Unified Messaging

Mōvius

Boost revenues by offering the most complete messaging solution

In today's fast-paced mobile, personal and professional environments, people are constantly bombarded with information. Successful communication requires that messages be easily accessed and prioritized — from any location, over any network, using any device. Unified Messaging (UM) simplifies communication for today's users by allowing subscribers to manage all their messages, regardless of media type (voice, fax, E-mail, etc.), from a single easy-to-access mailbox. And that results in solid customer loyalty and ultimately higher revenues.

Movius' reliable, scalable, carrier-class platform is designed to handle any messaging demand. The UM application seamlessly interoperates with legacy voicemail and E-mail systems as well as next-generation networks. This protects investment in existing infrastructure while increasing revenue streams via desirable enhanced services. Open APIs allow customization and branding of both Web and phone interfaces, and Advanced Speech-based Menu navigation is also available. In addition, feature-rich and easy-to-use Auto Attendant capabilities enable service providers to launch "Dial by Name" services (both DTMF and/or Automatic Speech Recognition (ASR) driven).

Unparalled Benefits

- Incremental usage and high margin revenue through popular, market-proven enhanced messaging services
- Turnkey solution drives faster time to market and ROI
- Integrated, scalable, carrier-class services platform reduces initial investment and ongoing operating expenses
- Seamless integration with existing voicemail and messaging infrastructures provides a bridge to next-generation services without expensive "forklift" upgrades
- Message Waiting Indication (MWI) support over multiple channels
- SMS send and receive to cellular and land lines
- Missed Call Alert (MCA) support
- Private label branding for Web and phone interfaces
- Support for multiple telephone user interfaces (TUIs)
- Multiple, customizable telephone greetings and announcements
- Configurable feature activation management and resource allocation parameters
- Open standard APIs and Web interface for OAM&P
- Carrier-grade, hardened platform delivers High Availability (HA)
- Easy-to-use Web interface allows organizations to self-configure, customize and change multiple Auto Attendant menus. Auto Attendants also have day of the year and day of the week support.

Key Features

- Total messaging solution that offers an opportunity for substantially increased revenues and unparalleled customer loyalty
- Leverages existing IP, TDM or converged network infrastructures provides a seamless bridge to next-generation net works
- Delivers all the features today's subscribers require, with the flexibility to expand as markets grow and change

Caller Interface

- Customized greetings including caller specific, group specific, scheduled, busy, canned system (phone #, mailbox #, etc.) and celebrity greetings, etc.
- Dial By Name (DBN)
- Easy-to-use Auto Attendant
- Find Me - Follow Me
- Voicemail recording allows message review, re-record and append options
- Multiple TUIs
- Message delivery options (normal, urgent, private)
- Call transfer to an operator or another extension
- Fax delivery options including greeting bypass to send fax

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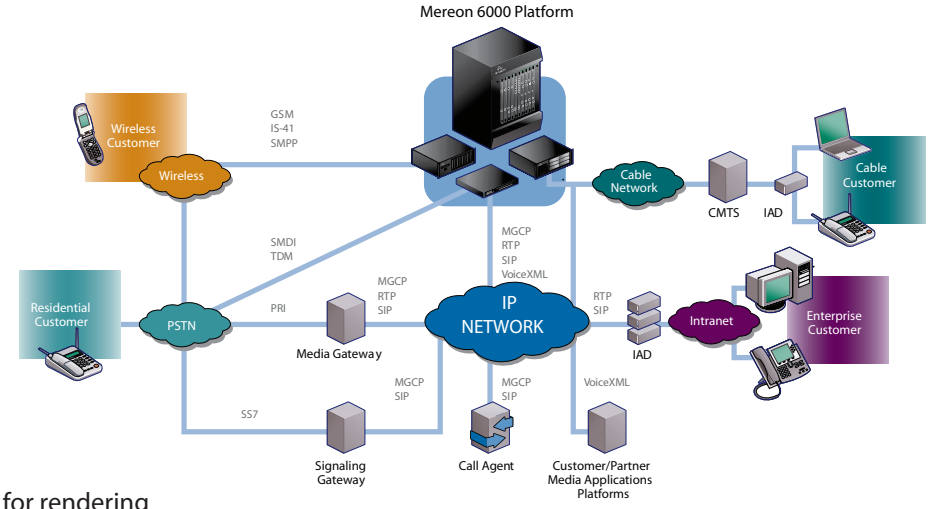
- Toll Saver feature to support government regulation in many countries
- Support for multiple languages for system or end user (caller is presented with language choices)



Subscriber Interface

- ASR support for voicemail retrieval and Voice Activated Dialing (VAD)
- Privacy Screening application
- Find Me - Follow Me call forwarding
- Click-to-call and GroupTalk
- Powerful Text-To-Speech (TTS) functionality for rendering E-mail over telephone
- Group mailboxes with private greetings, pass codes and private lines to the sub mailboxes
- Sub (child) mailboxes have individual MWI capability
- Send and receive SMS to cellular and land lines
- Listen-only mailbox
- Forward messages to MMS server via MM-3 support
- Access different mailbox from main menu
- Support for unheard, new, saved and expired messages
- Schedule-based notification
- Auto-play of messages
- Password (PIN) skip option
- Outcall to message sender during message review session, with an option to return to voicemail message review menu
- Support for personal and organizational distribution lists
- Ability to import contacts into address book from Microsoft Outlook, Microsoft Outlook Express, etc.
- Desktop Fax support to send Windows document from the desktop to a fax machine and to other subscribers
- Fax notification and retrieval including options to print fax to group or personal fax machine
- MWI via SMDI, SIP, SMPP
- Message waiting notification (MWN) for new voice/video messages, E-mails, SMS, fax, missed calls and quota warnings
- Message waiting notification (MWN) by phone, pager or E-mail via SMPP, text page, numeric page or SMS
- Missed Call Alert (MCA) by phone, pager, E-mail, text page or SMS
- MWN by text page to multiple E-mail addresses
- Message management capabilities — mark messages as new, old, expired or deleted
- Message review controls (skip forward, replay, pause, reply all, forward, speed-up, slow-down)
- Message alert options (normal, urgent message indicators)
- Integrated messaging provides common interface to review E-mail messages stored in an external E-mail system

Accessibility

- Access and manage all message types from any phone, standard E-mail client, or Web browser
- Synchronize phone and Web messages
- Web-based account configuration and personalization options including set work schedule, time zone, message playback options, etc.
- Compose and send voice and E-mail messages using Webmail
- Vacation message/message forwarding to multiple E-mail addresses
- Interoperable with all IMAP4 and POP3 compliant E-mail servers

Administrative Controls

- Set class of service (COS) for each account
- Bulk provisioning
- Broadcast messages
- Customized tutorials for different COS
- VPIM 2.0 and AMIS-A support for voicemail networking
- Crystal Reports support
- Health Monitoring support to check health status of various components and features of the UM application
- Suspend mailbox after maximum invalid attempts
- Voice mailbox usage-percentage full
- E-mail quota (MB) on the E-mail server
- E-mail usage (KB) per user

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