

## MigrYS Mail

In today's business world where globalization is an every day reality, mobility has become a crucial factor in the success of any business. In order to provide highly efficient customer service and maintain pace with the current market, corporations need to offer efficient communication tools and develop new technologies. **MigrYS Mail** is a full featured answering system specifically designed for the modern business with features that exceed those of conventional voice messaging systems.

**MigrYS Mail** allows users to be informed about new messages in their voicemail. This notification can be made via various communication tools such as telephone, pager or cellular (SMS technology supported). Upon receiving notification, users can access and manage all messages by regular telephone line and can retrieve and answer these messages quickly.

### Unified Messaging

The unified messaging is a feature which allows users to view, retrieve and manage e-mail, voice and fax messages from a single window. The MigrYS server uses the SMTP protocol to send via e-mail a copy of every message to the voice mailbox. This gives the opportunity for the user to manage his vocal messages from the same window as the one found in the e-mail access. This method allows the MigrYS vocal server to be compatible with most of the popular e-mail software (Ex: Exchange, Outlook, Microsoft Outlook Express, Lotus Notes of IBM, etc.) Used in conjunction with fax messaging option, the MigrYS unified messaging also allows the user to be warned about incoming messages faxed from the same window.

The flexibility of this system is further demonstrated while using the Graphical User Interface from which users may also view and manage all messages without requiring a telephone. All functions traditionally associated with a telephone interface are now available using a computer connected to an Intranet or Internet.

### WebManager

WebManager was especially designed for the access of voice mail features from a simple Web page. Through a click of the mouse, all voicemail related features become instantly accessible to the user. This allows for quicker message management by merging two major communication tools (telephone and computer) into one. Directly from the Desktop, users can modify their distribution list notifications, send their incoming messages to another voicemail, modify, name and rename greeting messages, receive e-mail notification on their pager and forward calls to another extension. All of these operations can be performed from any extension linked to the local network or from the Internet.



## Migrys CallManager

The Migrys **CallManager** is an application that allows management of incoming calls directly from the desktop. Upon receiving a call, the system generates a pop-up (with caller ID) that users can access to take calls, transfer them directly to the voicemail (where a greeting message of choice may be heard), put callers on hold for specific periods of time, or transfer them to another extension. All of these operations are performed through a simple click of the mouse. **CallManager** also allows users to access, from the desktop, basic voice messaging functionalities such as; play, pause, rewind, fast forward etc. Other advanced options allow users to efficiently manage messages in their voice mailbox. Advanced options include; mark messages as new, old, connect to server, disconnect from server, save messages, open messages from file, etc.



## Mail Plus option

**Active Meeting** is an advanced feature of the **Mail Plus** option that allows callers to leave their questions or requests in a voice mailbox provided especially for them and later access it to retrieve the response. This option is particularly useful to businesses such as investment and lawyer firms. The **Active Meeting** option eliminates the need for callers to wait in a company's call flow for long periods of time and frees phone lines dedicated to contact centers. Companies can use this opportunity to insert announcements as part of the mailbox greeting.

Another feature of the **Mail Plus option**, **Active Mailbox** allows companies to offer a private mailbox service to customers who wish to communicate with one another using voice messages. **Active Mailbox** can be used as a bulletin board for businesses such as dating services or the "wanted adds" section of a newspaper. **Active Mailbox** offers total privacy by allowing users to efficiently trade messages without requiring a personal phone number.

## System Features

- Unlimited number of Mailboxes
- Auto-Attendant
- Busy/No answer greeting
- Password Protected Mailboxes
- Playback - FIFO (first in, first out) or LIFO
- Audiotext
- Express Messaging
- E-mail client software integration
- 96 port capacity per chassis
- Cluster capability (for larger systems)
- Load balancing
- Express Messaging
- Virtual & off-premise extensions
- Caller ID / Caller ID routing
- Message timestamp
- Transfer capability
- Supports SMS technology (Short Message System)
- Dial by name
- Dial by number
- SMS (Short Message System) compatible
- Full redundancy optional