



# NACS Voice Mail Replacement Project

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Presented to the TPAG  
Monday, November 13, 2006



# Presentation Overview

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- Why do we need to replace voice mail?
- What new functionality are we considering?
- What is our selection criteria?
- Which solutions we have considered?
- Status of our selection process
- Overview of preferred solution
- TPAG discussion



# Why do we need to replace voice mail?

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- 17 years old
- End of manufacturer support
- Want new functionality
- Want better integration with new technologies



# What new functionality are we considering?

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- Unified messaging (UM)
- Unified communications
- Automatic call distribution (ACD)
- Speech recognition
- Interactive voice response (IVR)
- Automated attendant (to replace current)



# What is our selection criteria?

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- Existing and new desired functionality
- Painless transition from existing vmail
- Integration with PBX&IP phone systems
- Integration with email environment
- Experiences of other UC campuses
- Nice end-user interface
- Nice system administration interface



# Which solutions we have considered?

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- Interactive Intelligence/Communitite
- Cisco/Unity
- AVST/CallXpress
- Avaya
- Lyrix
- Amanda Company



# Status of our selection process

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- Have narrowed our selection to Interactive Intelligence, Cisco & AVST
- Leaning toward Interactive Intelligence
  - So far, best fit based on selection criteria
  - Integration with email is a key factor
- Taking a second look at Cisco & AVST
- Cost of Interactive Intelligence solution
  - Approx. \$260K+ (varies based on options)



# Overview of preferred solution

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- Interactive Intelligence/Communité
  - <http://www.inin.com/Products/communité/communité.asp>
  - Includes links to unified communications overview & vmail replacement whitepaper
- Communité functional options:
  - Vmail only (includes Auto Attendant)
  - Computer access to vmail & fax
  - Enhanced messaging options:
    - Set your availability status
    - Calls are routed based on rule-sets you establish
    - Notification of new vmails or faxes
    - Call screening



# Overview of preferred solution (continued)

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- Communitate attractive features
  - Vmail with familiar telephone user interface
  - Unified messaging consolidates vmail, email, and faxes into one inbox accessible by supported email clients, a webmail interface, or by phone
  - Unified messaging fits our email environment
  - System can send notifications of new vmail messages or faxes to any device



# Overview of preferred solution (continued)

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- Communitate attractive features (cont.)
  - Users can set their real-time status
  - Can use “find me follow me” to route calls based on user defined rule-sets
  - Base system includes auto attendant to replace auto attendant in current vmail
  - ACD compatible with Ericsson and Cisco phones



# TPAG discussion

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- Questions?
- Are we heading in the right direction?
- How will our clients react to an new voice messaging system?
- What is the value of new features?
  - UM: vmail, email, fax in one inbox?
  - Unified Communications: intelligent call routing, “presence”, custom message notification, mobility?



## TPAG discussion (continued)

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- Would you use these features?
- How much would you pay for these new features?
- Is basic voice mail a value at \$4/month?
- How should we market these new features?
- Which vmail menu structure?
- Other feedback or suggestions?