

UC & Collaboration Solutions



Business Applications and Solutions for
Unified IP Telephony

Voicemail



CommSouth



VoiceOffice is the application for advanced voice mail, integrated to the e-mail system and eventually to the SMS system for message notification (Unified Messaging).

The basic behavior is to manage phone calls when a user cannot answer: it allows callers to record their messages, and lets the user listen to the messages from anywhere, using his telephone or a simple Web Browser.

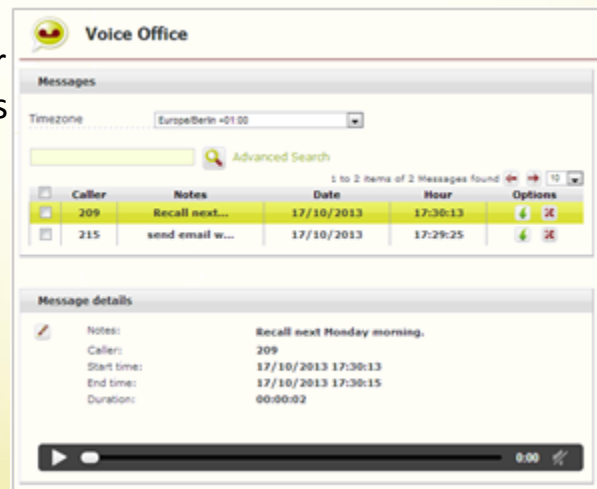
The licensing scheme is based on the number of simultaneous voice channels that are needed in the system configuration. This scheme allows to obtain solutions not linearly related to the number of users, dynamically optimizing the use of these resources.

General features

VoiceOffice allows the caller to leave a message for the called person, when he is not available. It may be activated in many configurations, for example in case of no answer and/or busy (configurable on the PBX).

The user may access the service from **both their phone and a Web Interface**, after proper authentication and make the following actions

- message playback with Web or telephone interface;
- recording new messages;
- delete old/listen messages;
- change personal PIN code;
- welcome message customization for each user;
- optional, recall of user (who recorded message)



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For incoming messages, two different notification ways are available with VoiceOffice:

- by email: messages are recorder and attach (optionally) in WAV/MP3 format to the user email account
- by SMS: if this optional module is available, it's possible to send a notification message to the user mobile number *

*in order to use this notification features an optional module (SMSNotify) must be added; please contact CommSouth for further details

Administration interface

An easy to use WEB interface is available for system configuration and administration and allows:

- System parameters and users configuration
- Service monitoring
- VoiceOffice access, directly from the WEB interface (listen, download, tag and delete messages)
- Custom parameters configuration (welcome messages, notifications...)

A screenshot of the 'Configurazione' (Configuration) web interface. The page title is 'Configurazione' and it shows a 'Parametri' (Parameters) section. The parameters listed are: 'Numero massimo nuovi messaggi' (Maximum number of new messages) set to 100; 'Vocalizza numero chiamante (riscolto)' (Play caller ID) checked; 'Account di default per notifiche mail' (Default account for email notifications) with a dropdown menu; 'Nome Server' (Server name) with a text input field; 'Nome utente' (User name) with a text input field; 'Abilita notifiche email' (Enable email notifications) checked; 'Allega messaggio vocale' (Attach voice message) checked; 'Elimina messaggio dopo invio' (Delete message after sending) unchecked; 'Formato allegato' (Attachment format) set to 'wav'; 'Abilita notifiche sms' (Enable sms notifications) checked; 'Email per notifiche sms' (Email for sms notifications) set to 'info@midasolutions.com'; and 'Messaggio di benvenuto' (Welcome message) with a 'Scegli file' (Choose file) button and a note 'Nessun file selezionato' (No file selected). There is also a checkbox for 'Elimina messaggio di benvenuto' (Delete welcome message) which is checked. A 'Salva' (Save) button is at the bottom right.

Sizing and packaging

Licensing scheme is based on the number of simultaneous voice channels that are needed in the system configuration, no matter of how many users will use the Service. Being user independent, this licensing scheme makes possible very aggressive pricing.

Different options are available, starting from 2 to 60 voice channels, making VoiceOffice the right choice for any type of customer (for further info or for companies with a very large number of users please contact CommSouth).



Technical Features

The server hosting the application must be connected to the local LAN with proper QoS and guaranteed bandwidth. This will then guarantee stable server client connections and high quality of service. The server and the PC clients must be on the same LAN of the IP phones and of the IP-PBX. The server must be reachable from the remote client PCs.

Technical Notes:

The solution supports the following IP-PBXs:

- Cisco Unified Communications Manager® V. 6.x, 7.x, 8.x, 9.x, 10.x
- Avaya Communication Manager
- PBX Innovaphone
- IP-PBX SIP 2.0

Supported protocols:

- SIP
- G.711, G.729 a/b

For more information, please contact

CommSouth Infocom Private Limited

AG-56, 1st Floor, 3rd Street, Annanagar,
Chennai. India – 600 040.

Email: info@commsouth.com

URL: www.commsouth.com

The application web portal supports the following web browsers:

- Internet Explorer 7 or later
- Chrome 5 or later
- Firefox 3 or later
- Safari 3 or later

Distribution

QueueManager is distributed as preinstalled virtual appliance.

CommSouth distributes the application using standard OVA/OVF formats. Supported platforms and hypervisors are:

- vmware ESXi 4.x or 5.x
- KVM

The virtual machine is based on linux kernel v.2.6.18 and has an internal database PostgreSQL; so software activation requires just a License and the Virtual Appliance is fully manageable from an easy and intuitive administration web portal.

Please refer to the hypervisor vendor documentation for further information.

The virtual appliance is a ready to deploy model.