

## Complete Unified Messaging

**Consolidate** your PBX connected Voicemail systems with a single centralized IBM Unified Messaging Server.

**Scale** up to 1.5 million mail boxes using a single database and 960 ports per AIX server.

**Obtain Reliability** with IBM Power Systems hardware along with HACMP to achieve up to 99.999% availability.

**Access** replicated voice & fax messages on your desktop, mobile phone, or web interface.

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

**See** screen-pop with callers' name and details from your local Outlook, 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 Outlook and Notes users to create emails, add to contacts, tasks or calendar easily from voicemails automatically.

## IBM Unified Messaging

Using IBM Unified Messaging, 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 available on your desktop or your mobile phone screen. Users can listen, delete, and forward messages even while disconnected from a network.

Users can choose from multiple Clients available including Web, mobile phone, Java Client plug-ins to Lotus Sametime and Notes, Cisco IP-Phone and Outlook integration via IMAP4. This solution can connect multiple brands of older TDM or newer VoIP PBXs in separate locations to a single, centralized Unified Messaging system supporting millions of users.

The diagram illustrates the IBM Unified Messaging architecture. At the top, four client categories are shown: Web (with a browser icon), Windows Mobile 6 (with a mobile phone icon), Blackberry (with a Blackberry phone icon), and Phone (with a desk phone icon). Below these, a central server rack is labeled 'IBM Unified Messaging'. To the left, a screenshot of a 'Caller Screen Pop' shows caller information for 'Jim Holden' from 'VoiceRite, Inc.' with options for 'Transfer' and 'Softphone'. To the right, a screenshot of the 'IBM Lotus Sametime Connect' interface shows a 'Voicemail with Presence' list and a 'Call History' table.

Caller	Time	Activity
Jim Holden/US/...	03:19 p	Left Voice Msg.
Jim Holden/US/...	03:19 p	No Msg. Left

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

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

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

## Key Features and Benefits

The IBM UM Plug-in for Lotus consolidates all telephony communications to one desktop application linking to your voice and fax mailbox.

It has everything you need to manage your calls, messages, and voice mailbox activity.

IBM UM Plug-in for Lotus 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.

## Platform Support:

### Servers:

IBM Power Systems, AIX

### Middleware:

IBM WebSphere Voice Response, WebSphere Voice Server, WebSphere Application Server

### Clients:

IBM Lotus Sametime 7.5.1 and above, Lotus Notes 8.01 and above, Windows Mobile 6, Blackberry, Java/Eclipse, Web, SOA API, and Cisco IP Phone.

Based on IBM Unified Messaging for WebSphere Voice Response platform, and utilizing highly optimized message storage, it overcomes the limitations faced by many competitive systems which require multiple servers to accomplish what a single IBM Unified Messaging server provides.

## Manage Incoming Calls from Anywhere

The IBM UM Plug-in for Lotus provides control of inbound calls to any PBX, VoIP, or TDM. Users can be anywhere in the world even behind firewalls and still control and intercept calls made to their office. Inbound calling numbers can be automatically looked up via several databases such as CRM, LDAP and HR systems. The user can then decide the best way to handle the call, such as transferring 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.

## Greeting Management

The IBM UM Plug-in for Lotus lets you record and manage your greetings from your desktop. You can record greetings using a microphone or a telephone.

## Lotus Notes and Sametime Users

For Lotus Sametime and Notes it is as easy as installing a plug-in to reach beyond instant messaging and e-mail to consolidate telephony and voice messaging features into a single client. The IBM UM Plug-in for Lotus plug-in also makes it easier to manage incoming telephone calls, messages, change greetings and find-me/follow-me settings.

## Presence

The IBM UM Plug-in for Lotus can sense a change in a user's login location and ask the user if they want to change their greetings and call forwarding settings. For example, when a user is working from home, they can redirect calls to their home office.

## 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).