

Unified-messaging solutions
To support your business objectives



WebSphere® software



Delivering enterprise-based flexibility with telco-grade reliability.



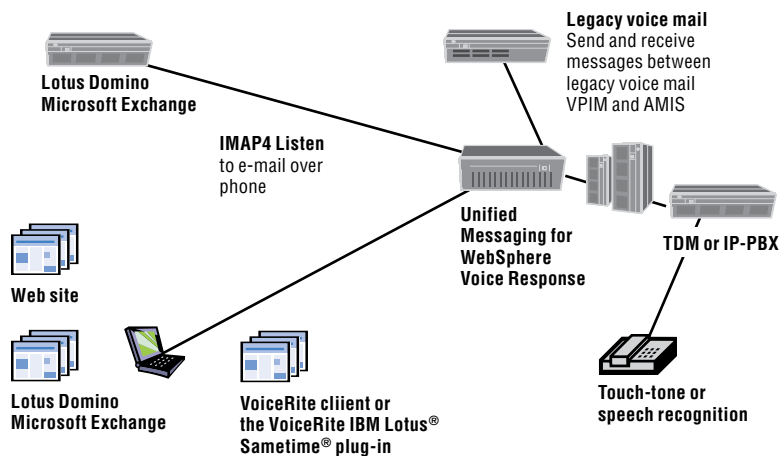
Globally, an increasing number of employees are working away from the office. As a result, whether their phones are in the office, at home or on the road, the time saved by your employees using unified-messaging technology can contribute significantly toward maximizing their productivity—and make them more accessible to customers.

With immediate message notification through multiple channels, your team gains the ability to know when they have a voice mail waiting and can access and respond effectively to those messages from a variety of devices. The ability to access multiple message types, including voice, fax, instant message and e-mail using centralized unified-messaging technology, can help reduce administration costs across your organization.



Control the chaos and manage the flow of communication

Unified Messaging for IBM WebSphere® Voice Response is an enterprise-grade communication application that provides single-number capabilities combined with centralized messaging services, helping to simplify voice messaging for mobile employees working in a variety of locations and devices. It provides personal information access for an On Demand Business environment—fast communications, fast response times, flexibility and mobility. The foundation of the IBM unified-messaging solution is WebSphere Voice Response, a versatile voice-processing platform that supports many types of applications, including simple voice-mail retrieval from a telephone keypad to more-advanced applications that use speech recognition and VoiceXML to provide access to voice and fax messaging on a desktop workstation. WebSphere Voice Response integrates information from multiple sources and has the ability to deliver direct access around the clock to the services and information that drive your business decisions.





Robust features to meet your business needs

A Unified Messaging for WebSphere Voice Response solution delivers features designed to maximize flexibility, including:

- *A single number for voice, fax and mobile phone calls.*
- *Voice-mail notification through multiple channels, including e-mail and cell phone.*
- *Integrated voice and fax receipt, forwarding and storage*
- *Access to messages from multiple devices, including desktop, Web and telephone.*
- *Speech or dual-tone multifrequency (DTMF) access to e-mail and voice mail using a telephone.*
- *The ability to choose between single- or dual-message storage options.*
- *The ability to operate in time-division multiplex (TDM), Voice over Internet Protocol (VoIP) or both environments at the same time.*
- *Multivendor integration for private branch exchanges (PBXs) and network switches.*
- *Full Session Initiation Protocol (SIP) capabilities to support next-generation IP telephony.*

The solution: Unified Messaging for IBM WebSphere

Voice Response

With the global transition to VoIP, enterprises now require a centralized, scalable and reliable unified-communications platform. IBM provides this platform with Unified Messaging for WebSphere Voice Response. As the number of communication devices increases—along with the number of mobile individuals who use them—businesses must provide quick and easy access to important communications.

As organizations across the globe transition their systems to VoIP and the number of communication devices continues to increase, Unified Messaging for WebSphere Voice Response, IBM's key voice solution, provides access to popular communication formats through the interface that is most appropriate for the user at the time.

Integration flexibility

WebSphere Voice Response is a proven platform for delivering solutions to enterprises and service providers.

This open platform enables enterprises to integrate existing applications and services with the latest technology. At the same time, it enables businesses to protect their existing technology investments while upgrading to next-generation services. Highly scalable and reliable, WebSphere Voice Response is tailored for large enterprises and service providers because it enables a robust, 24x7 continuous operation that provides a “Five 9’s” (99.99999% reliable) telephony environment.

Performance

Unified-messaging technology and WebSphere Voice Response give enterprises and service providers high-value unified-messaging services that help simplify and streamline communications for customers and employees. These technologies provide the flexibility that can enable you to build a robust infrastructure for your enterprise that protects your existing IT investments, addresses the needs of today's service delivery requirements, and provides a highly secure upgrade path.

For more information

To learn more about Unified Messaging for IBM WebSphere Voice Response, contact your IBM representative or IBM Business Partner, or visit:

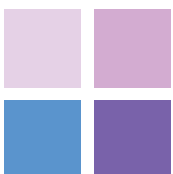
ibm.com/software/pervasive/unified_messaging/

To learn more about how IBM can help your business take advantage of conversational technologies, contact your IBM representative at ibmspch@us.ibm.com, or visit:

ibm.com/software/voice

To join the Global WebSphere Community, visit:

www.websphere.org





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