



## ORACLE COLLABORATION SUITE 10g VOICEMAIL & FAX OVERVIEW

### Enterprise-wide Messaging

Oracle Voicemail and Fax 10g is a standards-based voicemail system that integrates tightly with other Oracle Collaboration Suite components. Enhancements planned for Oracle Voicemail & Fax 10g fall into two major areas: end user features and administrator features. With the addition of these features, Oracle Voicemail & Fax provides a complete replacement for legacy voicemail systems.

### End User Features and Enhancements

Oracle Voicemail & Fax 10g provides voicemail and directory features to end users with the added benefit of integrated unified messaging. Oracle Voicemail & Fax 10g enhances a number of popular features found in legacy voicemail systems including:

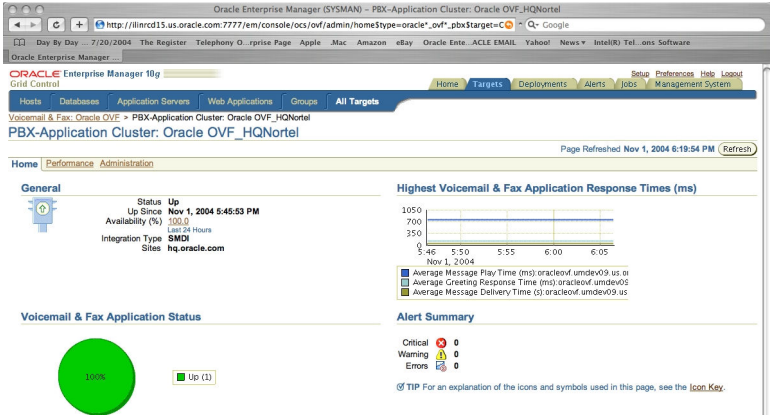
- *Distribution List support:* This release will allow users to address messages to personal distribution lists containing both phone numbers and email addresses. Recipients can be Collaboration Suite users (email only, email and voicemail, or voicemail only) or external email addresses.
- *Forward voicemails to personal address book aliases:* 10g will make personal address book contacts available for addressing through the voice menu. These address book listings can contain any email address.
- *Message listen controls:* Users will be able to speed up, slow down, skip back, skip forward and pause while listening to voicemail messages.
- *Web-based preference management:* Users are able to manage their Oracle Voicemail & Fax preferences via the Oracle Collaboration Suite Web Client. This includes choosing the distribution lists accessible to the voice menu, voice menu language choice, dial out extension, voicemail password, and active greeting.

### Administrator Features and Enhancements

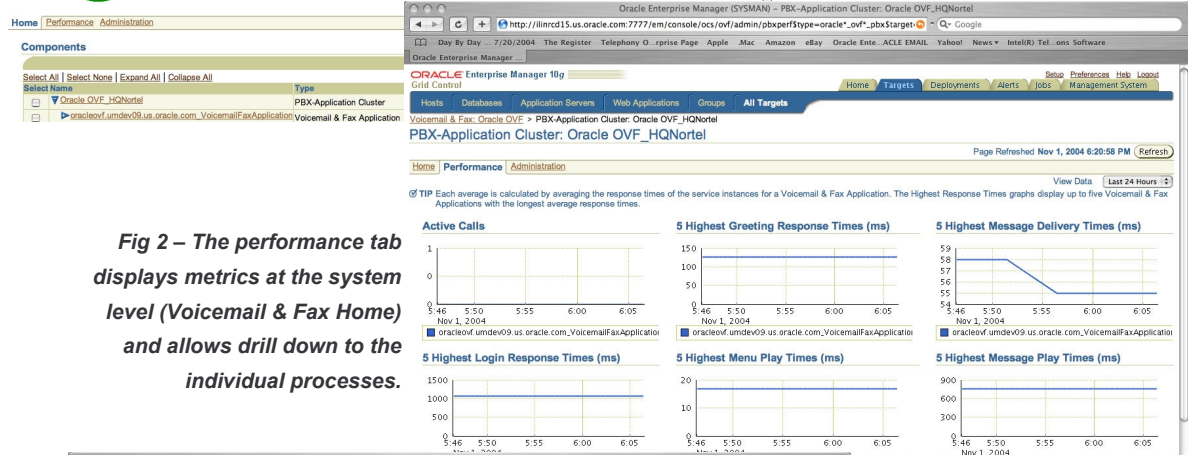
#### Administration and Management

Oracle Voicemail & Fax 10g significantly enhances Oracle Enterprise Manager based administration in the following areas:

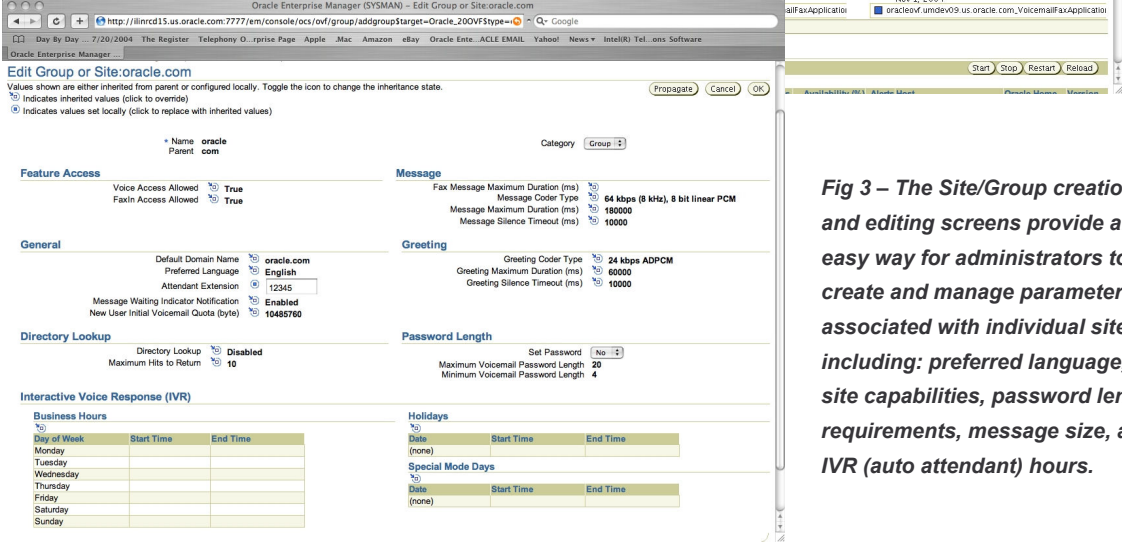
- *Monitoring and Logging:* This release provides an at-a-glance status of all voicemail systems with drill-down capabilities allowing administrators to quickly diagnose and resolve issues. Oracle Voicemail & Fax provides over one hundred and fifty metrics and allows administrators to create additional metrics based on their specific requirements. Alerts and associated warning levels can be set for each metric.
- *Enhanced Process Management:* Process management is simplified by expanding the components table, an administrator can quickly determine the behavior and status of each process as well stop, start, and reload all processes associated with the system or an individual site. Process parameters are accessed from the administration tab as seen below and individual process parameters can be modified. Note that process parameters are defaulted to system wide settings in order to simplify management and reduce the configuration error.



**Fig 1 – The Oracle Voicemail 10g home page provides a high level view of system health/ availability, all applicable warnings and average response time for key metrics (greeting play time, message play time and delivery time, etc).**



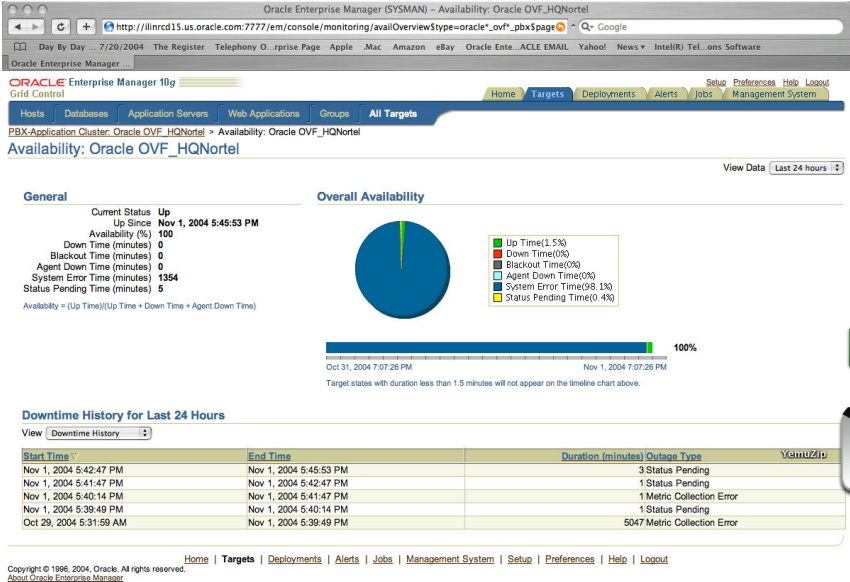
**Fig 2 – The performance tab displays metrics at the system level (Voicemail & Fax Home) and allows drill down to the individual processes.**



**Fig 3 – The Site/Group creation and editing screens provide an easy way for administrators to create and manage parameters associated with individual sites including: preferred language, site capabilities, password length requirements, message size, and IVR (auto attendant) hours.**

- **Simplified Site Management:** Administration of Oracle Voicemail & Fax’s support for multiple, distributed PBX’s is complex in Collaboration Suite Release 2. Oracle Voicemail & Fax simplifies administration of complex environments in the monitoring, administration and creation of PBX based sites and groups.

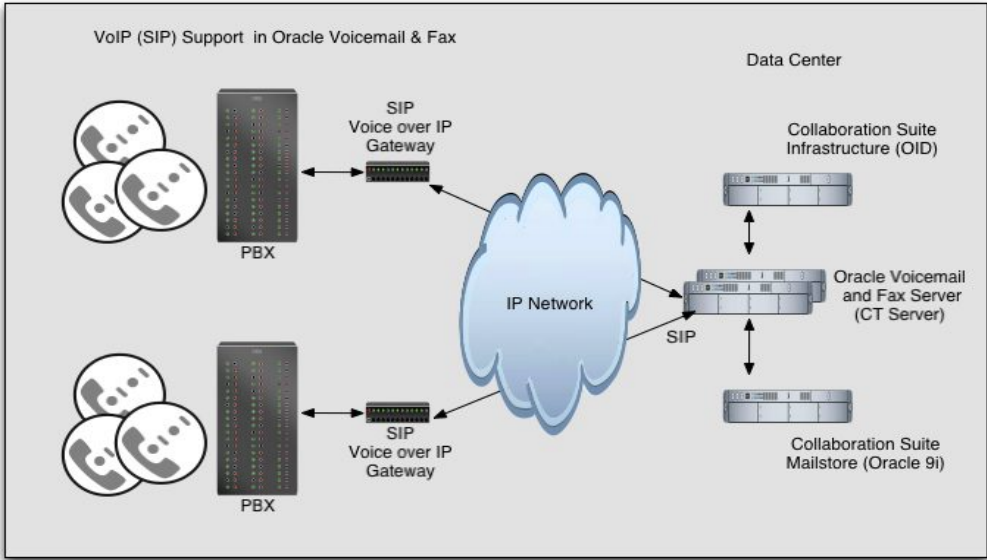
Fig 4 – This screenshot displays the ability to create warnings and monitor individual sites and PBX groups. The metrics can be displayed for timeframes ranging from the last two minutes through the last 30 days.



Deployment Flexibility

The key differentiator of Oracle Voicemail & Fax is its data focused design / architecture and deployment flexibility. These attributes are extended in Oracle Voicemail & Fax 10g with:

- *Single Digit Menus:* Many voicemail systems provide simple menus by stringing voicemail boxes together. This release provides a flexible XML-based menu model enabling easy creation of single digit menus that are integrated with the voicemail system and company directory.



## Oracle Voicemail: Increased Productivity for Less

Oracle Voicemail & Fax takes advantage of Oracle's core strengths in scalability and reliability to provide a cost effective, extensible voice messaging platform. Oracle Voicemail & Fax accomplishes this by leveraging converged platforms, standards based voice infrastructure, and other components of the Oracle Collaboration Suite to provide integrated features not normally available to users in a proprietary environment.

Collaboration Suite provides customers with a suite of enterprise-class communication and content management applications on an enterprise platform for reduced total cost of ownership while increasing user productivity. Oracle Collaboration Suite is the only collaboration platform offered today that addresses the broader problem of efficient, scalable, and reliable enterprise communications and content. With 10g, Collaboration Suite will provide a wide range of features and enhancements that will create end-user delight, enable ease of administration, and provide developers with tools to extend Collaboration Suite and also integrate with other applications.

For more information on Oracle Collaboration Suite, visit <http://otn.oracle.com/products/cs>.

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