice mail system, BroadWorks messaging:

- Allows voice messages delivered to user email account.
- Allows users, group administrators and service providers to use their own mail server.
- Allows users, group administrators and services providers to configure the messaging service to fit their specific needs.
- Integrates messaging functionality with call management service to provide a unified communication environment.
- Integrates hybrid messaging systems within an enterprise.
- Notifies the users of new messages through Message Waiting indicators and email/SMS notification.

## FEATURE SUMMARY

### Call Processing

- Redirect on busy
- Redirect on no-answer
- Redirect on specific callers
- Redirect on time of day
- Direct transfer to voice mail

### Storage

- Email Server (SMTP, IMAP, POP3, Microsoft Exchange Server)
- System-provided
- Customer-provided
- User provided
- DVI ADPCM 32kbps Encoding

### Playback

- Pause
- Skip forward/backwards in message
- Play envelope
- Purge messages
- Jump to previous/next message

### System/Group Configuration

- Email server
- Maximum message size
- Messaging

### User Configuration

- Email server
- Greetings
- Record greetings
- Record personalized name
- Escape number
- Number of rings
- Email notifications
- MWI

### Access

- Email retrieval
- Desk retrieval (\*XX)
- Any phone retrieval
- Compose
- Reply
- Forward
- Broadcast
- Call back
- Purge messages
- Message review
- Urgent/confidential messages
- Distribution lists