

MCT Voice Mail (VM)

New Generation IP Unified Messaging System

Voice Mail is one of options of enterprise telephone system. It allows callers leaving their messages when users are unable to answer their phone. Users can listen and reply it later to carry on their business. MCT VM is designed for state-of-art IP telephone system. It comprises voice mail and auto attendant functions and can be integrated with enterprise email system. It offers users accessing voice mail through multiple channels either by phone, web or email, so that users will not miss any important message and business opportunity. It substantially enhances enterprise users' mobility, productivity and customer service quality.

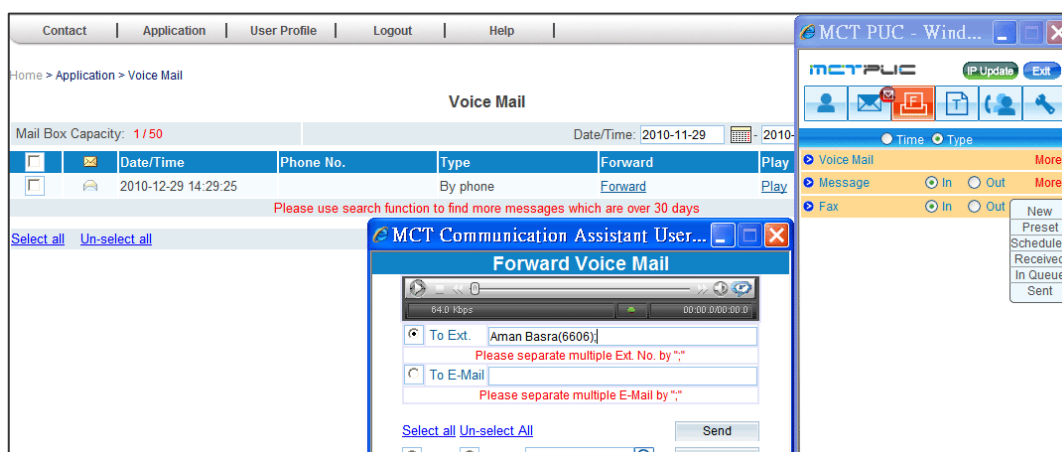
Benefits

1. Enhance employees' mobility, productivity and efficiency.
2. Keep business communication on when users are temporarily unavailable.
3. Enhance customer service quality.

Main Functions & Differentiation

1. Support Voice Mail and DTMF Auto Attendant function.
2. Support integration with IP PBX by SIP trunk with Message Waiting Indicator (MWI).
3. Integration of voice mail, enterprise LDAP and email system to enable unified messaging.
4. Support integration and authentication of LDAP including MS AD, Lotus Domino & Open LDAP.
5. Support integration with user's personal phonebook from Outlook and Lotus Notes.
6. Support play, save, reply, forward and delete voice mail through phone, web and email interface.
7. Support forward a voice message to phone or email of a person or a group.
8. Support user authentication and password protection.
9. Support accessing and managing voice mail through multiple channels (phone, web and email).
10. Support personal greeting according to time and status.
11. Support Manager/Assistant feature to allow user authorizing his assistant to manage his voice mail.
12. Support integration with Exchange / Domino (optional)
 - Sync message read or deleted status in email to voice mail system and turn off phone light
13. Support unified web based user & management interface with other MCT CA applications.

User Interface

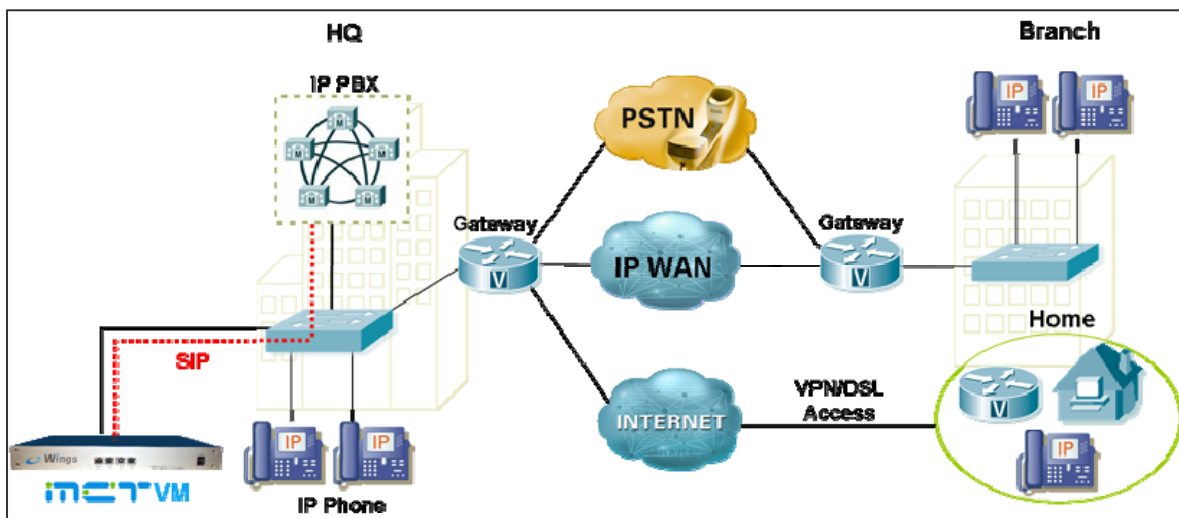


Management Interface

The screenshot shows the Wings CA Management Interface. At the top, there is a navigation menu with options: System, Application, User, Restore, System Data, Logout, and Help. The current page is 'Home > Application > Voice Mail > Received'. The main content area displays a table of received messages with columns: To, From, Caller, Date, Message Type, File Name, Status, and Company. Below the table, there is a 'Setting' dialog box for 'Company eWings' with fields for 'Maximum Number of Voice Mail' (set to 20), 'Maximum Time of Each Voice Mail' (set to 60 seconds), and 'Greeting of Voice Mail'. A 'Total 8 records . currently at page 1' indicator and a 'Show 10 records / page' option are also visible.

	To	From	Caller	Date	Message Type	File Name	Status	Company
1	emily	fanny	1135	2008-10-31 16:42:13	Forwarded	20081031115229_1.wav	New	eWings
2	michael	fanny	1135	2008-10-31 16:42:13	Forwarded	20081031115229_1.wav	Read	eWings
3	shaun	fanny	1135	2008-10-31 16:42:13	Forwarded	20081031115229_1.wav	New	eWings
4	fanny	fanny	1135	2008-10-31 16:42:13	Forwarded	20081031115229_1.wav	Read	eWings
5	fanny	fanny	1135	2008-10-31 11:52:29	Voice Mail	20081031115229.wav	Read	eWings
6	michael	emily	1138	2008-10-30 14:35:10	Voice Mail	20081030143510.wav	Read	eWings
7	michael	emily	1138	2008-10-30 14:33:34	Voice Mail	20081030143334.wav	Read	eWings
8	michael	emily					Read	eWings

Deployment Architecture



System Specification

1. Standard server supports up to 60 ports of VM application and stackable for expansion. More powerful server is optional for larger capacity in one box.
2. Support HA architecture for large enterprise.
3. Support Windows and Linux OS.
4. Support SIP, H.323, TAPI, JTAPI VoIP protocols and E1/T1 and analog voice card.
5. Built in W3C VoiceXML 2.1 complied IVR - MCT NetVoice. It is easy to integrate with enterprise backend database and applications by web development tools (ASP, PHP, JSP and CGI).
6. Support multiple integration interfaces: Database (ODBC/JDBC), Directory Service (LDAPv3), TCP/IP Socket, Serial Port (RS-232), Email (POP3).