

Avaya CallPilot Unified Messaging

Increase productivity through unified access to email, voicemail and fax, with richer user experience and lower Total Cost of Ownership

Modeled after the award winning voicemail application, Meridian Mail, Avaya's CallPilot solution fulfills the needs of unified messaging for enterprise customers by providing advanced messaging features without sacrificing traditional voicemail features in an IT friendly solution. CallPilot has an intuitive interface, is simple to administer and easy to install and maintain. With CallPilot Unified Messaging, Avaya delivers a robust application that will improve productivity and allow your enterprise to operate more efficiently.

Unified communications is the unification of presence, real-time communications (IM, telephony, video and application sharing) and near real-time communications (email, voicemail and fax) into a single user experience, anytime, anywhere, over any device. Unified messaging is an integral component of an overall unified communications strategy and can give your employees immediate access to messages from virtually any device.

Challenge

CallPilot provides powerful mobility solutions that are designed to enhance the efficiency of today's highly mobile workforce. Imagine the convenience of being able to check your email from any telephone — including your mobile phone. This includes being able to access voicemail, email and even incoming faxes from any PC or PDA. Combined with CallPilot's advanced text-to-speech capabilities, you can make

these timesaving features become a reality. The net effect? A competitive advantage, improved user productivity and reduced business costs.

One key differentiator that sets CallPilot apart from other unified messaging products is that no software is ever installed on the email servers. Many unified messaging systems require extensive integration with the email server, which can end up impacting email

capacity, not to mention the administrative nightmare of implementation and ongoing maintenance. With CallPilot, voice and fax messages are stored safely on the CallPilot Unified Messaging server or optionally on the email server.

Additionally, CallPilot will not flood the network with traffic since only the message header information is put onto the LAN. Messages are made available for playback on an as-needed basis, through the PC using a simple-to-operate GUI player, helping to ensure that network performance is not degraded. And to help ensure that the office environment is not disrupted, the network administrator can set parameters that prevent voice messages from being played back on PC speakers.

CallPilot Unified Messaging

CallPilot provides you with three powerful ways to maximize the effectiveness of your global workforce:

- Access to voice and fax messages from within the email client
- Access to voice, email and fax messages via the phone
- Access to voice, email and fax messages from any Web browser-enabled PC

These advanced capabilities will help your employees work more

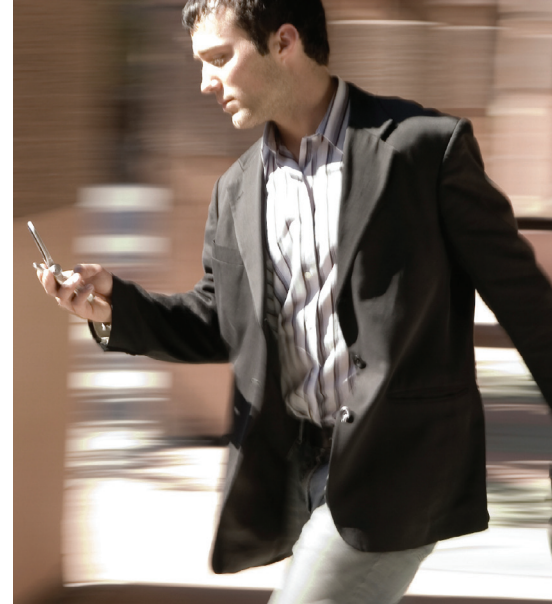
efficiently, both as individuals and as members of workgroups, and are designed to help your business provide best-in-class service and support to your customers and business partners.

Access from the email client

CallPilot gives employees unified access to their messages — including voice, fax and email messages — from within the user's familiar email client. In addition to seeing an envelope that represents email, users will also see telephone and fax machine icons that represent voicemail and incoming faxes. And, voice and fax messages can be accessed from mobile email devices. Additionally, customers using Citrix Metaframe in a Windows terminal server environment can also provide CallPilot Unified Messaging capabilities to their users.

Voice messages can be retrieved and composed with the click of a mouse from the user's email inbox. Voice messages can be played and recorded using the PC or the user's desktop phone, and then sent to other voicemail users or as an attachment via email.

Faxes can be received directly into the user's email inbox. Faxes can be printed locally on a desktop or network printer, printed on another fax machine or forwarded to another user. New faxes can also be created and sent, using a custom cover page, to one or multiple users.



Features and benefits

- Provides access to email, faxes and voicemail from any touchtone phone or desktop PC
- Improves user productivity and organization through a single messaging access point
- Enables the mobile worker to remain engaged with email by phone, speech activated messaging (SAM), and access to voice and fax messages from mobile email-enabled devices such as PDAs
- Reduces or eliminates training by providing a simple, streamlined user interface
- Does not impact email servers or generate high volumes of LAN or WAN traffic
- Can be used with a variety of client environments, including Microsoft Outlook, Lotus Notes, Novell Group-Wise, Macintosh, Linux and Citrix
- Supports multiple systems including Avaya Meridian 1, Avaya Communication Server 1000, Avaya Communication Server 2100, Avaya Meridian SL-100 and Avaya DMS-100
- Ensures maximum availability with local resiliency and geographic redundancy options

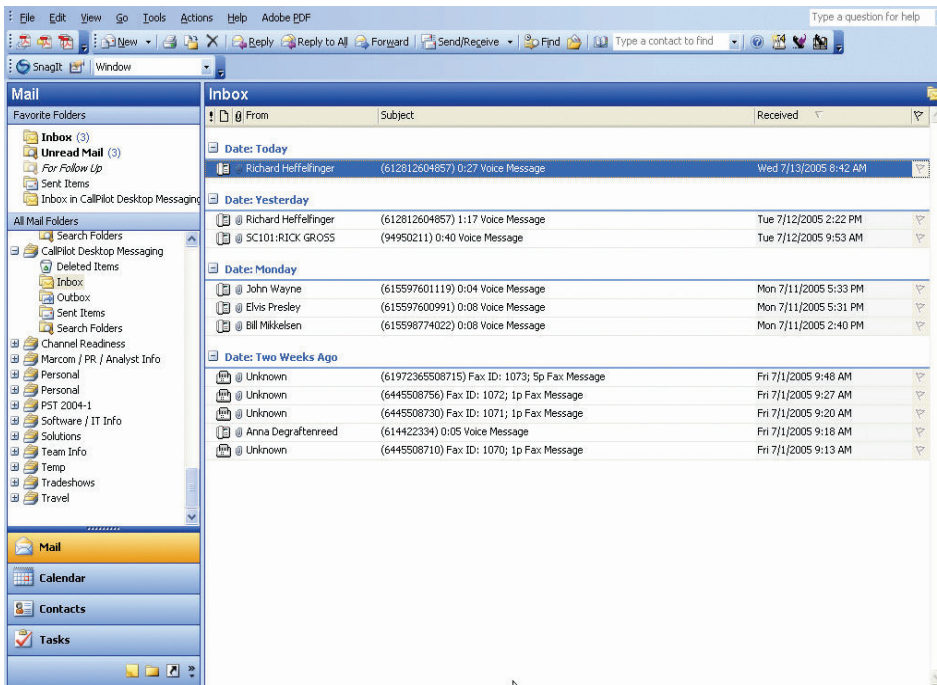


Figure 1. Unified messaging boosts productivity by eliminating the hassle of multiple email and voicemail accounts. All messages, including incoming faxes, are clearly displayed in a single window on the desktop PC.

Email can be accessed and replied to quickly and easily, whether the user is in their office at the corporate site or halfway around the world. Supported email client environments include Microsoft Outlook, Lotus Notes and Novell GroupWise.

Access by phone

With CallPilot, retrieving voice and email messages from any phone is as easy as speaking the word “Play”.

Users can review their email by phone using the powerful CallPilot Text-to-Speech (TTS) feature, which is capable of reading email aloud in different languages and automatically detecting the language. Just pick up any phone, including a mobile phone, and you’ll be able to listen to your email. CallPilot also enables users to easily

scan, play back, save or forward their regular voicemail messages.

Access from a Web browser

The My CallPilot Web interface provides users with access to their voice, fax and email messages from any Web browser, at any location. Users can also manage their personal mailbox from My CallPilot

and access user guides and support information. My CallPilot makes it easy or users to manage personal distribution lists, notification options, greetings, passwords and more — all

from an intuitive Web user interface. And, for Macintosh and Linux users, a My CallPilot Web client is also available.

CallPilot Unified Messaging further improves user productivity by providing a number of features that will simplify day-to-day communications. Some of these include:

- **Contact Sender** allows users to initiate a telephone call to the sender of a voice, fax or email message with the click of their mouse. No directory look-up or dialing — CallPilot will do it for you and save you time.
- **Click-to-Call** with CallPilot gives users the ability to initiate a telephone call from any directory entry. Again, no directory look-up or dialing. Just point and click and let CallPilot do the rest.

Traditional voicemail features preserved in CallPilot

- **Remote Services Activation** – Turn on emergency auto attendants remotely
- **Auto Attendant** – GUI-based Application Builder simplifies building auto attendants
- **Voice Forms** – An inexpensive way to collect customer information
- **Meridian Mail Telephone User Interface (TUI)** – No retraining for users familiar with Meridian Mail

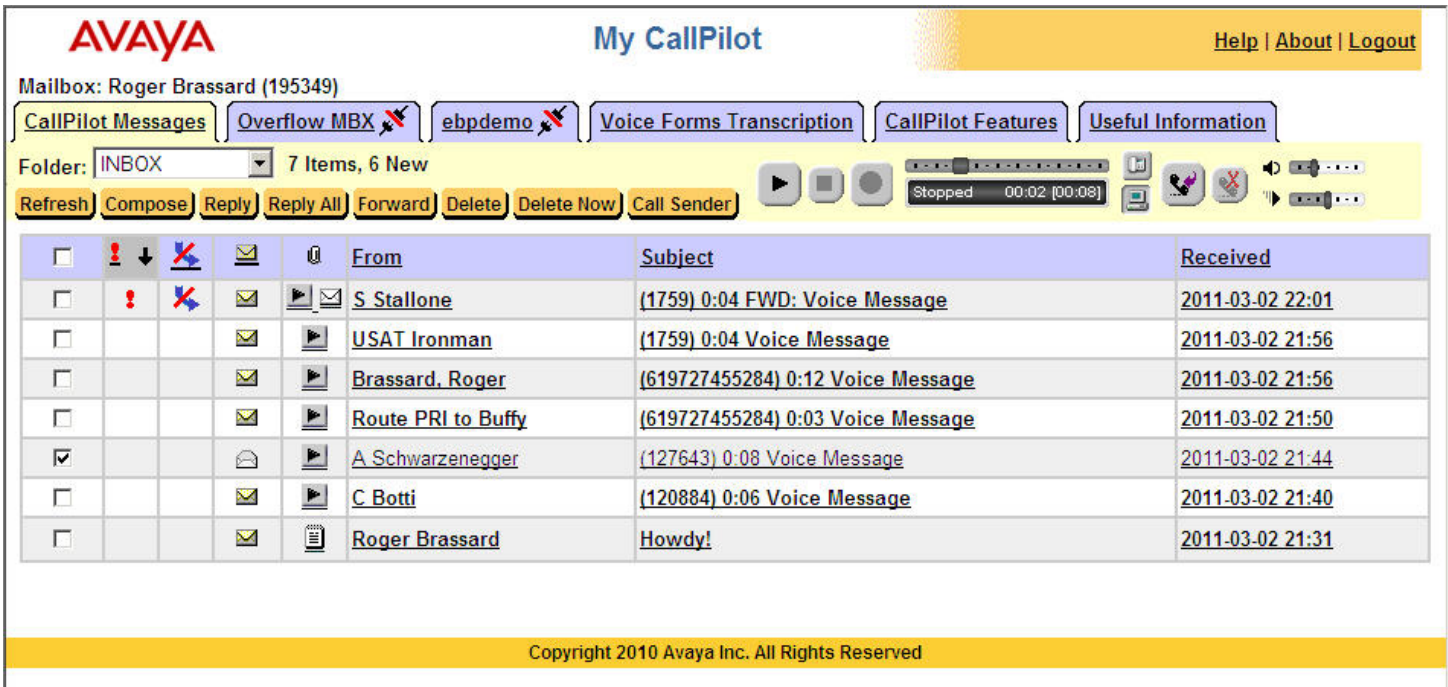


Figure 2. The My CallPilot Web messaging interface provides access to voicemail, email and fax messages from any location.

- **Instant Messaging** with CallPilot will bridge the gap between the messaging world and the world of real-time communications. With this feature, users can respond to messages using their familiar instant messaging client with the click of their mouse. And, CallPilot provides the senders presence status within the CallPilot message using color-coded icons.
- Callers who are waiting to speak with an agent can briefly leave the queue, leave a voice message and then re-enter the queue without losing their place in line.
- Broadcast announcements can be played informing callers of special promotions, with up to 50 callers supported by a single CallPilot port.
- Saves money by reducing the need for a costly interactive voice response and recorded announcements solution.
- Open voice sessions prompt callers for information and supply expected wait times.
- Auto attendant prompts can be changed remotely through remote services activation. Emergency off-site changes can be accomplished with ease.
- CallPilot can interoperate with Contact Center Multimedia forwarding customer voicemails and faxes to multimedia skillsets. Agents never have to check for voicemails.

CallPilot in the network

CallPilot provides several key network functions, including:

- Compatibility with location-specific and network-wide broadcasts.
- Enables a single CallPilot server to meet the needs of enterprise networks spanning multiple time zones, resulting in reduced equipment costs and simplified system management.

Contact Center integration⁺⁺

Companies that have implemented an Avaya Contact Center solution can also take advantage of powerful new voice services offered by the synergy delivered with the integration of CallPilot and Contact Center.

⁺⁺ Available for Meridian 1 and Communication Server 1000 systems only.

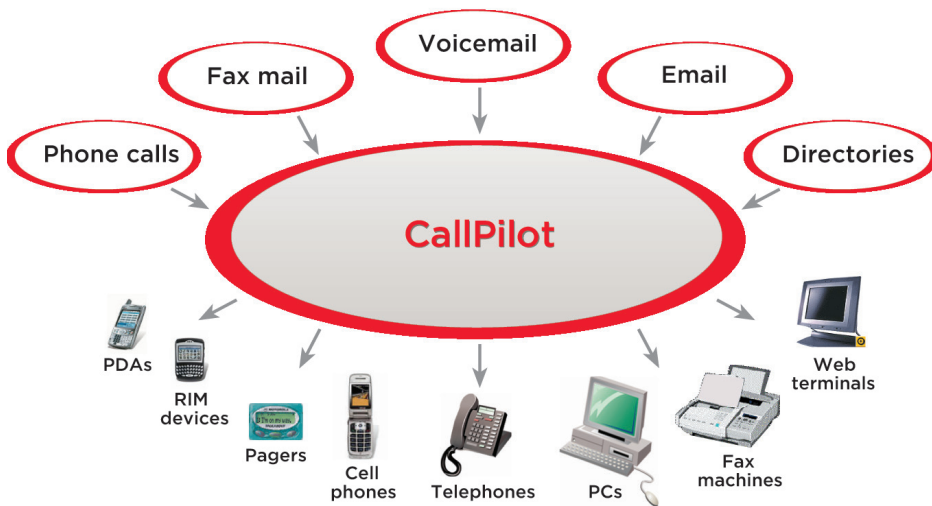


Figure 3. A powerful blend of hardware and software, CallPilot unites a wide range of communications technologies into a single business tool designed to maximize personal productivity.

- Supports “Names Across the Network” name dialing, name addressing and spoken name verification via IP-based VPIM networking. This advanced technology improves network transparency to users, and reduces the potential for misdelivered messages.
- CallPilot directory synchronization with Microsoft Active Directory via LDAP makes it easy to manage subscriber information.

Security

CallPilot provides several key security features including message encryption and user-level password reset. It also supports Secure Sockets Layer (SSL) encryption for an even greater level of protection of your Unified Messaging communications.

Deployment and management simplicity

Deploying CallPilot Unified Messaging to users is quick and easy. Administrators can quickly deploy the CallPilot desktop messaging email plug-in using automated corporate software delivery systems such as Microsoft SMS and IBM Tivoli.

And, with My CallPilot Web messaging, there is no user software to install, making it even easier to deploy unified messaging. Since CallPilot does not interfere or impact the email server, no additional adjustments to the existing email environment are required, which will please the IT department and remove obstacles for the deployment of unified messaging within your organization.

CallPilot Manager provides Web-based administration, reporting and configuration capabilities from any location. By enabling the network to be managed either from the central site or from a remote location, this innovative Web-based solution increases the effectiveness of key administrative personnel, reducing the total cost of network ownership. The CallPilot Manager application can be accessed from any browser-enabled PC, eliminating the need to install client software on the remote



Figure 4. CallPilot Manager provides a Web-based management interface that can be accessed from any location.

workstations. Management capabilities include routine management, report generation, wizard-based setups and documentation.

A winning choice

Staying connected to customers and business affiliates, while increasing productivity and reducing operating expenses, is key in today's fast-paced business environment. CallPilot can give your business the advantage it needs to become successful in a

world where customers require an immediate response. Whether it's boosting employee productivity for office workers or enabling better productivity for an organization with mobile workers, CallPilot Unified Messaging has delivered on its promise of messaging anywhere, anytime, without limits.

CallPilot will give you the ability to bring disparate messaging together and take back the countless hours that are lost during a typical business day.

Platform Details			
Platform	202i	1006r	1002rp T1/SMDI
Form Factor	IPE integrated / 2 adjacent card slots	2U Rack	4U Rack
CPU	Single LV Celeron 600MHz	Dual E5504 2GHz Quad Core	Dual Pentium III 866MHz
Memory	512MB DDR400	4GB DDR3/1066 (2GB Redundant)	512MB PC133
Channel capacity	32	192	192
DSP/MPU capacity	32	288	288
Storage Hours	350	2,400	2,400
RAID	No	Yes	Yes
Max Voice mailboxes	3,000	15,500	15,500
Max UM clients	12,200	12,200	12,200
Max Directory size	50,000	50,000	50,000
RAID	No	Yes, hot-swap disks	Yes, hot-swap disks
High Availability	No	Yes	No
Geo-Redundancy	Yes	Yes	No
Connectivity	Avaya Meridian 1, Avaya Communication Server 1000	Avaya Meridian 1, Avaya Communication Server 1000	Avaya Meridian 1 SL-100, Avaya DMS-100/CPE Centrex, Avaya Communication Server 2100

Key Features

The system can be initially installed with core Voice Messaging feature functionality and advanced applications can be added to CallPilot later without adding peripheral hardware elements. The available applications include:

Unified Messaging: Offers customers the ability to combine voice, fax and email messages into their email client interface (Microsoft Outlook, Lotus Notes, Novell GroupWise).

Integrated Voice and Fax Messaging: Provides the ability to receive both voice and fax messages into a single mailbox, a truly multimedia mailbox.

Email by Phone: Provides a user access to their email messages via a phone using text-to-speech technology.

Speech Activated Messaging: Provides a natural, easy to use voice command interface for mobile users to access their voice and email messages hands-free while on a mobile phone.

Networking: CallPilot can utilize Voice Profile for Internet Mail (VPIM) to offer seamless networking to other CallPilot systems, Meridian Mail systems, Norstar systems or other VPIM-compliant vendor systems. AMIS analog networking is also provided to network between legacy voicemail systems.

Application Builder: Enables the CallPilot administrator(s) to quickly construct caller applications such as Voice Menus and Automated Attendants.

Contact Center voice services: CallPilot provides basic and advanced voice services for your contact center, avoiding costly IVR systems. Capabilities go beyond just playing announcements to callers. CallPilot can announce expected wait times, collect digits, and play back account numbers/balances.

Password Change/Reset Service: With this service, users can quickly, easily, and securely reset the password to their mailboxes via challenge/response questions or via a time-limited link within their e-mail. This ensures they have access to their messages when they need them and reduces staffing/workload of your help desk.

High Availability: Provides customers increased local resiliency through live/standby operation in a second server. Failover is automatic and reduces business impact, eliminating any single point of failure.

Geographic Redundancy: For customers needing resiliency without distance limitations or flexibility to migrate to CS 1000E architecture, CallPilot has the answer. CallPilot Geographic Redundancy offers near real-time mailbox/message synchronization between two "paired" systems installed on the same switch, different cores, or different switches. And with its "live/live" operation, voice messaging is available 24x7.

Flight Recorder: Simplifies and speeds problem investigation by support services. Flight Recorder continuously monitors the system and captures vital information needed to diagnose problems, should they arise.

Learn More

Avaya is number one worldwide in voice and unified messaging, and is a leader in the evolution of next-generation IP-based messaging. To learn more about Avaya messaging solutions and planning a migration path that makes sense for your business, talk to your Avaya Account Manager or authorized partner. Or, visit us online at avaya.com.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data

solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

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