



Delivering Intelligent Communications **Messaging Migration**

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IP Telephony

Contact Centers

Mobility

Services

Key Questions for (Voice) Messaging Migration

- Which messaging types are best for which users?

Focus on the users needs, mobile devices, and IT environment.

- What messaging elements need to be replaced?

Plan on replacing all of them, over time, for benefits and TCO.

- How does server consolidation effect your choices?

It's a big cost saver and easy on your network, so plan on it.

- How is messaging part of Intelligent Communications?

Standard interfaces allow application integration.

- How can you leverage e-mail (Exchange or Domino)?

It's a choice driven by needs, regulations and business continuity.

Delight your users

Adaptation to Work Style through Choice

- Simple and familiar user experience that adapts to work style in the office, at home, or traveling
- Reliable enterprise voice communications
- Accesses the right information at the right time with a single source for contacts and calendar
- Works with desk phone, PC, pocket PC, or mobile phone



Ensure employees are productive and safe while mobile

The Power of Speech Access

- Prioritize and respond quickly with an assistant that is always on
 - *“You have a call from Jocelyne, would you like to accept this call?”*
 - *“You have an upcoming meeting”*
- Get back valuable lost time
 - *“Read my messages”*
 - *“Call the sender”*
 - *“Find free time tomorrow”*
 - *“Give me a wake up call”*
 - *“Read urgent messages from my boss”*
 - *“Conference all lines”*



“Call my favorite client”

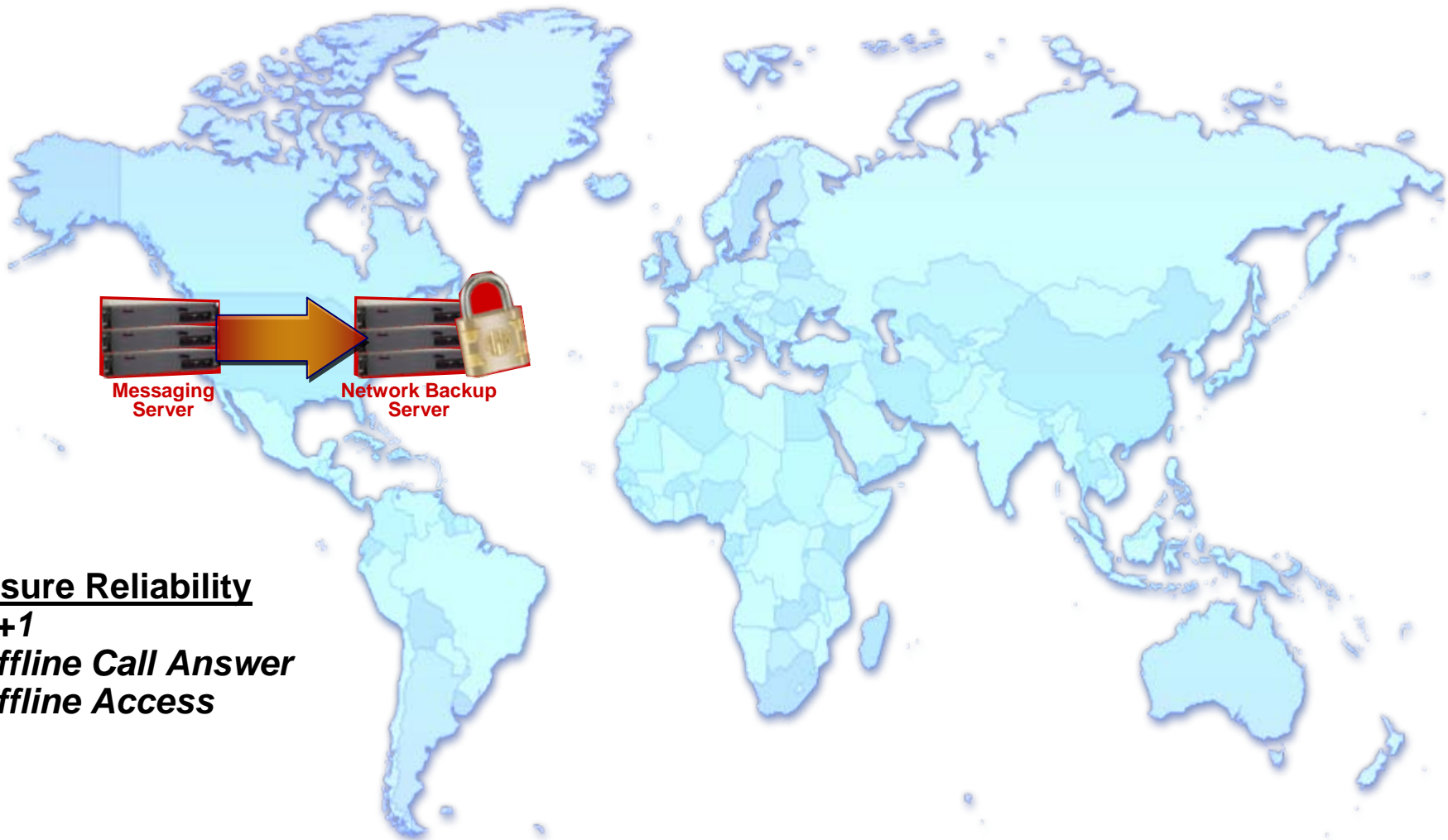
Is this How your Voicemail Solution Expanded?



Getting the Most Out of Your Avaya End User Experience?



Securely Backup your Systems



Ensure Reliability

- **N+1**
- **Offline Call Answer**
- **Offline Access**

Reduce costs, protect investments

Standards Based IP Messaging

- Session Initiation Protocol (SIP) enables multi-vendor interaction and advanced partner applications
- Reduces system resources, lowering acquisition and implementation costs
- Increases channel density

Example: SIP Softphone



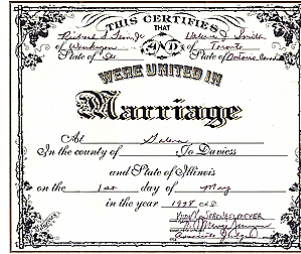
Interoperability Example: Avaya Software with Cisco Phone



Example Customer Challenges and Solutions

COUNTY of MARIN

● Speech Access for:



Marriage licenses



Sheriff Services



Dog licenses

BOISE

● Message Networking:



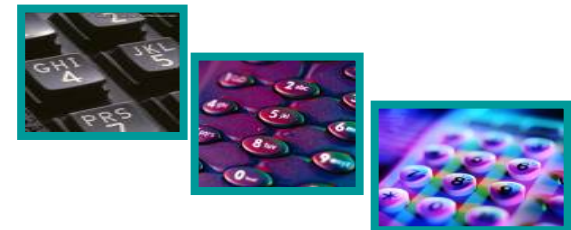
Between paper mills with disparate systems

OFFICEPARTNERS

● Messaging for Tenants:



A la carte



With interface choices

Path to Intelligent Communications

Best Practices and Considerations

1. Focus on **user needs** for productivity, mobility and collaboration
2. **Drive out costs** from redundant administration and provisioning with a timeline that optimizes your investments
3. **Insist on standards** – SIP, H.323, QSIG, IMAP4, POP3, SMTP/MIME, LDAP, VPIM v2, TTY, 508/255, GSM, G.711
4. Consider your current IT environment but **build in flexibility for the unknown** – global expansion, M&A, regulations
5. **Sync up requirements with other unified communications initiatives**





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AVAYA CONNECTS IT.**

