



>THIS IS THE WAY

UNIFIED MESSAGING CAN SIMPLIFY
DAY-TO-DAY BUSINESS COMMUNICATIONS

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Application Brief

Making the move from Meridian Mail to CallPilot Unified Messaging

The CallPilot advantage

Meridian Mail has been a solid and trusted voicemail application for more than 15 years. With the advent of unified messaging, many enterprises have made the move to a CallPilot Unified Messaging environment and are reaping the benefits from doing so. CallPilot was modeled after Meridian Mail to provide superior voicemail capabilities, as well as advanced unified messaging capabilities that can provide even greater productivity and cost saving benefits. But what's new or better with CallPilot as compared to Meridian Mail? This document will provide you with a detailed look at the features and advantages of CallPilot beyond that which was offered with Meridian Mail.

The power of CallPilot Unified Messaging

With CallPilot Unified Messaging, voice, fax and e-mail messages are combined within a single user interface and accessible from multiple devices,

making it easier than ever for employees to be productive. Users can send, receive, reply and forward messages using their familiar desktop e-mail client, through an Internet browser or by using the telephone interface. Because CallPilot Unified Messaging transforms message access into a single interface, users — whether in the office, on the road or working from home — work more efficiently. CallPilot offers the following unified messaging capabilities that were not available in Meridian Mail:

- > *Desktop Messaging* — Access to full voice messaging functionality from within the e-mail client with absolutely no impact to the e-mail server
- > *Click-to-Call with CallPilot* — Call the sender of an e-mail message or initiate a phone call to a person listed in any address book or contacts database
- > *Fax Messaging* — Ability to send and receive faxes from within the e-mail client



Supported environments

Groupware e-mail environments

- > Microsoft Outlook
- > Lotus Notes
- > GroupWise

Internet mail environments

- > Microsoft Outlook Express
- > Microsoft Outlook Internet Mail Mode
- > Netscape
- > Netscape Messenger
- > Qualcomm Eudora Pro

My CallPilot browser environments

- > Netscape
- > Microsoft Internet Explorer
- > Windows and Macintosh browser support

Thin client environments

- > Citrix Metaframe 1.8 and XP

> *My CallPilot* — Secure Web access to messages from any computer, as well as the ability for users to manage their personal mailbox options

> *Speech Activated Messaging* — Handsfree access to messages from a mobile phone

> *E-mail-By-Phone* — Text-to-speech technology provides access to e-mail messages via the telephone

Administration made easy

Administration is greatly simplified with CallPilot Unified Messaging. Administrators will find that time required to manage a CallPilot system is about half of the time spent managing a Meridian Mail system. This is due to the CallPilot Web-based management interface and the advanced system tools that are provided with each CallPilot system.

The following administrative advantages are available with CallPilot:

> *CallPilot Manager* — Web-based administration that is accessible from any browser-based PC

> *CallPilot Reporter* — Web-based reporting tool with over 50 pre-defined reporting options, including CLID reporting for billing purposes

> *SNMP Alarm Support* — Issues can be quickly identified and resolved

> *Application Builder* — A drag-n-drop GUI for creating caller menus and announcements

- All recordings uploadable from a .wav file
- Fax documents uploadable from a .tif file

CallPilot voice messaging enhancements

CallPilot voice messaging was modeled after Meridian Mail and includes voice prompts recorded by the original Meridian Mail voice artist (“Meridian Mary”). This means that users will notice no difference in the voice messaging interface and absolutely no training will be required. In addition to the standard voice messaging features offered with Meridian Mail, CallPilot provides many voice messaging enhancements. The following provides a detailed list of CallPilot voice messaging enhancements:

> Increased storage hours

- Small IPE system = 350 hours
- Tower system = 1200 hours
- Rack-mount system = 2400 hours

> System prompts

- Customizable introductory system prompts
- Instruction prompts to aid callers

> Notification

- Remote notification to e-mail device

> Improved message handling options

- Volume control
- Message list traversal by media type in message header and sent and deleted messages
- Optional playing of envelope information
- Message archive allows messages to be retained after the normal retention period
- Ability to send messages to System Distribution Lists (SDLs) is now Class of Service controlled
- Log-off warning of unsent messages
- Personal Distribution Lists (PDLs) per mailbox increased from 9 with Meridian Mail to 99 with CallPilot
- Number of addresses per PDL increased from 99 with Meridian Mail to 999 with CallPilot



> **CallPilot menus and announcements**

- Drag-n-drop GUI for creating menus and announcements
- Disable attendant revert
- Prompt to cancel/restart name dialing
- Multi-match name dialing
- Transfer to Fax Call Answering on CNG tone detection
- Option to make greeting uninterruptible

> **Announcement services**

- Disable attendant revert
- Transfer Fax Call Answering on CNG tone detection
- Option to make announcement uninterruptible

> **Time-of-day controls**

- Distribute specific fax document based upon time of day
- Launch Express Messaging or Voice Messaging based upon time of day
- Call a pre-configured extension based upon time of day

> **Menu service enhancements**

- Disable attendant revert
- Transfer Fax Call Answering on CNG tone detection
- Option to make prompts uninterruptible

> **Fax service information and options**

- Tracking of fax activity per PIN
- Option to make confirmation prompt uninterruptible
- Sender address, phone, fax
- Custom cover page header

As you can see, CallPilot Unified Messaging offers many capabilities that are designed to save time, increase user productivity and improve overall communication efficiency. Users will no longer spend time checking voicemail or running to and from a shared fax machine. With CallPilot, they will have the power of visual voicemail and fax messaging with the click of their mouse, enabling them to become more efficient. Making the move from Meridian Mail to CallPilot Unified Messaging is a cost-effective way of making a significant impact in day-to-day business communications.

> **CallPilot Unified Messaging offers many capabilities that are designed to save time, increase user productivity and improve overall communication efficiency.**



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