HiPath Xpressions Compact V3 Integrated voicemail for HiPath 3000

HiPath Xpressions Compact allows your company to carry out daily communication in a flexible and speedy manner. It ensures that you can be contacted by telephone round the clock.

HiPath Xpressions Compact is the integrated voicemail solution for HiPath 3000. The scope of features offered by HiPath Xpressions Compact is optimized for HiPath 3000.

The following voicebox types and services are implemented:

- Conferencing
- Mobility mailboxes
- Personal mailboxes
- Group mailboxes
- Information mailboxes
- Routing mailboxes
  Automatic attendant
  Automatic information service
  Name dialing

Mailbox features

Conferencing

Conducting dial-in telephone conferences is easier than ever before with the integrated conference server function. The conference room is available for dial-in conferencing at any time. The conference functions can either be carried out over the telephone (TUI) or over a web client (Internet browser).

Licenses are issued in steps of 6 conference channels, i.e. this function is available on the 8-port module (1x) and on the 24-port (max. 3x).

The following functions are supported:

- Individual authorization for opening the conference room
- Opening and control of the conference room by telephone or web client
- Direct dial-in to conferences
- Optional access protection with conference room passcode
- Dialing/adding conference participants
- Consultation/toggling during a conference
- Overview of conference participants on the web client
- Muting of conference participants on the web client
- Optional continuation of the conference without the conference leader
- Created conference participant lists can be saved (bookmark)
- Recording of conferences
- Country language configurable for each conference
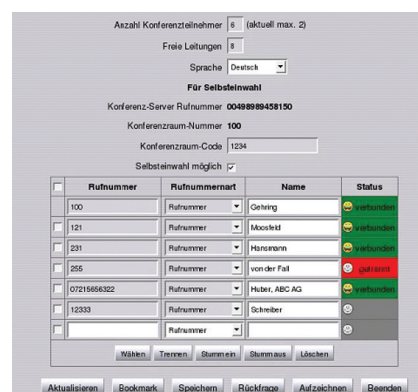
Mobility Mailbox

You are not at your desk, but remain available as if you were. The One Number Service guarantees that an employee can be reached via a single number on all phones that he or she uses. And the user can take advantage of regular HiPath features such as consultation hold/toggle and conference.

Using acoustic menu assistance you can activate one of up to three stored numbers under which you can currently be reached. Your office number is always displayed to the called party regardless of whether you make the call from the office, your mobile phone, from home, or from a hotel.

GSM coverage

Application possible on almost all mobile phones thanks to the acoustic menu assistance.

Single voice mailbox

All missed calls are stored on the subscriber's internal company mailbox.

Serial call

Call signaling on the fixed line telephone with call forwarding to a defined alternate destination number (mobile phone, for instance).

Mobile phone functions in idle state

- Quick dial-in for identification
- Dial destination phone number
- Private mailbox
- Administration of alternate destinations
- Activate/deactivate call forwarding destinations

Group mailboxes

All sales staff are busy on calls? No problem, the next caller is routed to the HiPath Xpressions Compact group mailbox and is invited to leave a message.

HiPath Xpressions Compact ensures that your customer's query is dealt with promptly because the first free staff member can check and process the new message immediately.

A group mailbox can include up to 20 subscribers. Incoming messages are simultaneously signaled at the extensions of all group mailbox subscribers. Once the last new message has been taken care of, message signaling is terminated for all group mailbox subscribers.

All group mailbox subscribers can still have a personal mailbox. This means that group tasks are optimally separated from personal tasks.

Information mailboxes

How about telling callers about your current offers, your product range or important new features? All of this is possible thanks to the HiPath Xpressions Compact information mailbox.

With information mailboxes, you can record announcements of up to 20 minutes in length and provide options for scrolling forward and backward within the announcement or temporarily pausing playback.

AutoAttendant Mailboxes

In addition to inviting your callers to leave a message, the routing mailbox gives callers an opportunity to reach you or your colleague directly.

"Welcome to the mailbox of John Doe. I am not at my desk right now, but if you would like to leave a message, please speak after the tone or press "1" to call my mobile phone. Press "2" for assistance from my colleague …"

The AutoAttendant mailbox features options for recording messages in addition to automated attendant features.

Besides using the AutoAttendant mailbox as a personal mailbox, it can also be used as an …

… automatic attendant

Use the AutoAttendant mailbox as an automatic attendant. The basic function of the automatic attendant is called "announcement before answering". Announcement before answering begins with a company greeting. For example

"Welcome to XY. Our attendant consoles are busy right now. Please hold the line."

Instead of listening to the above message informing callers that the attendant consoles are busy and asking them to hold the line, the caller can set up a connection after the greeting, via a caller-controlled forwarding function using menu options. This function is the fully equipped automatic attendant.

Alternatively, incoming calls can be redirected via the automatic attendant to:

· an arbitrary extension,
· a user or guest mailbox,
· an information mailbox,
· a random user-specified destination, including external destinations,
· a predefined destination, dependent on the phone number (10 destinations are available, no greeting is played in this case),
· or to the operator.

… automatic information service

General information is automatically available via information services.

It is also possible to generate extensive automatic information services with the help of attendant mailboxes. To do this, you can connect a number of AutoAttendant mailboxes in sequence and thus allow the caller to navigate to the required information. Naturally, the caller can redirect to a contact person at any time.

Example:

"For information on our current product range, please dial "1"; if you have questions regarding your order, please dial "2"; if you wish to contact our hotline directly, please select …"

The integrated calendar function for control of greeting and assigned destinations allows optimized support of and adjustment to the customers' workflows and rounds off the "Automatic Information Service".

Name selection

AutoAttendant mailboxes support name selection.

During the greeting announcement, you can start the name selection function by entering the first three letters of the mailbox user's name via DTMF dialing. If the input is unique, the caller is immediately routed to the subscriber. If a number of names start with the letters entered, a list of matching subscribers is displayed and the caller is guided through the selection of his or her contact person by a series of menus.

Personal mailbox

Whether you are conducting a call or are in a meeting, your personal mailbox makes sure that no important calls are lost by accepting them on your behalf. The personal mailbox lets you welcome your callers with a personalized greeting and invite them to leave a short message.

Example:

> "Welcome to the mailbox of John Doe. I am not at my desk right now, but if you would like to leave a message after the tone, I will contact you as soon as possible."

Up to four different greetings are available. The greeting used can be selected manually, on the basis of day/night mode or call type, or it can be calendar-driven. You can thus optimize your mailbox to suit your personal schedule.

Using DTMF dialing during the personal mailbox greeting, callers can be forwarded to any chosen extension.

Users can manage their mailboxes easily and conveniently via a Web tool.

General features

Call Forwarding to mailboxes

The route taken by an incoming call to reach HiPath Xpressions Compact is set in HiPath 3000.

The following options are available:

- Redirection of all incoming calls to mailbox, i.e. no calls at extension.
- Call forwarding to mailbox: after a certain number of rings if the "station is busy".

As soon as a call arrives in the HiPath Xpressions Compact mailbox, the caller hears the mailbox greeting announcement.

Distribution lists for voice messages

Up to 20 system-wide distribution lists help you in the distribution of voice messages. Whether you forward messages or record specific voice messages, you can use the distribution list to reach your team quickly and effectively.

Every list can include up to 499 destination mailboxes and all authorized mailboxes can send voice messages to distribution lists.

Message broadcasting

Provide information on current topics by broadcasting voice messages.

As an authorized user, sending information to all of your colleagues in one fell swoop could not be easier - all you need to do is record a message or forward a received message to all mailboxes.

Message Waiting Indicator

When new messages are received in your mailbox, a Message Waiting Indicator (MWI) is displayed.

Depending on the device type and the HiPath 3000/5000 RSM configuration, the messages are signaled by:

- an illuminated LED,
- a text message in the telephone display of the optiPoint telephone. Starting with HiPath 3000 V5.0 the display also shows the number of new messages,
- the MWI key on the optiClient,
- a special dial tone on optiPoint and non-optiPoint terminals (adjustable: on/off), or
- a notification call. Sales representatives/managers who are away from the office can receive a notification call upon receipt of a new message (see next section). For guest mailboxes, a notification call is redirected to the guest's mobile phone.

Voice to E-Mail

- Voice to E-Mail has been released with the HiPath Xpressions Compact V3.0 modules (see table) for HiPath 33xx, 35xx and 3800.

IVMP4R (4 ports)	min. HiPath 3000 V6.0
IVMP4 (4 ports)	min. HiPath 3000 V6.0
IVMS8NR (8 ports)	min. HiPath 3000 V6.0
IVMS8N (8 ports)	min. HiPath 3000 V6.0
IVMN8 (8 ports)	min. HiPath 3000 V5.0
IVMNL (24 ports)	min. HiPath 3000 V5.0

- Starting with HiPath 3000 V5.0, voice messages can be forwarded as an attachment to an e-mail in addition to the telephone user interface functions. Up to 3 e-mail addresses can be defined for each voicemail box. Established standards, such as PLAIN and LOGIN are supported for e-mail authentication.
- The information contained in the e-mail depends on the mailbox type:

Personal VoiceMail or AutoAttendant mailboxes:
The following information is listed in the Reference line: mailbox number, date and time when the message was stored, e.g.: (Voice message received Fri Aug 6 200413:44:00 for box 24802). Automatic creation of an e-mail attachment is an option that can be activated for each voicemail box. The attachment contains the voice message as a WAV file (PCM, 8 kHz, 8-bit, mono, a-Law)

Group mailboxes
The following information is listed in the Reference line: mailbox number, date and time when the message was stored, e.g.: (Voice message received Fri Aug 6 13:44:00 2004 for box 24802).

Information mailboxes
No e-mails are generated for information mailboxes.

Call recording

- Starting with HiPath 3000 V5.0, call recording (not conferences) can be started or terminated with a key that has to be configured on the optiPoint and optiClient 130 or via a service procedure on analog and DECT devices. It is dependent, however, on the availability of a free port in Xpressions Compact. A port in Xpressions Compact is required for each call recording. This function can be activated for a maximum of 50 subscribers.
- Depending on the legal requirements of the country concerned, call recording can/must be indicated by an announcement or a warning tone.
- The recorded call is treated just like a voice message and can be stored as a WAV file, for example. Date and time information is added to the recording.

Notification call

A notification call can be received on any telephone (incl. mobile phones or private phones). The voicemail system takes the currently valid destination number from a list of five call numbers for the notification call.

The notification call can be automatically activated/deactivated (e.g. no notification at night). When a notification call is received, the message can be played back immediately and the mailbox can be controlled as soon as the code number has been entered.

SMS and pager notification
Besides the classic notification call to a voice terminal, DTMF-driven SMS (Short Message Service) and pager services are also supported. After receiving this notification, the mailbox owner can play back the new message remotely.

Caller callback

If the ISDN CLIP number (Calling Line Identification Presentation – transfer of station A's call number to station B) is received by HiPath 3000/5000 RSM, the mailbox owner can initiate a callback to the caller after playing back the message.

There is no need to dial the number, a direct connection is set up for the callback. A callback can be initiated to both internal and external callers.

Message forwarding by name selection

Voicemail messages can be forwarded via name selection.

Fax call forwarding

Your personal mailbox can recognize fax calls and forward them to a pre-defined individual fax destination.

Greetings

Greet your customers with a personalized announcement. You can record a personalized greeting via the telephone for all mailboxes. Alternatively, you can use professionally recorded greetings.

Depending on the authorizations assigned, you can set up to four greetings. The active greeting can be selected manually or via automatic selection.

Automatic greeting selection is performed:

- on the basis of day/night mode in HiPath 3000
- on the basis of the call type
A distinction can be made here between the following criteria:
Internal call/external call
Free and busy
- in accordance with the calendar

Personal deputy

The caller can reach your personal deputy at any time once connected to your mailbox.

The deputy destination of your personal mailbox can be set up in a flexible and speedy manner in your mailbox's operating menu.

User prompts

All mailbox functions include context-sensitive help announcements as support for the user. These announcements provide information on the options available for the current menu option. All help announcements are made in the personal user language (see next section). The mailbox can be managed via a web interface.

Individual user languages (prompts)

The following languages are available: German, English, US English, French, Canadian French, Italian, Spanish, Portuguese, Brazilian Portuguese, Flemish, Greek, Dutch, Czech, Chinese, Korean, Turkish, American Spanish.

Three languages are selected when HiPath Xpressions Compact is installed and are set as active system languages.

Every mailbox owner can select the language to be used for his/her mailbox's control/help announcements from the three active languages.

Statistics and reports

Detailed reports are available on administration- and user-specific statistics.

Current recording time used (a % of the total)

- Subdivision of memory capacities for greetings and messages
- Mailbox statistics
  The system can print three mailbox lists each containing 25 entries sorted according to the following criteria:
  total recording time for messages, number of messages, date of the oldest message

Statistics for AutoAttendant mailboxes

All switching processes of the AutoAttendant mailboxes are recorded in CSV format.

The recorded data are analyzed with external spreadsheet programs.

Central voicemail in networked HiPath 3000 Systems

The integrated HiPath Xpressions Compact system offers a central voicemail feature in a HiPath 3000 network with a closed numbering plan. All subscribers can use the central voicemail server.

The central voicemail functionality does not depend on the HiPath 3000 network type and is available for networking both via a classic CorNet-N connection and via IP.

Access protection

All mailboxes are protected against unauthorized access by a 3- to 8-digit password. Messages can only be played back or mailboxes can only be administered after authentication. The default password assigned at initial installation must be changed the first time the mailbox is used. This can be configured by the technician (optional).

Central voice mailbox

Several extensions are assigned a single mailbox, such as an optiPoint or Gigaset device.

Music on Hold

In addition to the voicemail functions, HiPath Xpressions Compact provides some channels for Music on Hold purposes. Music on Hold can be calendar-driven. You can update the music-on-hold anytime by simply loading new WAV files using HiPath 3000 Manager C.

HiPath 3000 announcements

Starting with HiPath 3000 V5.0, individual HiPath Xpressions Compact channels can be used as announcement devices for HiPath 3000, e.g. for UCD announcements.

You can update your announcements anytime by simply loading new WAV files using HiPath 3000 Manager C.

HiPath ProCenter Agile V6.0

Starting with HiPath 3000 Version 5.0, HiPath Xpressions Compact supports the application ProCenter Agile in both front-end and back-end scenarios.

In the front-end scenario, calls are forwarded from HiPath Xpressions Compact to a ProCenter Agile agent group, by AutoAttendant for example.

In the back-end scenario, agent calls are forwarded to a voicemail box in HiPath Xpressions Compact, for example. Activation of a special CosBit is necessary for the back-end scenario.

Both scenarios are supported with HiPath 3000 V5.0 SMR 5 or later.

DLI

HiPath Xpressions Compact and HiPath 3000 from V6.0 support the central administration of IP workpoints connected to the system. A deployment tool (DLS Interface DLI) has been implemented on the HiPath Xpressions Compact module for this purpose. In combination with the DHCP and FTP servers integrated in the DLI, it is possible to centrally configure the parameters of all connected IP workpoints, enabling plug-and-play operation. It is also possible to centrally update the software for all connected IP workpoints.

Technical functions

Mailbox features

HiPath Xpressions Compact features 16 mailbox classes. These differ in terms of the functions that are available to the respective owner.

Mailbox functions can be both permanently and freely assigned. The scope of each mailbox can thus be optimized and customer requirements can be individually satisfied.

Being calendar-driven, the AutoAttendant mailboxes can be easily adapted to the users' workflows.

Voice prompt tool

The voice prompt tool made available with WBM (Web-Based Management) can be used to easily adapt individual voice prompts to customer requirements.

Local and remote administration/maintenance

Installation and system-wide local and remote administration/maintenance are performed via HiPath 3000 Manager C/E or via the Xpressions Compact Web-based Management tool.
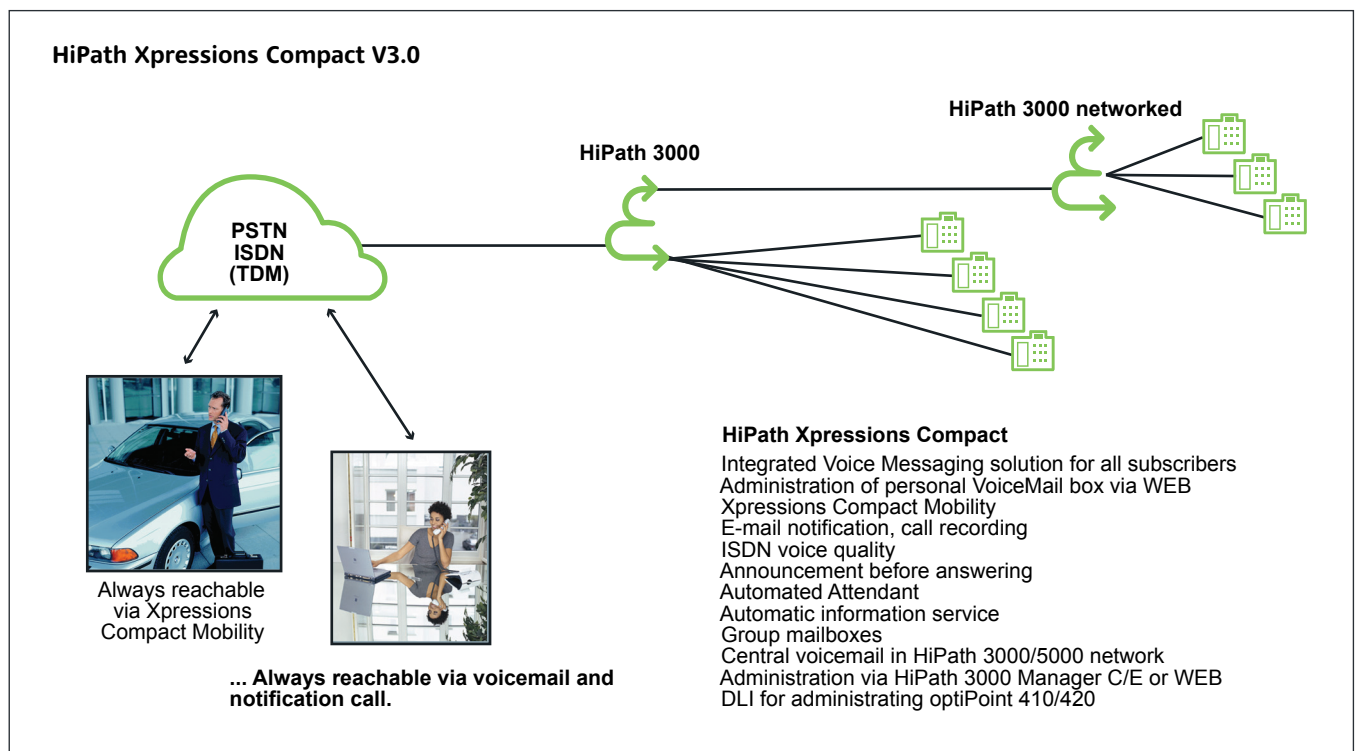
The HiPath 3000 system interfaces facilitate access from the HiPath 3000 Manager C/E to the integrated voice-mail system. The Mobility mailbox can only be installed and maintained via the HiPath Xpressions Compact WBM tool.

Administration via HiPath 3000 Manager

HiPath Xpressions Compact is installed and administrated via the HiPath Manager 3000 E or via the Xpressions Compact WEB-based Management tool. The procedure is the same for installation, administration and maintenance for the system and HiPath Xpressions Compact. The standard interfaces of the HiPath 3000 are used.

Customer administration

Manage your voicemail system quickly and conveniently via the Windows-based HiPath 3000 Manager C or via the WBM tool of HiPath Xpressions Compact. You can access the mailbox configuration parameters, update distribution lists, and load professionally recorded greetings.

HiPath Xpressions Compact V3.0

HiPath 3000 networked

HiPath 3000

PSTN ISDN (TDM)

Always reachable via Xpressions Compact Mobility

... Always reachable via voicemail and notification call.

HiPath Xpressions Compact

Integrated Voice Messaging solution for all subscribers
Administration of personal VoiceMail box via WEB
Xpressions Compact Mobility
E-mail notification, call recording
ISDN voice quality
Announcement before answering
Automated Attendant
Automatic information service
Group mailboxes
Central voicemail in HiPath 3000/5000 network
Administration via HiPath 3000 Manager C/E or WEB
DLI for administrating optiPoint 410/420

Backup and restore the voicemail database

The database can be either partially or fully backed up.

The data can be saved to an external data medium belonging to the customer and used for partial or full restoration.

On account of the data volume, the voicemail database should be backed up/restored via HiPath Xpressions Compact's broadband LAN access.

LAN integration

The TCP/IP interface on the HiPath Xpressions Compact board facilitates the integration of the board in the customer's LAN.

Via LAN access, HiPath 3000 Manager C supports the fast and convenient administration of all mailboxes. The restoration of professionally recorded greetings via the broadband LAN access saves time and ensures a high level of flexibility, e.g. when customizing corporate greetings in call centers or in the case of a caller hotline.

Monitoring via HiPath 3000 interfaces

The HiPath 3000 SNMP interface monitors important events of the integrated voicemail system and transmits them to the SNMP application.

In the unlikely event of a failure or interruption, this information is saved directly in the HiPath 3000 error memory and then read out with the help of the HiPath 3000 Manager (the service interface for the entire system).

Detailed LOG and trace functions facilitate the diagnosis.

Technical data

The 8-port and 24-port HiPath Xpressions Compact modules have a memory capacity of 100 hours. The 4-port HiPath Xpressions Compact module has a memory capacity of 4 hours due to the fact that a Compact Flash card is used.

The 8-port and 24-port HiPath Xpressions Compact modules provide up to 500 mailboxes.

The 4-port HiPath Xpressions Compact modules provide up to 30 mailboxes, including up to 30/100 AutoAttendant mailboxes,
up to 30/100 group mailboxes, including up to 30/100 information mailboxes

- ISDN-quality greetings and recorded voice messages (no data compression)
- Max. recording length of a voice message = 20 min.,
  default value = 2 min.
- Max. capacity of an information mailbox = 20 min.
- 4 access channels (ports)
  for HiPath 33x0
  for HiPath 35x0
- 8 access channels (ports)
  for HiPath 33x0
  for HiPath 35x0
  HiPath 3800
- 24 access channels (ports) for HiPath 37x0 and HiPath 3800 (board variant for large configurations)

Length of mailbox greetings

- Personal mailboxes and group mailboxes: Max. length = 3 min.
- AutoAttendant mailboxes:
  Max. length = 8 min.
- Information mailboxes:
  Max. greeting length = 20 min.

HiPath 3000/5000 RSM System Requirements

HiPath Xpressions Compact can be connected to

- HiPath 33x0,
- HiPath 35x0 and
- HiPath 3800

(starting from Version 6.0).

Country availability

The HiPath Xpressions Compact voicemail system is available in the following countries:

Algeria, Argentina, Australia, Austria, Bahrain, Belgium, Bolivia, Brazil, Cameroon, Canada, Chile, China, Colombia, Costa Rica, Croatia, Czech Rep., Ecuador, Egypt, El Salvador, France, Germany, Greece, Honduras, India, Iran, Ireland, Italy, Kenya, Kuwait, Luxembourg, Mexico, Morocco, Namibia, Netherlands, New Zealand, Nicaragua, Nigeria, Oman, Panama, Paraguay, Peru, Philippines, Portugal, Qatar, Romania, Saudi Arabia, Slovakia, South Africa, South Korea, Spain, Switzerland, Tanzania, Thailand, Tunisia, Turkey, United Kingdom, United States, Uruguay, Venezuela.

unify.com

UNIFY Harmonize
your enterprise