

VoiceRite Desktop Client

Access replicated voice & fax messages from your desktop

Receive **Notification** of calls to your office from anywhere

See screen-pop with callers' name and details from your local Notes, Outlook or corporate CRM directory.

Control incoming calls by transferring callers to mobile, home or Softphone, even if you do not have VoIP deployed!

Communicate by typing an instant message to be spoken to callers.

Connect to multi-Vendor legacy TDM and IP Based PBXs.

Provide Open Standards with extensible interfaces via: SOA, VPIM/AMIS, VoiceXML SIP, IMAP4, Eclipse, Q.Sig., SMTP.

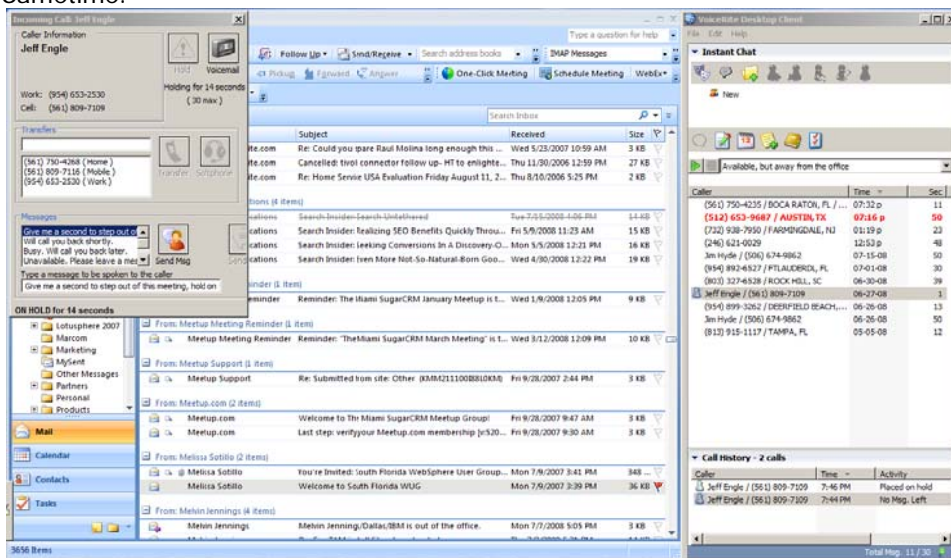
Enhance Workflow with buttons that allow Notes or Outlook users to create emails, add to contacts, tasks or calendar easily from voicemails automatically.

The VoiceRite Desktop Client provides instant messaging and consolidation of telephone and fax communications. By making it easier for users to manage their telephone calls and messages, the VoiceRite Desktop Client improves employee productivity and mobility. In addition, employees are easier to reach because their greetings and find-me/follow-me settings are easily updated based on their location (work, work at home, traveling, etc.).

The VoiceRite Desktop Client connects to IBM's Unified Messaging. This solution can connect multiple brands of TDM or VoIP PBXs in separate locations, to a single, centralized Unified Messaging system. The combination of the VoiceRite Desktop Client and IBM Unified Messaging allows users to be in control of their real time and stored communications, regardless of where or whether they connect to the internet.

Product Overview

The VoiceRite Desktop Client is built using Eclipse, giving it the same features, look and feel, and architecture of the VoiceRite Client for Lotus Notes and Sametime.



Telephone calls into IBM Unified Messaging immediately appear in the Desktop Client as a screen-pop providing the caller's name and details. Users can be anywhere in the world and still intercept calls made to their office. Once notified via screen-pop the user can transfer the caller to a mobile phone or softphone, play a recorded message, or type a message to be played to the caller using text-to-speech.

Key Features and Benefits

Greeting Management - The VoiceRite Desktop Client lets you record and manage your greetings from your desktop. To record greetings, the system provides a recording/playback interface to be used with a microphone connected to your desktop computer. For those times when a microphone is not available, you can have the system call the nearest telephone to record your greetings. To manage greetings, you simply click on the greeting you would like active (played for callers).

Click to Call - When you want to initiate communication, you can lookup contacts and send text messages (SMS or IM), click to call them or even send them a voicemail, all from a single Desktop Client window. Contacts can come from the Outlook, Lotus Notes Address Book and other LDAP directories.

Call Intercept – As soon as an incoming call is transferred to voice mail, a screen-pop displaying the callers information appears on the desktop. The user can choose to put the caller on-hold, transfer them to another phone, play a pre-recorded message or type in a new message for them to listen to.

Software Support:

Clients:
Windows XP, SP1 and above

Messaging Made Easy

The VoiceRite Desktop Client makes it so that there is never a need to pick up the phone to call your voice mail, to change greetings or manage your voice mail messages. All of your voice and fax messages are replicated in the background to your desktop so that you can access, delete, and forward them even while disconnected from the network.

Consolidated Communication

With the addition of the VoiceRite Desktop Client linking to your voice and fax mailbox, all of your telephone communications are consolidated into a single desktop application. It has everything you need to manage your calls, messages, and voice mailbox activity. VoiceRite Desktop Client allows you to leverage the full functionalities of IBM Unified Messaging from your desktop, so regardless of where you are, you can always be in control of your real time and stored communications.

IBM Unified Messaging

The VoiceRite Desktop Client works with IBM's Unified Messaging. This robust Unified Messaging system supports centralized deployments of millions of mailboxes making it perfect for large enterprises and Telcos. The system is designed to integrate with PBXs and Telco switches, both legacy TDM and VoIP.

Based in IBM Unified Messaging for WebSphere Voice Response platform, and utilizing highly optimized message storage, the VoiceRite Client / IBM Unified Messaging overcome the traditional limitations of scattered unified messaging systems that overload email databases with voicemails.

IBM Unified Messaging provides access to messages via speech, wireless devices, and the Web.

For More Information

To learn more about IBM Converged Communications Services – unified messaging, contact your IBM representative.

VoiceRite, IBM's Unified Messaging partner, can be reached at 954-653-2600. Visit us at www.ucblue.com or email us at sales@voicerite.com.