

Unified Communications Unified Messaging • Voicemail

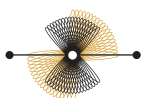
All in one package.



Leaving a message isn't always bad. Unless the response to it isn't prompt. Voice and data messaging has yet to take over the world, but being quicker to respond to it is far more critical for office workers and mobile power users as well as healthcare professionals, students and anyone else who's ever received a voicemail, e-mail or fax.

Interactive Intelligence covers every aspect of messaging with a single software platform. Unified communications. Voicemail and voicemail replacement. Unified Messaging. Fax. IVR. Audio conferencing. Speech recognition. Voice over IP.

Keeping up with messages is getting harder.
Make sure you quickly respond to yours.



Deliberately Innovative

A company's guiding principles don't mean much if its customers don't benefit from them. After more than a decade in business, we still abide by ours every day.

Innovation

Voice and data messaging in business, education, healthcare and other sectors requires blending various messaging and user types. Interactive Intelligence offers the only messaging platform that supports voicemail, unified messaging, unified communications and each user type simultaneously—and that provides an **N+1 architecture model** to deploy the application on a single server or spread the load over multiple servers at multiple sites.

Innovation that adapts to changing messaging and user requirements when you need it to.

Experience

Interactive Intelligence began laying its groundwork for multimedia messaging software in 1994 and has installed more than 100,000 user seats worldwide since then. We've also grown our global support infrastructure to nearly 200 certified resellers and technology partners spanning the Americas, Asia-Pacific, Europe, the Middle East and Africa, led by Microsoft, Intel and HP. Combine our know-how and resources, and we satisfy a wide range of needs.

Experience built on knowledge and understanding to ensure your success.

Value

By combining the innovation of open standards software with the experience of deploying and supporting messaging solutions worldwide, Interactive Intelligence offers value that legacy voicemail hardware can't. Value from a scalable and feature-rich single platform for multi-dimensional messaging, from industry standards such as SIP for voice over IP, from flexible technology components such as LDAP directories, and from an N+1 architecture that enhances redundancy to improve system reliability.

Value that begins the moment you choose Interactive Intelligence.

Complete yet flexible software solutions for unified communications and voice over IP.

It's what we do.



“Today's global economy requires fast-paced communications—immediate access to current information and the ability to respond in minutes, not hours.”

—Forrester Research
 “Unified Synchronized Communications Arrives”

Deliberately Innovative

Unified Communications

Messaging overloads are nothing new since e-mails joined voicemails and faxes in the messaging mix. Responsiveness, however, has become a precious commodity.

In business, education, healthcare...

Promptly reply to the messages you get from customers, and you have loyal customers. Stay connected to colleagues and faculty, and collaboration is invaluable. Access data for a patient or supplier or course schedule whenever you need it, and you're instantly informed.

Do it all from anywhere, and you're way ahead of everyone else. Just don't expect to do it with a voicemail system, because voicemail systems alone don't handle e-mails and faxes, or data.

Unified messaging does by bringing voicemails together with e-mails and faxes. And unified communications do it even better by adding robust voice and data capabilities to unified messaging.

But only Interactive Intelligence covers every aspect of messaging with a single software system. One innovative solution, open standards and system scalability for the messaging environments your organization needs—whether one or all three.

- **Voicemail** if that's the only channel you need
- **Unified messaging** if requirements are more diverse
- **Unified communications** for universities, healthcare providers and business enterprises that maintain dispersed infrastructures and need to link multiple PBX phone systems, replace outdated legacy voicemail, and support unified messaging and voice over IP

We've never viewed messaging as being one-dimensional. We've also never seen overloads, responsiveness and collaboration as being problems.

“What distinguishes *Communité* is that it can be fully integrated into an established infrastructure and thereby support a variety of messaging and server devices.”

—Gartner Dataquest



The legacy voicemail dilemma

Most voicemail systems still do what they were intended to do: let callers leave a recorded voice message, then let the recipient listen whenever it's convenient, from wherever they can find a phone.

But use a legacy voicemail system that's more than 5 years old, and chances are it's close to end-of-life status and needs an upgrade. The proprietary vendor who sold it to you says so, which for any organization that still relies on a legacy solution, is where the voicemail dilemma comes in.

As the voicemail theory goes in legacy circles, proprietary vendors have historically designed their systems to reach end-of-life status after 5 years, if not sooner. And unless an organization can afford to scrap its voicemail system and start over, they have little choice but to purchase "next-gen" system updates from the same vendor.

Same thing for messaging-based IP telephony should an organization decide to migrate their proprietary PBX phone system to voice over IP using the SIP open communications standard. Proprietary vendors force you to use their bolt-on hardware, which offers little or no open standards flexibility—and even less investment protection—for voice over IP, SIP and other emerging communications technologies.

Some people call the legacy process "protecting an investment" or "maintaining a heritage system." Others simply refer to it as vendor lock-in, usually to a major proprietary vendor that makes millions from selling legacy upgrades and maintenance services on a routine basis.

So now what?

So your legacy voicemail system is outdated. Do you upgrade it now, and then again in another few years? Do you replace it straight-up with newer proprietary voicemail hardware and take your chances for the future, including new technologies like voice over IP? Or do you make the organizational transition to unified messaging and unified communications that bring advanced voice and data messaging features to traditional voicemail?

Communité®

An innovative answer for messaging

Rather than legacy hardware that outdates itself every few years, the pre-integrated Communité (kâ-mune-e-tay) software from Interactive Intelligence offers an open standards applications approach to multi-dimensional voice and data messaging. It also provides a single fault-tolerant and feature-rich voice messaging platform for medium to large-scale and multi-site deployments.

But Communité's real innovation comes from paving a scalable and cost-effective software migration path from voicemail to unified messaging and unified communications in one solution for departmental as well as enterprise-wide needs. No legacy hardware required.

Build the solutions you need

Organizations need only Communité's single messaging platform and pricing model to structure the Communité system for current needs, and for changing requirements in the future.

Voicemail

Replace legacy voicemail equipment with the Communité's applications for voicemail-only users.

Unified messaging

Implement unified messaging up-front, or seamlessly upgrade basic voicemail users with Communité licensing for desktop access to voicemails plus e-mails and faxes in the user's e-mail inbox.

Unified communications

Also implement unified communications from the start, or upgrade existing Communité voicemail and unified messaging users via simple licensing.

Voice over IP

Migrate to voice over IP via the Session Initiation Protocol (SIP) open communications standard at any time, or deploy the Communité software on a SIP-based voice over IP network at implementation. Communité's built-in IP capabilities also make it easy to migrate existing phone systems to voice over IP.

For any organization

Service and sales-oriented companies, multi-national organizations and smaller firms all leverage the Communité solution to let users access messages, improve responsiveness and accelerate transactions from wherever business takes them. Communité's desktop applications additionally enable in-house users to create an enterprise-wide messaging infrastructure for the same purposes.

Organizations with distributed infrastructures, such as universities and healthcare providers, also favor the Communité software to link multiple PBX phone systems, replace outdated voicemail hardware and support unified messaging and voice over IP. Such organizations additionally get a clean, straightforward voice messaging system that scales to hundreds of thousands of users.

For any user type... in or away from the office

Voicemail

Get more than just "phone-only" voicemail capabilities:

Phone-based message access

Record, send, play, forward, reply and delete phone messages, set message priorities, etc.

Caller options

Allow callers to send, replay, re-record or delete a message after recording it

Messaging notifications to pagers or phones

User status controls and personal greetings
Based on a user's real-time status setting, such as Available, In a Meeting, etc.; call routing announces a user's status automatically

MWI support

For toggling the message waiting indicator light or stutter dial tone on an exiting phone switch

Unified messaging

Give voicemail users the added ability to:

Manage voicemails, e-mails and faxes from the desktop

Manage e-mails via phone

Using Communité's Text-to-Speech playback of messages

Tightly integrate with Microsoft® Outlook®

Managing messages at the desktop and controlling the MWI from within e-mail

Access an Outlook Calendar over the phone

Integrate Outlook Contacts

To send voicemails to personal contacts

Unified communications

Expand functionality for voicemail and unified messaging users with features that include:

Browser-based voicemail access

Status-driven custom greetings

Message notification options

Via pager, e-mail, or telephone call

Communité personal contacts

Communité personal groups

Send broadcast messages to groups of addresses, and view status information for other Communité users

Presence management • desktop status controls

Available, In a Meeting, etc., including status-based call routing

Find-me/Forward

Reach users anywhere for important calls and messages

Call screening

Record Find-me calls

Call screening

Call handling rules • Web-based TUI control

Allow users to control who can reach them, and to set preferences for Communité's Telephone User Interface

Build personal rules

For inbound calls, voicemails, or faxes

Order	Enabled	Type	Name	Conditions	Actions	Edit	Delete
1	<input checked="" type="checkbox"/>	Follow Me	Cindy	From 828-489-9177	Follow Me List 1. Indy Office - (317) 715-8124 2. AVL Cell Phone - (828) 489-9033	Edit	Delete

Order	Enabled	Type	Name	Conditions	Actions	Edit	Delete
1	<input checked="" type="checkbox"/>	Notify Me	CSG Rule	From 186, 8679, 8630	Notify me by Email	Edit	Delete

Order	Enabled	Type	Name	Conditions	Actions	Edit	Delete
1	<input checked="" type="checkbox"/>	Forward Fax	Dallas NDA	From 972, 214*	Forward To 148	Edit	Delete

Communité unified communications users can use a Web browser to configure their own Telephone User Interface options for voicemail and e-mail message access, personal greetings, Find-me/Forward numbers and contact lists. Users can even play, forward, reply and delete phone messages from the desktop.

Message | Reply | Forward | Return Call

Delete | Mark As Unread

This message was sent with High Importance

From: John Butson Sent: 2/23/2005 10:27 AM

Subject: Communité Voicemail: FW: Enhancements Call

Attachment(s) [Communité_70d81d6f5b.wav](#)

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Innovation for IT Teams

Managing messages for most workers means managing three separate systems. One inbox and account in the corporate voicemail system, another in the corporate e-mail system, and the departmental fax machine down the hall. Three disengaged systems that send IT voice and data teams in opposite directions.

Communité eases user provisioning and system administration with its pre-integrated open software architecture and Web-driven administrative environment, no matter what features level your organization implements.

Administration, management and monitoring

Reduce IT complexity and cover all Communité system aspects with:

Single-point Web-based administration

Administer all users and user types from a single browser, whether a single- or multi-site Communité configuration and one or more Communité servers:

- Manage partitioned, departmental-level, multi-tenant structures
- Extend unified communications to an entire organization or a specific user
- Establish standard defaults (dialing privileges, screening, etc.)
- Execute a phone number inventory import
- Define and set user classifications
- Reset Personal Identification Numbers (PINs)

Hierarchical, "partitioned" LDAP-compliant and Active Directory® support

For large, multi-level organizations as well as multi-tenant environments

Standard network management and monitoring

Use Communité's built-in Line-Viewer application, or popular SNMP-based products such as IBM's Tivoli®, HP® OpenView, CA Unicenter®, etc.

Diagnostic views of raw user data

For the quick diagnosis of user issues

Class of service

To segment users and features into manageable groups

Shared mailboxes

For users with different phone numbers who need to share a common mailbox

Shared extensions

For users who have a common number, but who require separate mailboxes

Aging service

To control the amount of messages users can store in their mailbox

Auto attendant

Communité's built-in Interaction Attendant® takes the complexity out of creating and maintaining call control processes and provides:

Web-based administration

Call menus

Structure an unlimited number of call menus per organization or group

Shared menus across Communité servers

Build any call menu once and share it universally across all system servers

Wizard-driven menu creation

Create menus with no cryptic coding or propriety languages required

Call simulator

Ensure the behavior of call menus

Call-outs to "handlers" for IVR

Create handler-based applications in the built-in Interaction Designer® graphical application generator to enable robust IVR functions

Speech-enabled menus and Dial by Name applications*

Allow callers to access Dial by Name, workgroup, and other organizational menus via simple voice commands or DTMF Touchtone dialing (*optionally available, must purchase speech engine)

Call menu schedules

Launch pre-determined menus based on a specific day, date, time of day, day of week, etc.

Call menu actions

Include Transfer, Voicemail, Dial by Name, Jump to Menu, FaxBack, and Data Entry among others

Audio conferencing

Enhance Communité's Find-me service or build a Meet-me conference facility

Fault tolerance and N+1 for flexibility, reliability, scalability

Communité's N+1 architecture model gives organizations the flexibility to deploy the Communité applications on a single server for one location, or spread the load over multiple Communité servers at dispersed sites.

Reliability comes from Communité's designed ability to collect and queue incoming voice and fax messages with no loss of data in the event of an e-mail server outage, network crash or natural disaster. In essence, the Communité system queues and stores incoming messages until the problem is resolved, then automatically delivers the queued messages to the e-mail server.

Communité's fault tolerant architecture and LDAP support also lends to higher levels of system and user scalability, since an organization's e-mail system no longer dictates the rate at which new voice messages or faxes come into the Communité system.

Communité server packages

To fit organizations of all sizes, Communité server packages are available in pre-configured 4, 8, 12 and 24-port offerings that proportionately support voice mailboxes for 100, 250, 500 and 1,000 users plus pre-integrated feature sets for unified messaging and unified communications.

Voice and IP-based communications

For voice communications, the Communité server itself requires no connection to the PBX. Instead, each Communité server package comes with the IP PBX media gateway device from Intel® to connect to an existing PBX telephone system via digital station ports. In a Communité voice over IP configuration for IP-based voice communications, Communité leverages the IP PBX media gateway to emulate a station on the PBX, and converts the IP data package for each incoming call to the SIP open communications standard. Once data is converted, the Communité server receives the SIP-based messages needed to process each call.

The screenshot displays the Communité Administration web interface. On the left is a navigation tree under 'Communité Administration' with a 'simdci' user selected. The main content area is titled 'Organizational Group Settings' and shows configuration for an 'Organizational Group' named 'Sales'. Fields include 'Operator Number' (0), 'Codec Type' (System Default), and 'Time Zone' (System Default). Below are sections for 'Phone Classifications & User Services' with checkboxes for 'Classifications' (International Calls, Local Calls, Long Distance Calls, Toll-Free Calls) and 'Services' (Calendar Access, Email, Fax, Follow Me, Outbound Dialing, Personal Groups, Voicemail, Web Voicemail Retrieval).

System administrators and IT staff manage all aspects of the Communité solution from a single Web-based environment, including group settings (shown here), auto attendant call functions and schedules, multi-site configurations, and up to hundreds of thousands of users

Benefits for Your Organization

Available only from Interactive Intelligence, the Communité software offers application-driven flexibility that legacy voicemail and messaging hardware can't.

Scale to the functionality you need

Deploy Communité's voicemail to replace outdated legacy systems, and scale select voicemail users and groups to unified messaging and more robust unified communications at any time without converting the entire organization. Communité is the only messaging software platform that supports each user type without having to add other systems.

Bypass user re-training

Transition users from previous voicemail and messaging systems with no re-training, since Communité's intuitive Web-based GUIs, customizable Telephone User Interface and personal settings for users allow an organization to replicate existing TUI and voicemail functions.

Optimize access and responsiveness from anywhere

Mobile power users and in-office workers, healthcare professionals, university students and faculty...Communité users of all kinds speed message management and responsiveness with features such as browser-based voicemail access and unified messaging that consolidates voicemails, e-mails and faxes in a user's inbox. Unified communications also add features including Find-me call routing, user-customizable call handling rules, message notifications, and real-time presence management for "anywhere" accessibility and collaboration.

Support multiple sites on one platform

Implement a single pre-integrated Communité applications server at one location or configure multiple Communité servers at dispersed sites. Communité eases multi-site implementations with its redundancy-enhancing N+1 architecture, voice over IP capabilities and open standards ability to consolidate back-office operations with central LDAP data directories. No costly system upgrades or hardware add-ons are ever required to add locations, users or features.

Centralize administration in a single Web-based environment

Administer all Communité users and user types from one browser, whether a single- or multi-site Communité configuration and one or more Communité servers. Also manage partitioned, departmental-level, multi-tenant structures; define and set user classifications; configure auto attendant call functions; establish standard defaults for dialing privileges, screening, etc.

Integrate to existing systems and voice over IP via SIP

The open standards Communité software makes it easy to integrate to existing e-mail platforms, phone systems, and voice over IP via the SIP open communications standard. Or if voice over IP isn't an immediate initiative, simply integrate Communité to traditional TDM switches and migrate to voice over IP later.

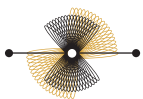
Lower your total cost of ownership

Replace outdated legacy voicemail hardware with the Communité software for "no integration" native voicemail, unified communications, integrated IVR and more. Communité's common Web interface for user/ directory/ message store configuration and management at the IT level and "personal" customization at the user level also minimizes administrative overhead.

One System, Multi-dimensional Messaging

Messaging software has never been so accommodating. Voicemail, unified messaging, unified communications, along with scalability to multiple locations and thousands of users, no matter what user type they are. No legacy system offers such complete yet flexible capability for voice and data messaging. Interactive Intelligence does with one solution that keeps users available and responsive from wherever they are.

Deliberate innovation, flexible server-based software applications, and the backing of a global company bring a whole new dimension to multi-dimensional messaging.



Interactive Intelligence Inc® | Deliberately Innovative

Interactive Intelligence provides the most innovative products and services available today for the contact center, enterprise IP telephony, unified communications and self-service automation.

Solutions that are modular in nature, built with proven, award-winning products that push the edge of technology to deliver a truly best-of-class offering.

At Interactive Intelligence, it's what we do.

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