

## VoiceRite Client for Lotus Notes and Sametime

**Access** replicated voice & fax messages from within Lotus Notes or Sametime

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

**See** screen-pop with callers' name and details from your local Notes 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.

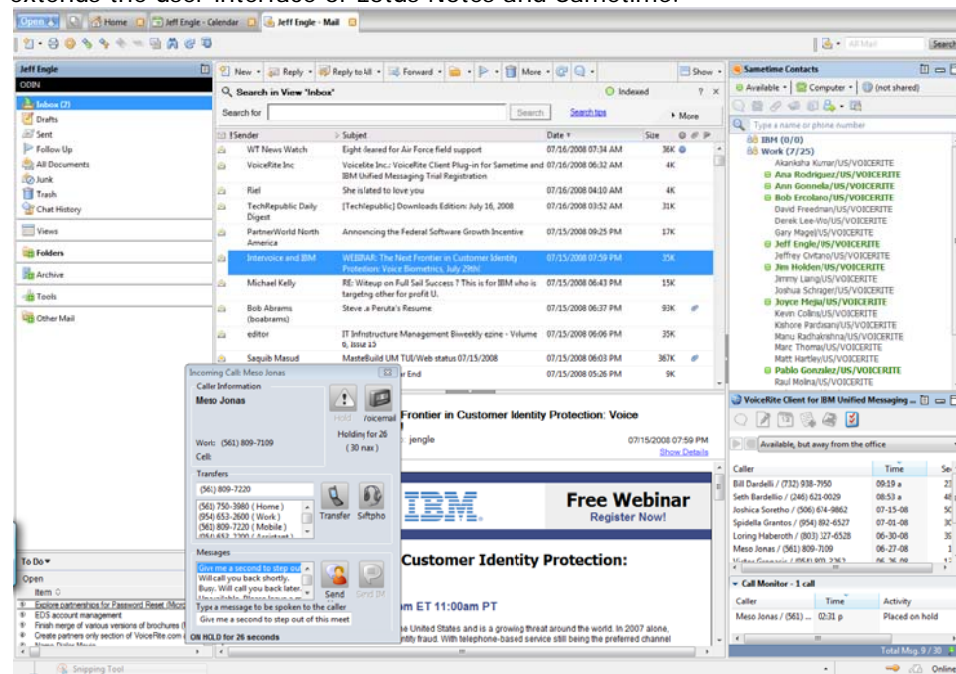
**Enhance Workflow** with buttons that allow Notes users to create emails, add to contacts, tasks or calendar easily from voicemails automatically.

The VoiceRite Client plugs into Lotus Notes and Sametime, extending them beyond instant messaging and consolidating all communications. By making it easier for users to manage their telephone calls and messages, the VoiceRite Client Plug-in 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 Client connects Notes/Sametime 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 Client for Lotus Notes/Sametime 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 Client for Lotus Notes/Sametime is an Eclipse plug-in that actually extends the user interface of Lotus Notes and Sametime.



Telephone calls into IBM Unified Messaging immediately appear in Notes/Sametime 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 stored recorded message, or type a message to be played to the caller using text-to-speech.

## Key Features and Benefits

**Greeting Management** - The VoiceRite Client for Lotus 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 Sametime or Notes window. Contacts can come from the Lotus Notes Address Book and other LDAP directories.

**Presence** - The presence capability of the VoiceRite Client for Lotus extends the presence functions within Sametime to include telephone busy/on-hook indicators and user location. The VoiceRite Client can sense a change in a user's login location and asks the user if they want to change their greetings and call forwarding settings. This is useful, for example, should a user sign on to Sametime from home and would like calls to be routed to the home office.

## Software Support:

### Clients:

IBM Lotus Sametime 7.5.1 and above, Lotus Notes 8.01 and above

## Messaging Made Easy

The VoiceRite Client plug-in extends Sametime and Notes 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 Client Plug-in linking to your voice and fax mailbox all of your communications are consolidated into a single desktop application. It has everything you need to manage your calls, messages, and voice mailbox activity. VoiceRite 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 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.

• Up to 1.5 million mailboxes  
• 99.999% available  
• IBM DB2®, HACMP  
• System 1 & p

• Integrate with Cisco, Nortel, Avaya, Siemens, Centrex  
• Provides Call Control

**Reliable & Scalable**      **TDM or VoIP PBX**

## 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](http://www.ucblue.com) or email us at [sales@voicerite.com](mailto:sales@voicerite.com).