



# IBM Unified Messaging Finds Success at Boston College

## Reduced Administration and Increased Capacity

Boston College's deployment of IBM Unified Messaging provides 20,000 voice mailboxes to faculty, students and staff with the ability to scale to over one million mailboxes. IBM Unified Messaging is an open platform that integrates into BC's existing information systems.

*"No other voicemail product comes close to IBM Unified Messaging in terms of open architecture, implementation of open standards, flexibility and access via the Internet. We needed a voice messaging system, and all the other products were just voicemail,"*

- Michael Bourque\*

## Integration Using The Open API

Because the voice mail system is integrated with the college's telephone and computing systems, voice mailboxes are created and deleted automatically from information in students' enrollment records. Voice mailbox administration that used to take an IT resource 30 days each semester is now handled automatically in just two hours.

*"By integrating our telephone and computing systems with IBM Unified messaging, we're able to automate the administration of the entire telephony, voicemail, terminal port allocation and call charging processes. That eliminates a lot of tedious paperwork and provides efficient communication among students and faculty"*

- Michael Bourque\*

This integration gives faculty members the added convenience of having class lists automatically synchronized with their voicemail distribution lists so that professors can broadcast voice messages to entire classes. Integration also means that the system can trigger certain voice mail messages automatically— such as when a library book is late or a class payment is overdue.

## Makes Student Access Secure and Easy

With the system, regardless of where the student lives on campus, they keep the same phone number and voice mailbox throughout their college stay. Students activate their phone lines and voicemail each year by giving their student ID and personal identification number to a voice response unit.

Using IBM Unified Messaging support for web access, they can forward voicemail to e-mail or access voice mail using the e-mail client. They can even check voice mail over the Internet while home during breaks or studying abroad.

## Future Options

The IBM Unified Messaging client will allow faculty and staff complete control over both their incoming calls and voice mailbox from their desktop. Incoming calls can be transferred to a mobile phone, softphone, answered with a pre-recorded message, or by simply typing using text-to-speech\*. And, by using the client's location sensing feature, all call forwarding and messaging options can be changed automatically based on the user's location.

\*Michael Bourque, Associate Vice President, Information Technology Services

\*text-to-speech, uses voice synthesis to speak, any message typed, to the caller.

### BC's Deployment:

- **IBM UM up and running on an AIX platform in just 2 weeks**
- **Capable of handling more than 1 million mailboxes**
- **Uptime 99.9%**
- **BC Disaster recovery plan:**
  - Tape Storage
  - TSM to Remote Server
- **Automatic mailbox administration**
- **Open platform integrates with student information system and multiple PBX manufacturers**

### UM Features:

- **Customizable web and telephone interface**
- **SOA architecture supports:**
  - Webpage
  - Blackberry
  - Widows Mobile 6
  - MS-Exchange via IMAP4
  - Lotus Plug-in
  - and speech access
- **Desktop client allows user control on inbound calls:**
  - Speech enabled auto-attendant
  - Password reset
- **Full VoiceXML interface for tailoring voice response scripts**