> THIS IS **THE WAY**

ENTERPRISES MAKE THEIR WORKFORCE
MORE PRODUCTIVE

> THIS IS **N⊘RTEL**™

Product Brief

Nortel CallPilot Unified Messaging

Giving users quick access to messages from the device of their choice

Features and benefits

> Provides access to voicemail, e-mail and faxes from any touchtone phone or desktop PC

> Improves user productivity and organization through a single messaging access point

> Enables the mobile worker to remain engaged with E-mail-by-Phone, Speech Activated Messaging (SAM) and access to voice and fax messages from mobile e-mail enabled devices such as PDAs

> Reduces or eliminates training by providing a simple, streamlined user interface

> Does not impact e-mail servers or generate high volumes of LAN or WAN traffic

> Can be used with a variety of client environments, including Microsoft Outlook, Lotus Notes, Novell GroupWise, Macintosh, Linux and Citrix

> Supports multiple systems, including Meridian 1*, Communication Server 1000, Meridian* SL-100 and DMS-100

Maximizing the effectiveness of your workforce is a constant challenge. In the enterprise business environment, it is crucial to recognize new technologies that can help you accelerate business success. With CallPilot* Unified Messaging, Nortel delivers a solid platform that will provide improvements in user productivity and allow your business to operate more efficiently. CallPilot combines voicemail, fax and e-mail into a single location that can be accessed from anywhere, whether over the Internet or by telephone. How many hours does your workforce spend running to and from a shared fax machine? How often are your employees unable to check e-mail or faxes while traveling or working off-site? CallPilot will give you the ability to bring disparate messaging together and take back the countless hours that are lost during a typical business day.

CallPilot provides powerful mobility solutions that are designed to enhance the efficiency of your employees. Imagine the convenience of being able to check your e-mail from any touchtone phone — including your cell phone! Or being able to access voicemail, e-mail and even incoming faxes from any Web-enabled multimedia PC. With CallPilot's advanced text-to-speech capabilities, you can make these time-saving features become a reality. The net effect? A significant increase in the ability to compete in global markets, improve user productivity and reduce business costs.

One key differentiator that sets CallPilot apart from other unified messaging products is that CallPilot has absolutely no impact on the e-mail server. Many unified messaging systems require extensive integration with the e-mail server, which can end up impacting e-mail capacity, not to mention the administrative nightmare of implementation and ongoing maintenance. With CallPilot, voice and fax messages are stored on the CallPilot Unified Messaging server so that there is no impact to the e-mail server. Additionally, CallPilot will not flood the network with traffic since only the message header information is put onto the LAN. Messages are made available for playback on an as-needed basis, through the PC using a simple-to-operate GUI player, ensuring that network performance is not degraded. And to ensure that the office environment is not disrupted, the network administrator can set parameters that prevent voice messages from being played back on PC speakers.

CallPilot Unified Messaging

CallPilot provides you with three powerful ways to maximize the effectiveness of your global workforce:
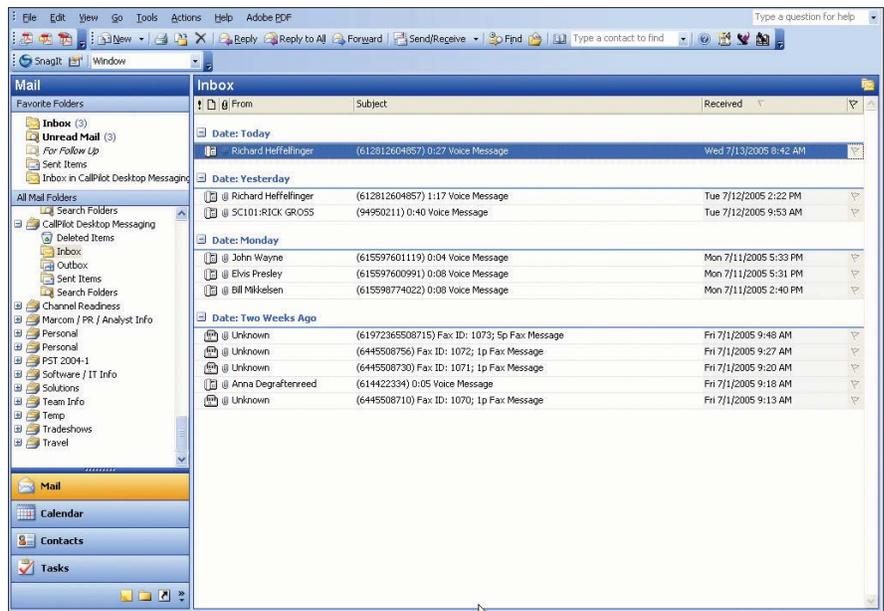
1) Access to voicemail, e-mail and fax via the phone

Figure 1. Unified messaging boosts productivity by eliminating the hassle of multiple e-mail and voicemail accounts. All messages, including incoming faxes, are clearly displayed in a single window on the desktop PC.

‡ *Figure 1 represents an integrated view of CallPilot Unified Messaging.*

2) Access to voicemail, e-mail and fax messages from any Web browser-enabled PC
3) Access to voice and fax messages from within the e-mail client

These advanced capabilities will help your employees work more efficiently, both as individuals and as members of workgroups, and are designed to help your business provide best-in-class service and support to your customers and business partners.

Access by phone

With CallPilot, retrieving voice and e-mail messages from any touchtone phone is as easy as speaking the word "Play." Users can review their e-mail by phone using the powerful CallPilot Text-to-Speech (TTS) feature, which is capable of reading e-mail aloud in eight different languages and automatically detect the language!

Just pick up any touchtone phone, including a cell phone, and you'll be able to listen to your e-mail, or print it out on any fax machine. And of course, users can easily scan, play back, save or forward their regular voicemail messages. This cutting-edge technology gives your employees a key advantage over the competition, and can make the difference between missed opportunities and creating successful business relationships.

System compatibility

CallPilot 4.0

- Meridian 1 Option 11C
- Meridian 1 Option 51C
- Meridian 1 Option 61C
- Meridian 1 Option 81C
- Communication Server 1000
- Meridian SL-100†
- CPE Centrex – DMS-100†

† *Does not include Symposium* Services Integration or Network Message Service (NMS).*

Empowering users to retrieve e-mail by phone can also deliver very real gains in productivity. Ideal for employees working in the field, CallPilot eliminates the need to have a computer available to check e-mail. Faxes can also be directed to another user or to other fax machines by using either spoken commands or the telephone dial pad.

Access from a Web browser

The My CallPilot Web interface provides users with access to their voice, fax and e-mail messages from any Web browser, at any location. But users will have access to much, much more with My CallPilot. Users can also manage their personal mailbox from My CallPilot and access user guides and other useful information. My CallPilot makes it easy for users to manage personal distribution lists, notification options, greetings, passwords and more — all from an intuitive Web user interface. And, for Macintosh and Linux users, a My CallPilot Web client is also available.

Access from the E-mail Client

CallPilot gives employees unified access to their messages, including voice, fax and e-mail messages from within the user's familiar e-mail client. Instead of simply seeing an envelope icon onscreen that represents e-mail, users will also see telephone and fax machine icons that represent voicemail and incoming faxes. And, voice and fax messages can be accessed from mobile e-mail devices such as PDAs. Additionally, customers using Citrix Metaframe in a Windows terminal server environment can also provide CallPilot Unified Messaging capabilities to their users.

> **Voice messages** can be retrieved and composed with the click of a mouse. Voice messages can be played and recorded using PC speakers and a microphone, a headset or the user's desktop phone, and then sent to other voicemail users or as an attachment via e-mail.

> **Faxes** can be received directly into the user's CallPilot mailbox. Faxes can be printed locally on a desktop or network printer, printed on another fax machine, or forwarded to another user. In addition, an e-mail or voicemail can be sent in response to a fax that was received. New faxes can also be created and sent, using a custom cover page, to one or multiple recipients.

• **E-mail** can be accessed and replied to quickly and easily, whether the user is in their office at the corporate site or halfway around the world. Supported e-mail client environments include Microsoft Outlook, Lotus Notes and Novell GroupWise.

CallPilot Unified Messaging further improves user productivity by providing a number of features that will simplify day-to-day communications. Some of these include:

> **Contact Sender** allows users to initiate a telephone call to the sender of a voice, fax or e-mail message with the click of their mouse. No directory look-up or dialing — CallPilot will do it for you and save you time.

> **Click-to-Call** with CallPilot gives users the ability to initiate a telephone call from any directory entry. Again, no directory look-up or dialing. Just point and click and let CallPilot do the rest.

> **Instant Messaging** with CallPilot will bridge the gap between the messaging world and the world of real-time communications. With this feature, users can respond to messages using their familiar instant messaging client with the click of their mouse. And, CallPilot provides the senders presence status within the CallPilot message using color coded icons.
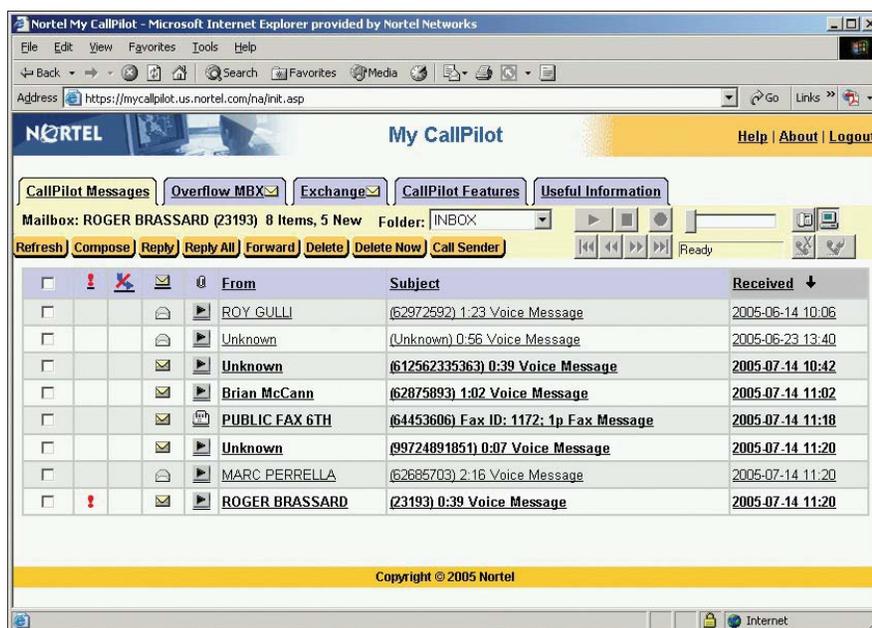

Figure 2. The My CallPilot Web messaging interface provides access to voicemail, e-mail and fax messages from any location.

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> CallPilot will give you the ability to bring disparate messaging together and take back the countless hours that are lost during a typical business day.

Nortel Contact Center integration[††]

Companies that have implemented a Nortel Symposium contact center can also take advantage of powerful new voice services offered by the synergy delivered by the integration of CallPilot and Symposium.

> Callers waiting to speak with an agent can be presented with music-on-hold or expected wait times by a service on CallPilot without losing their place in queue.

> Broadcast announcements can be played informing callers of special promotions, with up to 50 callers supported by a single CallPilot port.

> Saves money by eliminating the need for Meridian Mail* in contact centers, and facilitates a quick migration from Meridian Mail by importing existing scripts.

> Open voice sessions prompt callers for information, play back account information and supply expected wait times.

> Callers in queue can choose to leave a voice message, which is routed to the appropriate agent. Fax messages received through CallPilot can also be sent to Symposium for routing to an agent.

CallPilot in the network

CallPilot provides several key network functions, including:

> Compatibility with Meridian Mail location-specific and network-wide broadcasts.

> Enables a single CallPilot server to meet the needs of enterprise networks spanning multiple time zones, resulting in reduced equipment costs and simplified system management.

> Supports "Names Across the Network" name dialing, name addressing and spoken name verification via IP-based VPIM networking. This advanced technology improves network transparency to users, and reduces the potential for misdelivered messages.

> CallPilot directory synchronization with Microsoft Active Directory via LDAP makes it easy to manage subscriber information across the network.

Security

CallPilot also provides several key security features, including strong authentication options as well as message encryption options. CRAM-MD5 Challenge-Response verifies that users and servers are who they claim to be, decreasing the likelihood of a hacker being able to "spoof" a user or messaging server. In addition, Secure Sockets Layer (SSL) encryption provides an even greater level of security for your CallPilot Unified Messaging system.

Deployment and management simplicity

Deploying CallPilot Unified Messaging to users is quick and easy. Administrators can quickly deploy the CallPilot desktop messaging e-mail plug-in using automated corporate software delivery systems such as Microsoft SMS and IBM Tivoli. And, with My CallPilot Web messaging, there is no user software to install, making it even easier to deploy unified messaging. Since CallPilot does not interfere or impact the e-mail server, no additional adjustments to the existing e-mail environment are required, which will please the IS department and remove obstacles for the deployment of unified messaging within your organization.

CallPilot Manager provides Web-based administration, reporting and configuration capabilities from any location. By enabling the network to be managed either from the central site or from a

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[††] *Available for Meridian 1 and Communication Server 1000 systems only.*

Figure 3. A powerful blend of hardware and software, CallPilot unites a wide range of communications technologies into a single business tool designed to maximize personal productivity.
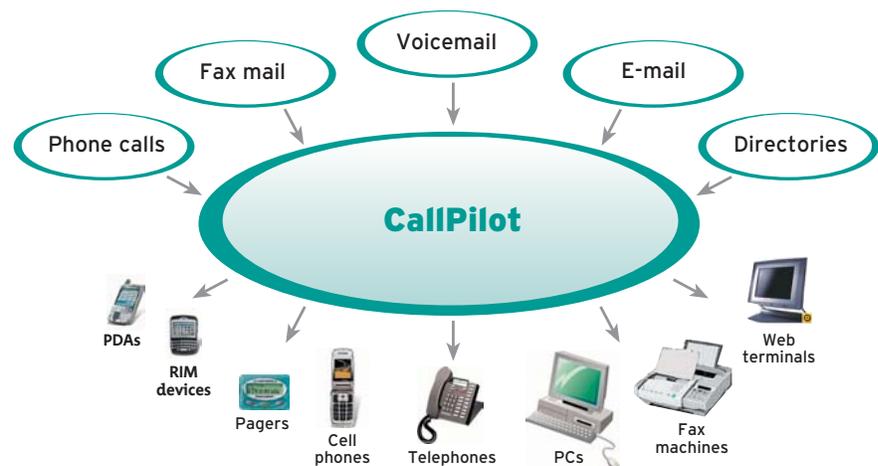
remote location, this innovative Web-based solution increases the effectiveness of key administrative personnel, reducing the total cost of network ownership. The CallPilot Manager application can be accessed from any browser-enabled PC, eliminating the need to install client software on the remote workstations. Four major management capabilities are provided through the browser-based interface:

> Routine system management and configuration including the ability to centrally control the user's desktop environment with class of service settings.

> Report generation on operation and performance of the CallPilot system.

> Wizard-based setup or update for CallPilot system configurations, typically after an initial install or upgrade of the server.

> CallPilot documentation.

A winning choice

Staying connected to customers and business affiliates, while increasing productivity and reducing operating expenses, is key in today's fast-paced business environment. CallPilot can give your business the advantage it needs to become successful in a world where customers require an immediate response. Whether it's boosting employee productivity for office workers or enabling better productivity for an organization with mobile workers, CallPilot Unified Messaging has delivered on its promise of messaging anywhere, anytime, without limits.

Figure 4. CallPilot Manager provides a Web-based management interface that can be accessed from any location.

Hardware platforms

Platforms	Description	Voice/ desktop users	Voice-only users	Storage hours	Voice channels
201i	Single IPE card that can be used with Meridian 1 or Communication Server 1000 systems	2,200	2,200	350	40
703t	PC server tower system	12,000	7,000	1,200	96
1002rp	PC server rack-mount system	20,000	15,000	2,400	192

Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at **www.nortel.com**.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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