

Voicemail

HiPath Xpressions – advanced messaging platform

HiPath Xpressions is the powerful voice messaging and auto attendant solution that works with your existing communications server. Depending on your business requirements, HiPath Xpressions meets both your current voice messaging and future data integration requirements, providing users with the additional benefits of Xpressions Unified and Xpressions HotDesk at any time.

- Voicemail – increase the number of users at any time to meet your business requirements. Supports up to 5,000 users on a single server with a disk capacity of up to 2,000 hours
- Auto attendant – allows your business to provide a fast, consistent response to your customers with the right information
- Optional – fax services, SMS and system reports
- Web based administration – user friendly interface for fast configuration Xpressions Unified
- E-mail, voice, fax and SMS integration – increased collaboration and mobility through interworking of communication media

HiPath Xpressions Compact

Xpressions Compact V2.0 provides notification of incoming email messages. Voice messages are stored as WAV files and exported to Microsoft Outlook. Users can listen to, store, or forward messages to other users. Xpressions Compact can be set to synchronise message status so that when a user listens to a message via Outlook, it is automatically deleted from the voicemail queue. Available on HiPath 3800. New cards (V2.5) will also provide this feature on HiPath 33/35xx in 2007.

- Auto attendant – multi level auto attendant
- Greetings – a personalised greeting can be recorded and different greetings can be assigned based on the time, date or type of call
- Message notification – can be received any time, any place, anywhere e.g. to the office, at home or to a mobile
- Information service – an information mailbox will allow you to record announcements, provide the caller with options for scrolling forwards and backwards within the announcement or temporarily pausing playback
- Centralised voicemail – the integrated HiPath Xpressions Compact offers a central voicemail function in a HiPath 3000 network with a closed call numbering plan
- Broadcast and distribution lists – the distribution lists can be used to reach teams/individuals quickly and effectively
- Fax tone recognition – personal mailboxes are able to recognise fax calls and forward them to a predefined individual destination
- Customer administration using PC – using Manager C, the voicemail system can be administered locally or remotely