



IP Telephony

Contact Centers

Mobility

Services

**FACT
SHEET**

Avaya Unified Communication Center (UCC) Speech Access

Avaya Unified Communication Center (UCC) adds new value to your existing enterprise applications, including your voice messaging, call processing, and email environments. Avaya UCC will provide your key workgroups with seamless access to critical communication tools and business applications throughout the day, no matter where they are – at work, at home or on the road. The latest release also lowers Total Cost of Ownership (TCO) for large deployments by supporting up to 10,000 users in a multi-server configuration.

Benefits

- Boosts worker productivity while mobile
- Manage calls and create conferences for fast and hands-free dialing and addressing
- Speech Access to email and/or voice mail

Personal Efficiency Management

Speech Access to Boost Mobile Worker Productivity

- Management of personal contacts, calendar and tasks*
- Reach Me capabilities with ability to screen incoming calls
- Set reminders while mobile*

Calling and Conference Management

Speech Interface allows users to manage calls and create conferences for fast and hands-free dialing and addressing

- Place voice calls from any phone (via the corporate voice network) by speaking digits, using contacts from Exchange, from the UCC web contacts (Lotus Notes or Exchange), or corporate LDAP directory
- Call the sender of a call answer voice mail if the ANI is supplied
- Call the sender of a voice mail message if they are part of the corporate LDAP directory or personal contacts

- Call the sender of an email if they are part of the corporate LDAP directory or personal contacts
- Create ad hoc conference calls while maintaining access to voice mail, email, calendar and tasks

Message Management

Speech Access to email and/or voice mail provides:

- Access to voice messages from Avaya Messaging systems (see Message Server Requirements)
- Access to email messages from Microsoft Exchange and IBM Lotus Domino
- Ability to address messages using the voice mail directory, Microsoft Exchange contacts, contacts stored within the UCC Speech Access web application, or your corporate LDAP directory
- Rich voice message handling lets you play voice mails, send, forward, reply, and delete messages
- Robust email message handling lets you read emails (via text to speech), reply, reply all, send, forward, delete, and save to a predefined folder
- Message navigation by message status (urgent, unread, read), media, and sender (filter by contact)
- DTMF based backup

*(Tasks and Reminders are support only for Microsoft Exchange)

Supported Hardware and Software (see Avaya.com for specific release numbers)

Message Servers:

Avaya Modular Messaging

Octel® 250/350 (Aria®) w/OAS

Octel 200/300 (Serenade®) w/OAS

Unified Messenger®

INTUITY® AUDIX®

INTUITY AUDIX LX

INTUITY AUDIX 770 (IA770)

Email Servers:

Microsoft Exchange

IBM Lotus Domino

Communication Systems:

Full capabilities are available with Avaya Communication Manager software running on DEFINITY® Servers/Media Server, and may also be made available for several non-Avaya systems such as Nortel, Meridian 1, NEC2400, Lucent 5ESS, and Siemens HiCom 300 based on integration type.

Web Browser Support (Microsoft Windows 98, ME, NT, 2000 and Windows XP):

Netscape Navigator

Internet Explorer

Learn More

Learn More: For most current information regarding UCC Speech Access visit http://avaya.com/gcm/master-usa/en-us/products/offers/ucc_r2.htm.

For more information about how Avaya solutions may be leveraged to help grow revenue and reduce costs, please contact an Avaya Client Executive, Authorized BusinessPartner or visit www.avaya.com/mobility. For more information about Avaya, visit avaya.com.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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