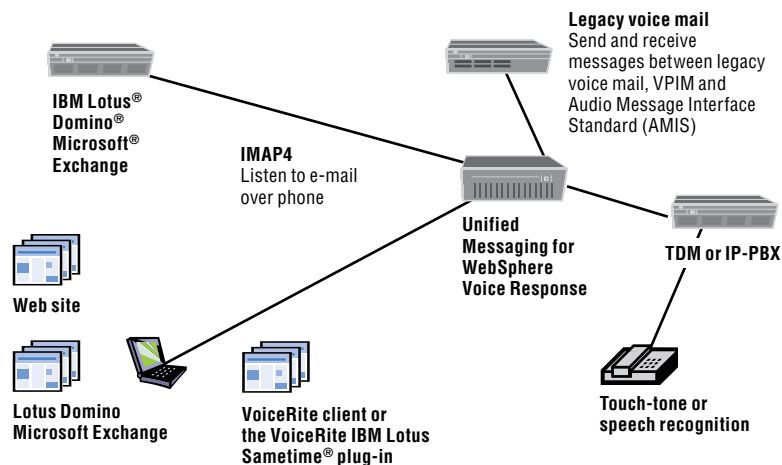


Unified Messaging for IBM WebSphere Voice Response, Version 4.2

Highlights

- Provides message retrieval from multiple message sources from telephone, Web, e-mail and other client applications
- Delivers message notification through multiple mechanisms including telephone, paging and e-mail
- Enables users to configure mailbox preferences from telephone, Web and other client applications
- Delivers high-availability and disaster recovery when used with IBM HACMP
- Offers an extensible architecture built on open standards
- Provides customizable interfaces to address your unique needs

Whether in the office, at home or on the road, your employees must take time to check their messages, which can significantly affect their productivity. Depending on the message type, they might receive several alerts from different sources—and might not be able to access a message through any other means except the one in which it was delivered. Using many disparate interfaces can be time-consuming and difficult to manage. To maximize productivity and help reduce the cost to administer communications across your organization, you need to provide employees with a consolidated access point for all their communication needs.



This diagram represents a sample configuration of Unified Messaging for IBM WebSphere Voice Response.

Unified Messaging for IBM WebSphere® Voice Response, Version 4.2 provides a central service that coordinates these diverse messaging technologies. This convenient tool helps improve employee efficiency by taking the chaos out of using the diversity of devices and systems available to users today. Unified Messaging for WebSphere Voice Response helps deliver the high level of information access required for today's IT environment—fast communications, fast answers, flexibility and mobility.

With Unified Messaging for WebSphere Voice Response, employees and customers can access voice mail, e-mail and faxes virtually anywhere and anytime. For service providers who want to deliver high-quality unified-messaging services—and for businesses that want to simplify and streamline communications for customers and employees—Unified Messaging for WebSphere Voice Response, Version 4.2 is an excellent choice.

The right interface at the right time

With the wide range of communication devices available today—and the equally diverse individuals who use them—providing quick and easy access to important communications can be a concern. Unified Messaging for WebSphere Voice Response, Version 4.2 provides access to popular communication formats through the interface that is most appropriate at the time—whether it's a phone, the Web or an e-mail client. Enabling employees to use the interface they want, to access the messages they need, at the time they need them, increases their responsiveness and saves them time and hassle. It also increases their productivity by enabling them to gain fast access to important business information.

A range of features and capabilities

With Unified Messaging for WebSphere Voice Response, Version 4.2, you can:

- *Receive, store and deliver voice and fax messages, and integrate with e-mail servers using standard protocols such as Simple Mail Transfer Protocol (SMTP), Internet Mail Access Protocol (IMAP4) and Post Office Protocol (POP3).*
- *Play e-mail over the phone using text to speech (TTS).*
- *Make messages available virtually anytime and anyplace through a phone, Web, e-mail and other client applications, such as VoiceRite Client.*
- *Provide a single view of messages, making them easier to manage.*
- *Improve productivity by enabling a user to respond rapidly to messages and prioritize activities.*
- *Scale to meet growing needs using WebSphere Voice Response single system image (SSI) technology for easy management of a cluster.*

- *Provide security-enhanced communications with controlled access to messages.*
- *Support Internet Protocol (IP) technology-based message transport such as Voice Protocol for Internet Mail (VPIM2) to help reduce voice network charges when integrating with existing voice-mail systems.*
- *Use Voice over Internet Protocol (VoIP) using SIP or digital voice trunks using channel associated signaling (CAS), Integrated Services Digital Network (ISDN), Q.SIG or Signaling System 7 (SS7).*
- *Enable users to manage their own mailbox preferences using a phone, the Web or other client applications such as VoiceRite Client.*
- *Provision mailboxes using menu-driven interfaces, scriptable commands or an XML interface over WebSphere MQ.*
- *Support speech recognition using a VoiceXML, Version 2.1 voice interface.*
- *Use a Lightweight Directory Access Protocol (LDAP) server as a centralized directory for addressing and filtering voice and e-mail messages.*

- *Use an IMAP4 server with an LDAP server as a single message store for voice, fax and e-mail messages.*
- *Offer simple auto-attendant and menu-routing applications that can be managed by users through a telephone or Web interface.*
- *Customize the product to meet specific messaging requirements.*

The unified-messaging solution of choice

Unified Messaging for WebSphere Voice Responses gives service providers and enterprises high-quality unified-messaging services and enables you to simplify and streamline communications for customers and employees. WebSphere Voice Response for AIX, Version 4.2, helps ensure that your enterprise has a robust infrastructure that can stand up to the needs of today's service-delivery requirements. With this leading-edge unified-messaging solution, you can also get the flexibility you need to meet the changing demands of tomorrow. And it's all available today from IBM.

For more information

To learn more about Unified Messaging for IBM WebSphere Voice Response, Version 4.2, contact your IBM representative at ibmspch@us.ibm.com, or visit:

ibm.com/software/pervasive/unified_messaging/

To join the Global WebSphere Community, visit:

www.websphere.org



Unified Messaging for IBM WebSphere Voice Response, Version 4.2

Hardware requirements

- Selected IBM System p5™ models with IBM DTTA (features 6312 and 6313) for trunk connection or without an adapter for VoIP connection
- Selected IBM BladeCenter® models without an adapter for VoIP connection

Software requirements

- IBM AIX®, Version 5.2 and 5.3
- 32-bit kernel for system units with telephony adapters installed
- IBM WebSphere Voice Response for AIX, Version 4.2

Optional software requirements

- IBM HACMP™, Version 5.1, 5.2 or 5.3 if you require high availability
 - IBM WebSphere Voice Server, Version 4.2 or Version 5.1 (VoiceXML only), if you require TTS and voice recognition
 - IBM WebSphere MQ, Version 5.3 if you require XML provisioning over WebSphere MQ
 - Java™ 2 Platform, Enterprise Edition (J2EE), Version 1.3 technology-compliant Web application server software (such as IBM WebSphere Application Server, Version 5.0) to host the Unified Messaging for WebSphere Voice Response Web interface or VoiceXML interface
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Boca Raton, Florida 33487
U.S.A.

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