

SIPbox Voicemail System



Rev up your office work and telephone hotline

Unanswered calls and lost messages mean missed opportunities and unsatisfied clients to any well-run company or organisation. This is especially true of entities operating order hotlines or a phone-based customer service. If your company or organisation places emphasis on offering high-quality service to its clients and partners and being able to retrieve and manage voicemail messages in a safe and easy manner from wherever you are is a priority for you, then SIPbox Voicemail System may be the answer to all your needs.

SIPbox voicemail system is a server-based message management system developed to enhance the functionality of IP communication (IP PBX) systems using the Aastra MX-ONE™ or other PBXs with SIP protocols. It is a hardware-independent application running under Microsoft Windows XP or Windows Server, compatible with virtual servers, offering 2 to 64 channels and capable of managing several thousand voicemail boxes, depending on the server specification.

The SIPbox System supports multiple languages – the standard version offers a choice of English and Hungarian to each individual user.

The Group Voicemail feature enables members of a pre-defined group to instantly receive a copy of the incoming message on their desktop, DECT handset, or via e-mail. If any member of the group deletes or saves the message, the message notification (MWL) is cancelled on each group member's phone set.

SIPbox is a browser-based web client application enabling users to listen to their voice mail through the local area network or the Internet and to manage their messages freely (save or delete them, listen to or delete saved messages).

SIPbox logs all system messages and also the related events. The event log shows when a message was recorded, what phone number it was received from and which mailbox it was sent to. Additionally, the message log stores data on which message was retrieved, saved or deleted by which user and when. SIPbox Reporting is the log management interface. It allows users to filter the log by various parameters and to search among deleted or active messages. It also shows various statistics, such as the number of unmanaged, saved, or deleted messages. Outdated, obsolete data can also be archived. Access to the log management interface is subject to authorisation levels set by the system administrator.





Depending on the settings made by the system administrator, voice mail retrieval can be compulsorily protected by a password. If no such system administrator settings are in place, users may still decide to require a password to gain access to their voice mail.

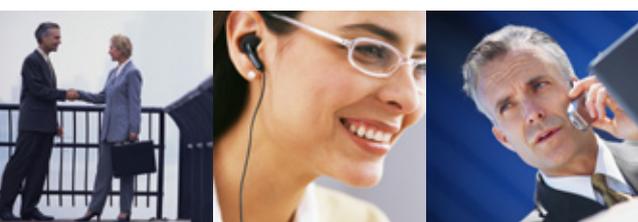
Automated Attendant – allows callers to be automatically transferred to an extension after a greeting. If the extension is busy, the caller does not dial an extension, or the caller dial a wrong extension number then the call will be transferred to a specified number (i.e. to the operator).

The clear, easy-to-use management interface ensures that voice mailbox owners and system users can be managed easily by the system administrator. The system logs message retrievals, saves and deletions and all message history data can be searched or reviewed through the report interface. The system administrator can set individual voicemail greetings to each individual or group voice mailbox using .wav files.

Specifications

Hardware requirements:	<p>Minimum:</p> <ul style="list-style-type: none"> • 2,4 GHz CPU • 1 GByte RAM • 10 MByte/voice mailbox storage capacity (20 minutes' worth of messages per voice mailbox) <p>Recommended:</p> <ul style="list-style-type: none"> • 3 GHz CPU • 2 GByte RAM • 100 MByte/voice mailbox storage capacity (200 minutes' worth of messages per voice mailbox)
Operating system:	Windows 2000/NT/2003/XP
Typical capacity:	<ul style="list-style-type: none"> • 2 to 64 simultaneous calls • 100 to 2000 individual or group voice mailboxes
Features:	<ul style="list-style-type: none"> • Compulsory or user-defined password protection • Message retrieval from extensions via outside calls or a web interface • Message saving or deleting via handsets or a web interface • New message indication on desktop phones*, DECT handsets* or in e-mail • Group voicemail • Auto Attendant – one-level, transfer to extension, group or to operator • Multi-language support (standard version supports English and Hungarian), users can select the language individually • Individual or centrally managed greetings (in .wav format) • Message logging (caller, date and time, voice mailbox No., time of retrievals, saves, and deletion, all complete with user ID) • Adjustable message expiry
System administration:	<ul style="list-style-type: none"> • Through local or modem/VPN access • Simple and easy-to-use management interface • Call log and call search feature • Saved messages are automatically deleted after a pre-set time

* Feature currently available for Aastra (former ERICSSON) MX-ONE™ Telephony Server only. Other telephony systems need to be adapted.



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