

ORACLE COLLABORATION SUITE 10g VOICEMAIL & FAX

ORACLE VOICEMAIL & FAX 10g

KEY FEATURES:

END USER

- Check voicemail and fax messages in a single inbox from your desktop or over the web, and receive voicemail and fax alerts on your wireless device.
- Distribution list support
- Forward voice mails to personal address book aliases
- Message listen controls
- Web-based preference management

ADMINISTRATION & MANAGEMENT

- Monitoring and logging
- Enhanced process management
- Simplified site management

DEPLOYMENT FLEXIBILITY

- Single-digit menus
- VoIP (SIP) Support

KEY BENEFITS:

- Easier accessibility
- Improved productivity
- Lower total cost of ownership
- Enterprise PBX integration capabilities will fit in any switching environment
- More than traditional voice mail functionality for less

Don't be locked in to expensive proprietary and outdated voicemail systems. Oracle Voicemail & Fax leverages Oracle Database 10g to deliver a cost-effective alternative to the common proprietary voice mail systems. Oracle Voicemail & Fax accomplishes this by converging voice and data platforms into standards-based infrastructure with the high availability, scalability, and security features not normally available in conventional voicemail systems. Oracle Voicemail & Fax integrates with existing telephony infrastructures and Voice over IP to leverage current investments, allowing you to upgrade to next generation technologies at your own pace.

A Single Location for All Messages

Oracle Voicemail & Fax leverages the Oracle Mail message store for storage of voice mail messages as a .wav file for voicemail and .tif file for fax. Oracle Database 10g provides the storage and common access methods for e-mail, voice mail, and fax messages in the appropriate standard MIME format (that is, VPiM for voice mail and fax messages) within the same repository. Using the message store as the base, all messages (including voice mail messages) are made available through standard IMAP4 or POP3 e-mail clients. A comprehensive set of PL/SQL and Java APIs are also provided to integrate Oracle Mail and Oracle Voicemail & Fax with other core eBusiness infrastructure.

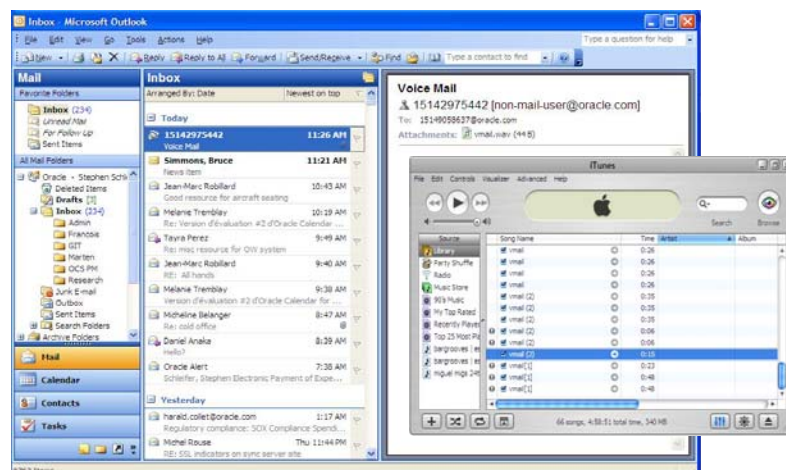


Fig. 1: Accessing a voicemail through Oracle Connector for Outlook and iTunes

Users gain flexibility and increased productivity by accessing and managing their voice mail messages through the interface of their choice. Oracle Voicemail & Fax provides access to voice mails through multiple channels including the telephone,

ORACLE VOICEMAIL & FAX 10g

RELATED PRODUCTS AND SERVICES

- Oracle Collaboration Suite
- Oracle Unified Messaging:
 - Oracle Email
 - Oracle Calendar
 - Oracle Voicemail & Fax
 - Oracle Mobile Access
- Oracle Real-Time Collaboration
- Oracle Portal
- Oracle Internet Directory

standards-based clients (either IMAP4 or POP3), and through the Web. Because messages are stored in industry-standard formats (WAVE for voice mail and TIF for fax), they require no special player. This provides for great flexibility in accessing messages from any computer system and allows users to forward these messages to anyone with access to e-mail.

Standards-Based Infrastructure Protects Your Investment

Oracle has chosen the Enterprise Computer Telephony Standards (ECTF) as the base for building the telephony applications found within Oracle Voicemail & Fax. These standards, collectively known as *CT Server*, define the infrastructure needed to build and support platform-independent computer telephony (CT) applications. Oracle Voicemail & Fax integrates easily with a variety of common switches found within the enterprise and carriers.

Oracle Voicemail & Fax provides a basic DTMF voice mail interface with the ability to change user preferences through the telephone interface or Oracle Collaboration Suite mail clients. Because Oracle Voicemail & Fax is a single-store solution, actions taken on a message or on account preferences through the voice channel are visible through all channels, and voice messages are available as .WAV attachments to GUI clients. Oracle Voicemail & Fax also provides inbound facsimile capabilities. Faxes sent to a user's phone number are delivered directly into the user's Inbox, where they administration in a hosted environment are available for viewing as message attachments. Facsimiles are stored as MIME -compliant messages that can be printed or forwarded to any e-mail client.

Lower The Total Cost of Ownership

Oracle Voicemail & Fax leverages your data center infrastructure to simplify maintenance and reduce management cost. Oracle Voicemail & Fax administration is integrated into Oracle Enterprise Manager Grid Control, providing consolidated management of the total Oracle environment and support for integration into the systems monitoring infrastructure. Oracle Voicemail & Fax supports multiple domains in the same system and allows for central or distributed. Oracle Voicemail and Fax also greatly reduces licensing and hardware costs by using general purpose computing hardware and software when compared to proprietary voicemail systems.

For more information

To see what's new in the 10g release of Oracle Voicemail & Fax:
http://www.oracle.com/technology/products/ovoice_fax/index.html.