Voicemail with the OfficeMaster Suite 7 DX

The voicemail solution with deep integration into various solutions from Microsoft Exchange Online to Notes

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General Description

More and more customers trust the optional voicemail function of the OfficeMaster Suite as well as the possibility to exchange documents.

Voicemails are stored in the same place as documents, i.e. usually in the user's mailboxes, and the system does not require them to be stored twice. All requests, including remote access, are made directly to the selected mailbox store.

The voicemail solution of the OfficeMaster Suite is independent of the selected telephone system, almost independent of the selected E-Mail system and can read user information from all LDAP-enabled directories. Do you want to save the voice messages in Microsoft Office 365 or the IBM Notes database? No problem, the deep integration into the leading systems is an essential part of the OfficeMaster Suite.

Users and administrators do not have to adapt to a separate user interface.

Global Functions

The OfficeMaster Suite stores basic information such as the language of the interface, phone numbers and the basic behavior of the voicebox in the user databases of the respective systems.

The following functions are always available regardless of the used or integrated environment and also regardless of the primary operation (remote inquiry by telephone or web interface):

- Delivery and storage of the voice messages as .mp3 or .wav

- Storage of all greetings and announcements on the server of the OfficeMaster Suite

- Optional forwarding of the caller to a proxy number that is read from the user directory.

- Temporary locking of the voicebox if (multiple) incorrect PIN entries are made

- Changing the PIN

Utilizing the Web Interface

Individual settings must be stored seperate to the user administration and require an individual configuration, done by the user themselves. The OfficeMaster Suite provides a convenient web interface for this purpose.

- The profiles created via the web interface are saved on the server when the OfficeMaster Suite is installed

- Please note! The web interface only configures voicemail boxes, it cannot be used to administrate the actual voice messages.

No Limitation of Greetings

Each user can conveniently manage the personal announcement texts via this interface. By clicking on "Record New", the user telephone is called and a new greeting can be recorded. If announcement texts already exist and are to be made available to the OfficeMaster Suite, users can upload them as .mp3.

Personal Time Profiles

The available announcements can then be conveniently assigned to individual time profiles. A time profile consists of different starting points to which announcements can be assigned. For each starting point you can decide whether a message may be left on the voicemail box.

Administration of User Profiles

To facilitate the administration of user profiles, it is possible to define voice administrators who can add, manage and assign announcements to other profiles. This is done in the respective user administration of the system used.

Administrators have the following authorizations:

- They can change a user profile without having to know its login credentials

- Adminsitrators can set a completely different behavior for individual voicemail boxes by changing the project.

- The individual phone numbers of a user profile can be edited. This requires a write access to the used user directory.

- Within a time profile, administrators can select external programs as destinations

- Two additional information fields (not visible to normal users) are available for notes

Using the Telephony User Interaces (TUI)

- In addition to the extensive web interface, the TUI is also available to users. A parallel operation of both variants is possible.

- A simple change between announcements with and without recording is possible

- The query and deletion of voice messages can be completely controlled via the TUI

- Only the use of TUI triggers the MWI (Message Waiting Indication) reliably

Message Waiting Indication (MWI)

By the simple (non-redundant) storage of the messages it is possible to control MWI for the users. If a new message is left, the "lamp" is switched on and when listening to one or all messages via the TUI, the "lamp" is switched off again

Caller Identication

OfficeMaster Suite can recognize the desired voicemail box in several ways. In general, the requirements can be subdivided as follows:

- Calling a Pilot ID and then forward the call by selecting (pressing a key) the voicemail box.

- Redirecting the call to a Pilot ID. The sender ID or the redirection information identifies which voicemail box is to be the desired one.

- Using dedicated phone numbers for the individual voicemail boxes

Key Article Numbers

- Base versions of the OfficeMaster Suite: OFM.78000, OFM.78250, OFM.78025, OFM.78010

- Line extensions: XLN.79001

- Adding the voicemail feature to the OfficeMaster Suite: XSV.79000

Exchange
» Voice messages in the user mailbox as E-Mail with attachment that can be suppressed if needed
» Configuration data in the Active Directory
» Web based Outlook add-in for „To my Phone"
» Display as Exchange Voicemail and integration to Skype for Business Client

Exchange Online (Office 365)
» Voice messages in the user mailbox as E-Mail with attachment that can be suppressed if needed
» Configuration data in the User Directory
» Audiofile as attachment in the E-Mail (can be supressed if needed)
» Web based Outlook add-in for „To my Phone"
» Display as Exchange Voicemail and integration to Skype for Business Client

Local Users and Local Data
» Voice Messages on the Server with OfficeMaster Suite, E-Mail as notification
» Configuration data on the server running the OfficeMaster Suite

» If an SQL server is used, the inbox is also displayed in the web interface, including listening to and deleting the recorded voice messages
» Deleting a notification E-Mail does not delete the voice message

Notes
» Voice messages in the user mailbox
» Configuration data in the Domino Database
» Notes template for „To my Phone"

LDAP User and IMAP Server
» Automatic provisioning of LDAP users
» Voice messages in the mailbox storage of the E-Mail server
» Configuration data in LDAP-enabled directory

LDAP User and Local Data
» Automatic provisioning of LDAP users
» Voice messages in the local memory of the OfficeMaster Suite, E-Mail as notification
» Configuration data in LDAP-enabled directory
» Deleting a notification E-Mail does not delete the voice message