



iPBX Messaging



- ▶ Retrieval of messages by phone as well as delivery to user's email account.
- ▶ Company administrators and users can configure messaging service to meet their specific needs.
- ▶ Integrates messaging functionality with call management services to provide unified communications.
- ▶ New message alerts through phone Message Waiting Indicators and email/SMS notification.

iPBX Messaging goes beyond traditional voicemail, allowing users flexibility to access and manage their messaging service from anywhere over any interface. This next generation of messaging is easily deployed and fully integrated with other iPBX features. iPBX Messaging is scalable and offers custom configurations that meet your needs both today and tomorrow.

iPBX Messaging Benefits

Flexible Configuration

- ▶ **Multiple ways to manage messaging services** using phone or iPBX Portal.
- ▶ **Voicemail to email** allows delivery of voice messages in a WAV file to user's email inbox.
- ▶ **Record and select multiple greetings** for different needs, such as when users are busy, don't answer or are unavailable.
- ▶ **Scales to support any size deployment** for companies expecting growth or pursuing a phased roll-out of iPBX.

Improved Productivity

- ▶ **Quickly review and manage messages and return calls** from your group's iPBX Voice Portal.
- ▶ **Auto login to iPBX Voice Portal from work, mobile or home phone** by pre-configuring numbers for security authentication.

Easy to Use

- ▶ **Intuitive voice prompts** for all messaging functions, including configuration, access, playback, message record and broadcast.
- ▶ **Integration with iPBX services and devices**, including user services, Auto Attendant, Call Center, and iPBX Communicator softphone.

Improved Customer Relationships

- ▶ **New message notification by email or SMS** to your inbox or cell phone alerts you of new messages at work or on the road.
- ▶ **Configurable "escape" number** allow callers to reach an assistant or operator in urgent situations.



Voice Messaging Key Features by Function

Mobility Messaging



For those employees who do not have an office phone, you can provide a voice mailbox with all the features of the enterprise messaging system. Mobility Messaging is ideal for employees who work from a non-iPBX location and require call forwarding and voicemail functionality. Forwarded calls can go to the employee's off-site phone, sequentially ring several different numbers, or ring directly to the voice mailbox. This service is priced less than iPBX Voice Messaging, making it a cost-effective solution for some users.

Function	Feature Description
Call Processing	<ul style="list-style-type: none">▶▶ Redirect on busy, no-answer, specific callers, or time of day▶▶ Direct transfer to voicemail
Message Storage	<ul style="list-style-type: none">▶▶ Two minute message length▶▶ 30-day storage limit▶▶ XX message capacity
Playback	<ul style="list-style-type: none">▶▶ Pause▶▶ Fast-forward or rewind in message▶▶ Play envelope (date, time and caller ID)▶▶ Delete message▶▶ Save message▶▶ Jump to previous or next message
User Configuration	<ul style="list-style-type: none">▶▶ Email server▶▶ Busy and unavailable greetings▶▶ Record audio greetings▶▶ Record personalized name▶▶ Escape number▶▶ Number of rings before redirect to voicemail▶▶ Email notifications▶▶ Message Waiting Indicator
Message Access	<ul style="list-style-type: none">▶▶ Voicemail-to-email▶▶ Message retrieval from any phone▶▶ Compose, reply, forward▶▶ Broadcast and call back▶▶ Purge messages▶▶ Message review▶▶ Mark messages as urgent or confidential▶▶ Distribution lists



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