

Avaya Aura™ Communication Manager Messaging

Easy to use messaging capabilities simplify information exchange

Avaya Aura™ Communication Manager Messaging is part of a portfolio of communications solutions designed to help you easily connect your employees, customers, and processes for sophisticated and productive collaboration.

Communication Manager Messaging provides a low cost and easy to install solution that includes call answering and messaging capabilities.

Avaya Aura Communication Manager Messaging 6.0 is a powerful embedded addition to the Avaya Aura™ Communication Manager 6.0 delivering voice and text messaging to help improve communications and simplify information exchange between enterprises.

Communication Manager Messaging Federal Market 6.0 provides significant capacity increases by introducing support for the S8800 server.



Key Customer Benefits

- **Unified Communications** Communication Manager Messaging delivers proven voice messaging capabilities that improve employee productivity and customer service. Users can easily communicate with contacts anytime and from any endpoint.
- **Enterprise Standardization** Communication Manager Messaging accommodates enterprise users, allowing each to easily communicate with colleagues and decision makers with a consistent experience.
- **User Friendly Experience** Communication Manager Messaging provides access to communication and messaging capabilities through simple intuitive interfaces. Within the telephony user interface, help prompts provide users immediate support.
- **Secure Communications** The Communication Manager Messaging Federal Market application passed rigorous susceptibility and interoperability testing of the United States government, and is deployed by several government agencies and departments. Release 6.0 is expected to receive US Department of Defense Joint Interoperability Test Command (JITC) certification.
- **Exceptional Availability** Communication Manager Messaging is arguably best in class with respect to software quality in the voice messaging space. Minimal downtime and near zero defects contribute to a gratifying user and support experience.

- **Low Total Cost of Ownership** The Communication Manager Messaging application is an embedded software package that requires no additional servers.

Offer Summary

Avaya Aura Communication Manager Messaging application includes a broad set of voice messaging features, including:

- **Call Answer** Helps ensure that information and messages can be securely left in a user's voice mailbox while they are away from their workplace or on the phone.
- **Voice Messaging** Users can record a message, address it, and send it to other Communication Manager Messaging network users.
- **Email Client Access** Standard internet messaging protocols (IMAP4 and SMTP) support the retrieval of messages using industry standard email clients, consolidated in an email inbox.
- **Outcalling (Call Me)** Users can administer the application to outcall to another phone to notify them of new messages, with time of day and priority parameters.
- **Automated Attendants** Sophisticated capabilities for customer call handling, custom prerecorded announcements, and call routing based on caller response to menus and prompts.
- **Message Networking** Enables the networking of multiple messaging platforms efficiently across disparate geographic locations in point to point or hubbed topographies.

- **Simplified System Administration** Administration is fully integrated with Communication Manager, with a common web page look and feel, and help page support.
- **IP Technology** The application is configured efficiently with Avaya Aura™ Communication Manager using a robust and proven H.323/Q.Sig integration. The latest release adds support for IPv6 and mixed IPv4/IPv6 environments.
- **Scaled Capacity** Various server options are available to meet different capacity requirements.
- **Centralized Messaging** Enables support of any station extension in the uniform dial plan with the Q.Sig network of remote gateways and switches.

System Requirements and Interoperability

Avaya Aura™ Communication Manager Messaging:

- The application is embedded with Communication Manager and must be at the same release. Release 6.0 is the current release.
- Integration to Communication Manager is provided through H.323/Q.SIG. SIP integration is also available with Avaya Aura™ Session Manager 6.0.

Avaya Aura™ Communication Manager Messaging Federal Market:

- Release 6.0 is compatible with Communication Manager release 6.0, 5.2. and 4.0.

- Integration to Communication Manager is provided through H.323/Q.SIG.

Supported Local Languages

Avaya Aura Communication Manager Messaging supports 35 distinct language packages.

Learn More

For more information about Avaya Aura Communication Manager Messaging, please contact an Avaya Account Manager, Avaya Authorized Partner or visit us on avaya.com.

Specifications:

Maximum Capacities Release 6.0	Communication Manager Messaging 6.0	Communication Manager Messaging 6.0	Communication Manager Messaging Federal Market 6.0
Server Type	S8300D	S8510/S8800	S8800
Subscriber Mailboxes	1,000	6,000	15,000
IP Trunk Call Answer Ports	24	210	210
IP Trunk Total Ports	36	250	250
IMAP4 Sessions	450	6,000	6,000
MCAPI (formerly known as IMAPI) Sessions	128	128	128
TTS Sessions	12	30	30

Standards and Feature Capabilities:

- Multimedia Messaging; Voice, Fax, Text, and other media
- Call answer, Call sending, Call forwarding
- INTUITY™ AUDIX® Telephony User Interface (TUI)

- 35 TUI language packages
- Outcalling mobility
- Multiple personal greetings
- Auto Attendants, Bulletin Board, Broadcast
- Standards based; SIP, H.323/Q.Sig,

SMTP/MIME, IMAP4, TCP/IP, LDAP, SSH/SSL, IPv6, and more

- Migrations; INTUITY AUDIX R4.4, R5.1, INTUITY AUDIX LX R1.1, R2.0, and Communication Manager Messaging Federal Market 4.0.2

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.

Your Authorized Avaya Partner: MSGI Telecom Solutions

ph 1-877 MSG USA1 - fx 1-877 MSG USA2 - www.msgusa.com - sales@msgusa.com

AVAYA

The Power of We™

© 2011 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All trademarks identified by ®, ™, or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. Avaya may also have trademark rights in other terms used herein. References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

06/11 • UC4290-03

avaya.com