

# Voice Messaging Suite



## Phone Messaging and Paging System

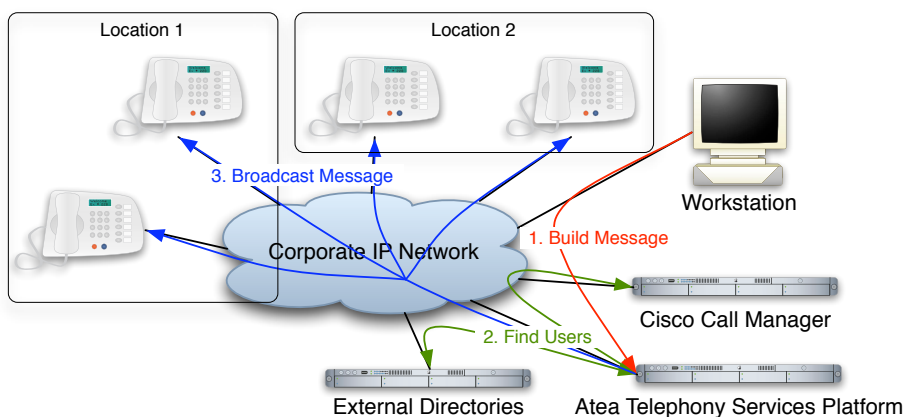
The Atea Phone Messaging and Paging system provides a flexible platform for text and voice message propagation throughout an organisation. Utilising the Atea Telephony Services Platform (TSP), the Phone Messaging application interacts with Cisco Call Manager to allow users to direct Messages, Pages and Advertisements to phones, or groups of phones.

### How can I use it?

**Corporate Announcements:** A brief message via the phone system outlining the corporate results, a new acquisition, a promotion, company meeting or marketing message will be seen quickly and efficiently.

**Email substitute:** Often using email doesn't have the impact or coverage required, as the application is usually hidden on a desktop, or the users are so used to ignoring broadcast spam that messages go unseen. Phone Messenger allows important messages to be put in front of the relevant teams without delay and with less chance of them being missed.

**Staff without Computers:** Some organisations don't have personal computers for all staff. Phone Messenger allows the telephony infrastructure to be used for more than voice communications, and keeps everyone on the same page working to the same strategy.



### Messaging Diagram:

**From Reception:** When a visitor arrives at reception, the receptionist will try to call the visited party. If they are on the phone, a message can be sent to the phone even during a call. This ensures the receptionist doesn't need to wait until a call is finished and is released for other tasks.

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### Phone Messenger and Paging features:

- Easily driven from web front end for messages
- Easily driven phone interface for Pages
  - Selectable Alert Chime
  - Start of Page text message
- Supports Ciscos IP Communicator
- Flexible security options for user group administration
- Send to Cisco Call Manager individuals and groups
- Provides optional audible alerts
- Obtrusive or non obtrusive delivery
  - Push to phone when in use
  - Push to phone if idle
  - Push to phone when idle (delayed delivery)
- Flexible refresh time before phone reverts to the front page
- Advertisements generated in simple text files and loaded to server
- Scales to thousands of phones
- Provides Proxy Authentication if required to limit load on Call Manager
- Fully supports Ciscos Extension Mobility (option)
- Provides diagnostic feedback on the status of the message delivery to phones including authentication failures
- Leverages the Atea TSP architecture

# Phone Messaging and Paging System, cont

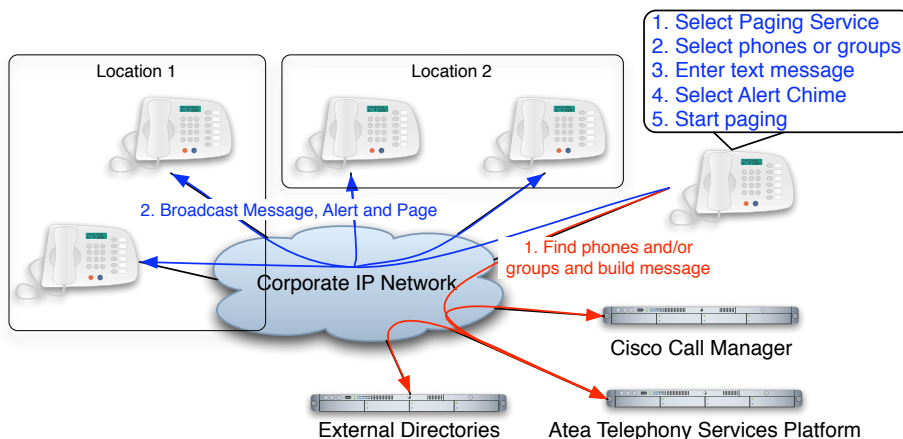
**Reminders:** How often are you sat waiting for your team to arrive at a meeting? With Messenger, you can send out a reminder to your team, interrupting what they're doing so no one misses the start of the meeting.

**Emergencies:** If there is an important announcement to be pushed out to all staff or teams in a location (bad weather, company initiatives, company announcements, emergency or security situations) the Phone Messaging and Paging system can broadcast a message to all phones with an audible alert to ensure the message doesn't get missed.

**Corporate Advertising:** Phones sitting idle in public spaces or conference rooms can display messages about products or corporate initiatives. People waiting can browse through the information in what would normally be unproductive time.

**Corporate Culture:** There is little more important than keeping your culture a part of everyday life for your employees. Having the key drivers of your culture sitting on the phones when employees come to use them keeps the message right where its needed. This way the people who interact with customers on a daily basis are constantly reminded of the values that make your organisation so special.

## Paging Diagram:



## Web based management tools.

Atea have a range of web based management tools to simplify sending of messages. As an example these tools include:

- Allow the user to define paging addresses and assign extensions to them.
- Allow the user to manage audio alert files.
- Allow viewing access to the traffic log file.
- Allow definition of default paging volume plus high/low volume and assign to certain extensions.
- Send text / pages to appropriate people and groups.

## Atea Telephony Services Platform (TSP) and other supported applications:

The Atea TSP is a flexible applications platform designed especially for the telephony environment. It allows Atea to write applications fast, and the customers to enjoy a single server architecture capable of running a number of different applications to enhance the value of an IP telephony network. These applications include:

**Contained Front End:** The Atea CFE application allows a tightly controlled set of tasks to be assigned to groups of users that you normally wouldn't provide Call Manager supervisory access to. By providing very granular control of the activities assigned through a web based front end, simple tasks can be taken from highly paid technicians and given to local staff.

**Call Monitoring and Recording:** This application allows IP phone calls to be recorded and archived. There are flexible recording options allowing any combination of record all, record on demand or monitor and record to be assigned to phones or phone groups. The systems is low cost per device and can be centralised or distributed depending on the services required and network topology.

**Drag'n'Drop Dialer:** Allows a user to select any number string in any desktop application, drag it to the dialer box on the task bar, and the IP phone will dial the number.

Also supports direct dialing from a customers own web based directory system.

**Billing and Reporting:** Provides user and departmental billing for reallocation or cross charging of telephone expenses as well as a range of operational reports to help plan and manage a Call Manager or Call Manager Express voice network.

## Extension Mobility Server Proxy (EMSP)

Cisco's Extension Mobility Service disassociates the user from a fixed phone and enables individuals to log onto any phone on the network. While this mobility service makes the access of voice services easier for the user it also creates a number of administration issues. When we consider this, how do we effectively text or page an individual if we do not know where they are logged in?

Atea's EMSP allows tracking of users and the phones they are logged into at any given time. This is used by our Phone Messenger application enabling messages/pages to be linked to an individual and sent to the person irrespective of where they are logged in.

## Database

Atea's phone messenger application can accommodate database information from CCM, LDAP and or Active Directory. This ensures that when staff wishes to access the Phone Messenger application and text/page an individual or group that they are utilising a directory structure that is commonly supported with in the organisation.

**Dial Alert:** This function allows a set of keystrokes to be assigned on any group of IP phones to raise an alarm for that location. Messages can be sent to other phones or monitors with the location of the alarm.

**Call Forward Editor:** This application provides additional functionality to allow users to edit the call forward functionality of any of their phone lines from their IP phone.

**Speed Dial Editor:** This application allows a user to setup and manage the speeds dials on an IP phone without having to log into a web page.

**Personal Contacts Manager:** This application allows a user to setup and manage a private contacts list on their IP phone without having to log into a web page.

**Team View:** This application allows a user to see the phone status (on hook / off hook) of a group of IP phone users from the screen of their IP phone.

**Advanced System Speed Dial:** This application provides private, group or corporate speed dial lists (up to 1000 entries). Lists can be assigned to groups of users, and are administered centrally.

**One server . . All your  
Telephony Applications . . only  
from Atea Systems.**