

# Alcatel OmniTouch *Unified Communication* My Messaging

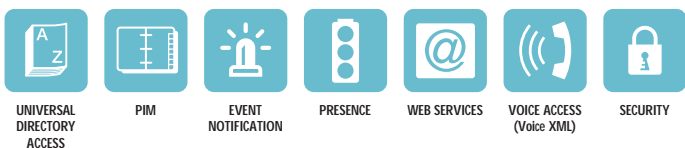
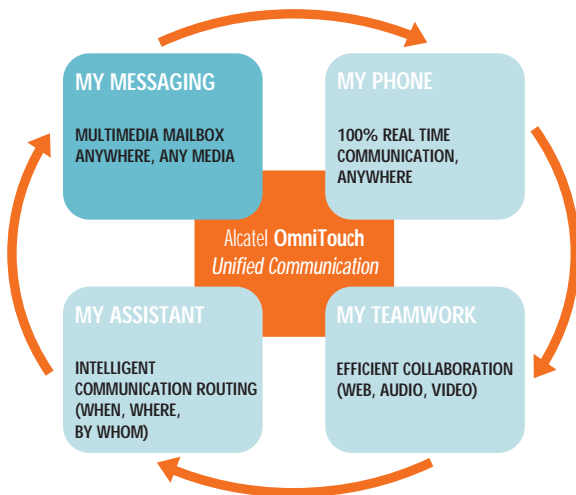
Keeping in touch with customers is crucial to your business. So is keeping your people in constant contact. Can you really afford to have disparate or non-coherent communications equipment installed in your company?

What you need is a coherent, unified set of tools that takes into account your diverse workforce, your diverse customer set, and their different preferences in working and doing business. That's where the Alcatel OmniTouch *Unified Communication* product suite comes in and where the My Messaging application can add value to your business.

## More for your money

Alcatel's My Messaging product brings benefits to just about everyone in your company – as well as customers and partners, making yours a truly borderless enterprise. It gives your staff a broad palette of messaging features while integrating voice mail, e-mail, and faxes into a single, unified multimedia system.

Your remote, branch, and headquarter employees receive additional productivity and responsiveness gains due to the tight integration My Messaging has with the other Alcatel **OmniTouch *Unified Communication*** software applications, which include My Assistant, My Phone, and My Teamwork. All of these software applications are built on a common framework and interaction engine. Your systems administrator is not overlooked either; management is made easy, however big your network. And because it embraces the latest market technologies and open standards, it is built for the long haul.



## Keeping your communications going

My Messaging offers the best in global messaging services that streamline your operations and save your employees time. This is due to its powerful and flexible greeting capabilities, information access, and delivery functions. The enhanced collaboration enjoyed by your employees increases your level of customer care and internal productivity.

My Messaging is a true unified messaging solution. Voice messages are stored directly in the users existing email inbox leveraging the existing email system whether that be Microsoft Exchange, IBM Lotus Domino or other IMAP4 compliant email system. This approach minimizes user impact and training and leverages your existing email network and topology. Unified messaging also provides a single point of storage. All types of messages are stored on the email server and managed through the email client.

There is no need to replicate or synchronize mail box contents, avoiding the traffic generated on the local area network. This leads to a higher scalability – storage capacity is only limited by the e-mail server.

Additionally, My Messaging is available from multiple devices providing full services to mobile or remote workers. My Messaging is available from the desktop in the office or through thin client support from your laptop while traveling. Further, messages can be accessed from any phone using voice prompting and text-to-speech for reading emails over the phone. In the office but haven't booted up the PC? My Messaging capabilities can be invoked from your IP Touch phone as well through simple screen access.

My Messaging capabilities are also available from a PDA enabling you to review and respond to emails from hand held devices. The full set of capabilities from any device helps improve productivity, efficiency and job satisfaction for employees on the go.



## The Power of the Suite

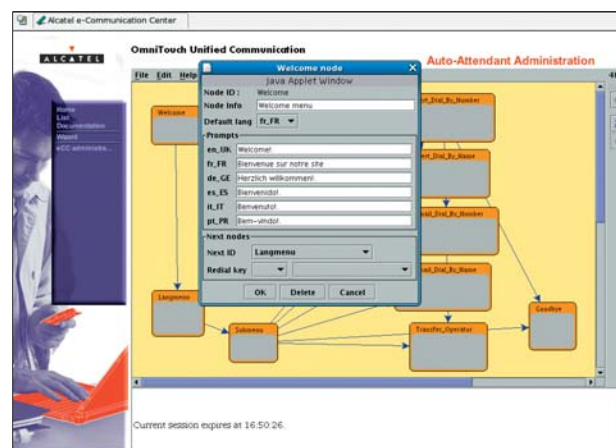
My Messaging is also integrated with the Framework and the other UC applications providing additional capabilities and efficiencies. For example, integration with the Framework provides Universal Directory access with My Messaging enabling you to easily message the right person with a simple selection from a Unified Directory from any device you choose (ie from any phone by means of vocal interface, or from a usual graphical interface). Integration with My Phone enables you to call the sender of an email or voice message with the click of a button.

## Automated Attendant – An Enterprise Welcome Service

But there's more to My Messaging than leaving and receiving voice messages. It can act as a full-featured enterprise welcome service and ensure no calls go unanswered. The Automated Attendant

feature guides callers to specific workgroups or back-up contacts if the prime contact is unavailable.

*The ease of use of graphic tools, the power of VoiceXML technology, ideally combined to build your Enterprise welcome service.*



The web-based administration tools lets you create and design your application, thereby leveraging the power of VoiceXML, which is the core of My Messaging application. You are able to add any form of voice content including pre-recorded announcements and caller specific information. Your enterprise welcome service is in your control, like never before.

**Faxes too**

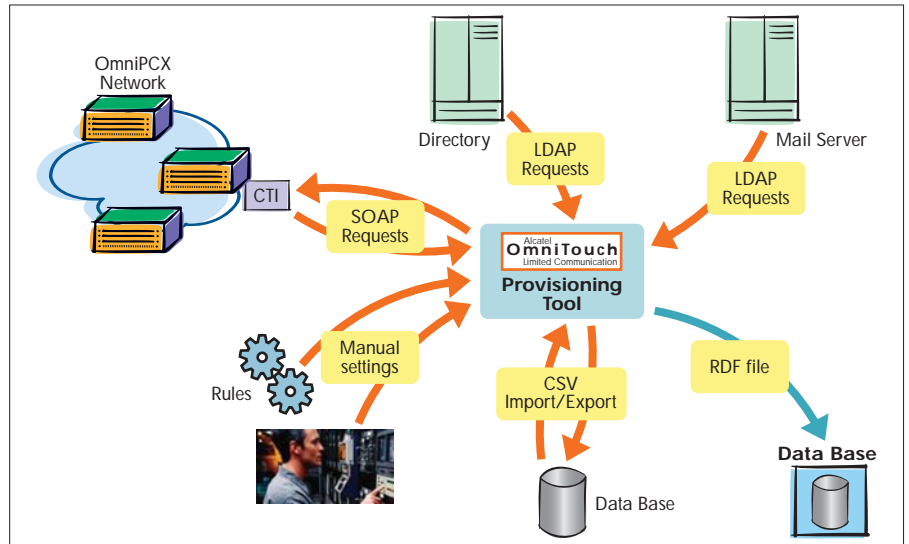
Alcatel **OmniTouch** My Messaging also delivers substantial value to your voicemail and e-mail applications by integrating with the most popular fax servers. Basic fax functions are available to you, regardless of your preferred fax vendor, including:

- Storing e-mail, voice and fax in a unified mailbox.
- Fax overflow – fax broadcast – fax on demand.
- Viewing, printing, and composing faxes.

USER INTERFACE						
	Microsoft PIM	Lotus PIM	Web	PDA	SMS*	Voice VxML
<b>SERVICES</b>						
VxML Voice Mail	●	●	●	●	●*	●
Fax server (3rd party)	●	●	●	●	●*	●
e-Mail	●	●	●	●	●*	●
Automated Attendant						●

On-site or off-site, My Messaging application is available to the user through his interface of choice.

\* SMS interface is used for notification.



Retrieving, filtering and aggregating your Enterprise information to build the Alcatel OmniTouch UC database.

**Management**

And you get all this without the headaches. Your prior investments are safe, your growth strategy is secure, and your budget is protected because there are no erratic deployment costs. In short, no impact on your workstations, your e-mail infrastructure, and your future plans.

My Messaging does more than enable your staff to leave and receive voice messages. It fits snugly on top of your current IT installation. No major changes in your set up, nor in the way people work. And your network security is preserved, too.

Alcatel **OmniTouch** My Messaging provides a single-point of management web interface, suitable whatever your e-mail environment. It assures coherence between the users' telephone data and the unified mailbox configuration – and consistent, secure access.

Additionally, you will find that the My Messaging solution significantly reduces the total cost of ownership (TCO) of your enterprise communications facility. And you can be confident that the return on investment (ROI) is very attractive.

