



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

# PARTNER<sup>®</sup> Messaging

## Overview

Avaya PARTNER<sup>®</sup> messaging solutions help businesses and their employees to work more effectively and be more responsive to their customers—while also keeping communications costs firmly under control. The Avaya PARTNER<sup>®</sup> Advanced Communications System offers two messaging options—PARTNER Voice Messaging (basic voice mail and attendant capabilities on a plug-in card) and the PARTNER Messaging solution: supporting voice mail, auto attendant, unified messaging and more.

## Capabilities

**Voicemail**—Callers are greeted by a personalized recording and can leave a detailed message in a personal voice mailbox. Messages can be retrieved anywhere, any time, from a touch-tone phone. The messaging system can be set up to automatically “find” you and let you know you have a new message.

**Automated attendant**—Greet callers, provides information via recorded messages and routes them to the appropriate extension. Automated attendants can be customized to handle calls in different ways at different times.

**Distribution**—Voice mail messages can be forwarded via e-mail, for fast, easy retrieval when employees are traveling or working virtual. Messages can be sent to multiple recipients using distribution lists.

**Unified messaging**—Access voicemail and e-mail in one mailbox and see all your messages together. Get your voicemail attached to e-mail and access it remotely on a PC without having to dial into the phone system. Save and forward voice messages just like e-mail. Hear e-mails read over the phone.

## Primary Benefits

**Customer Service**—Helps ensure that every caller gets through to a business and is handled efficiently and professionally. Offers ways to deliver a personal touch even when you can't answer every call.

**24-hour Support**—Be responsive to callers 24 hours a day, 7 days a week. Allow callers to reach employees using name and/or extension.

**Efficiency and Productivity**—Handle calls quickly during peak calling periods. Streamline call routing. Screen calls—users can see who is calling without interrupting important tasks. Make it easy for callers to access routine information via the auto attendant, freeing employees to speak with callers needing individual attention.

## Avaya Advantage

Take advantage of two great messaging options. Start with powerful, business-grade PARTNER Voice Mail and move up to PARTNER Messaging as needs dictate.

## PARTNER Messaging Requirements and Features

	PARTNER Voice Messaging (PVM)	PARTNER Messaging
<b>Format</b>	PCMCIA Card	Messaging Module
<b>System Requirements</b>	PARTNER ACS R1.1 or later	PARTNER ACS R1.0 or later
<b>User Requirements</b>	Any telephone	Any telephone*
<b>Current Release</b>	PARTNER Voice Messaging R3	PARTNER Messaging* R7
<b>Capacities</b>		
• Mailboxes	4/12	Up to 200
• Max No. of Concurrent Calls	2	2, 4 or 6
• Recording time	40/120 minutes	100 hours
<b>GUI PC Administration</b>	—	√
<b>Limit message length</b>	—	√
<b>Guest mailboxes</b>	√	√
<b>Language modes</b>	English	English, Spanish, French
<b>System reports</b>	—	√ (requires a PC)
<b>Voice Mail Features</b>		
Auto Copy of Messages	—	√
Address by name (directory)	—	√
Broadcast Messages	—	√
Cascaded outcalling	—	√
Group lists	—	√ (personal & public)
Personal greetings	1	6
Voice Mail to E-Mail forwarding	—	√
<b>Call Answer Service Features</b>		
Message Forward	—	√
Personal operator	—	√
Record-a-call	—	√ (4 or 6 port only; 2 simultaneous recordings)
<b>Automated Attendant Features</b>		
Announcement Greetings	1.25 min	4 minutes
Centrex transfer	—	√
Fax detection/routing	√**	√**
Holiday/time-of-day messages	—	√
Multi-level structure (submenus)	—	99
Number of attendants	1	4

\*Unified messaging requires client e-mail application

\*\*Requires PARTNER ACS R3 or higher