AVAYA

The Power of We™

Avaya Aura® Messaging

The next generation of messaging to improve communications and enhance productivity while complementing your current infrastructure

Like most communications technologies, messaging systems are evolving from proprietary, isolated systems to more open, efficient, and intelligent IP based communications solutions. Avaya Aura® Messaging is Avaya's next generation solution for unified messaging that combines new and existing technology and expertise with industry standards to flexibly integrate within the Avaya Aura® architecture in Linux based server environments. It offers a rich set of end-user features to enhance productivity and the required flexibility, resilience, and scale to fit into demanding enterprise environments. The result is a cost effective and flexible approach to maximize your current and future messaging system investments, while bringing new application value and functionality to your organization.

Solution Overview

Avaya Aura Messaging is Avaya's next generation messaging solution. Through its intuitive, easy-to-use interface, employees manage email, voicemail, and fax messages on their device of choice including tablets, smartphones, and laptops.

Key Benefits

Avaya Aura Messaging:

- Provides fast, easy, and anytime access across the network
- Allows important calls to get to the right person, at the right time
- Alerts employees to critical new messages
- Enables better customer service with tools that enable faster and better decision making
- Gives flexible deployment options for message storage as well as ability to centralize or distribute per business need
- Reduces cost while maintaining existing dial plans through consolidation of multiple systems
- Helps ensure system is always up and available with multiple levels of resiliency

End User Features

Smoothing transition and training, Avaya Aura Messaging includes familiar Octel®

Aria and INTUITY™ AUDIX® features and telephone user interface that users rely on and provides transparent data/mailbox migration for INTUITY customers. Avaya Aura Messaging also offers new sophisticated capabilities and an enhanced user interface for increased flexibility in managing their messages.

Key Features include:

- **Unified Messaging:** gives you integration of voice messages where users can view all messages at once and who sent them. Listen to or read your messages from email, deskphone or mobile phone.
- **Speech Auto Attendant:** lets callers say a name instead of entering an extension on the keypad
- **Voice recognition:** allows you to say names to address voicemail messages
- **Reach Me:** provides call forwarding to up to three numbers with user controlled settings
- **Avaya one-X® Speech:** integrates with solution to allow you to easily manage your voice messages, email, and calendar with verbal directions
- **Notify Me:** text message and email notification as well as outcalling
- **Internet Message Access Protocol (IMAP):** gives users easy access to messages from most email clients

- **Self administration:** enables users to easily manage their options through a web portal

- **Speech to Text:** Converts voicemail to text with delivery to your email inbox, smartphone, and other choices – for faster at a glance access to messages (delivered through third party)

- **Client-less Outlook toolbar:** Eliminates PC software installation, distribution and management

- **Telephone User Interface (TUI):** Per user choice of Aria and AUDIX-like TUI to minimize user retraining

- **Basic or mainstream licensing:** Provides cost effective per user deployment of basic versus enhanced capabilities

System Features

Flexible

The flexible architecture of Avaya Aura® Messaging is designed to fit a wide range of customer environments: from centralized to decentralized and from unified (integrated with an existing email system) to standalone (Avaya Message Store). The solution also has the ability to adapt over time as enterprise environments evolve in response to growth, centralization or increasing high availability/disaster recovery demands.

Scalable

Avaya Aura® Messaging is a scalable solution ranging from an easy-to-deploy single server system (with application and storage roles combined on a single virtual machine) to a fully scalable front-end/back-end configuration with dedicated servers for the application and storage roles.

Resilient

The Avaya Aura Messaging architecture provides a variety of high availability/ disaster recovery options – ranging from an N+1 configuration for application servers, to locally survivable application servers that can stay fully operational with locally cached messages and greetings, to geographically redundant options for application servers.

Message Store

Avaya Aura Messaging supports simultaneous use of an Avaya message store, Microsoft Exchange and VMware Zimbra message stores. Assignment of message store type can be done on a per user basis.

Telephony Integration

Avaya Aura Messaging supports SIP for telephony integration and is certified with Avaya Aura® Communication Manager, Avaya Aura® Session Manager, Avaya Communication Server 1000, and Avaya SIP Enablement Services (SES) as well as other PBXs through gateways.

Server Models

Two server models are available:

- **A standard Messaging server** can serve as a single server (combining application and storage role), an application only server, or a storage only server.

- **A "high storage capacity" Messaging server** can serve as a storage server able to support a larger number of mailboxes.

Avaya Aura Messaging uses standard Linux-based servers.

Migration and Upgrade Paths

Avaya Aura Messaging allows a smooth migration from Octel Aria and INTUITY AUDIX systems with migration incentives and preservation of key user data from existing systems for INTUITY customers.

Localized Versions

Avaya Aura Messaging supports multiple languages for availability in key markets world wide.

Learn More

To Learn more about the next generation of messaging, Avaya Aura Messaging please contact your Avaya Account Manager or Avaya Authorized Partner or visit us at **avaya.com**.

Avaya Aura® Messaging Technical Specifications

Dell R610 and HP DL360 G7, 1U - Available in two configurations

Standard Messaging Server Specifications: Can serve as a single server (combining application and storage roles), an application only server, or a storage only server.	• 1 Intel Xeon E5620 Quad-core 2.4 Ghz processor • 12 GB system memory • 438 GB Total Hard Drive Space, 10K RPM • 100 ports	• RAID 5 • In Application Only role: cluster up to 3 servers + 1 redundant
High Storage Capacity Messaging Server Specifications	• 1 Intel Xeon E5520 Quad-core 2.26 Ghz processor • 12 GB system memory • 584 GB Total Hard Drive Space, 15K RPM	• RAID 5 • Dual Power Supply

HP DL360 G7, 1U

Avaya one-X® Speech Server Specifications	• 1 Intel Xeon E5620 Quad-core 2.4 Ghz processor • 4 GB system memory • 292 GB Total Hard Drive Space, 10K RPM	• RAID 1 • Dual Power Supply • Microsoft Windows Server 2003 R2

Standard Features & Applications

Configuration Dependent	• **End User Features** » Enhanced Octel Aria and INTUITY AUDIX–like TUIs » Voice recognition for message addressing » IMAP access to voice messages » Clientless Outlook toolbar » Browser application for managing user settings » Reach Me and Notify Me features » Speech to Text (through third party) • **Basic Speech Auto Attendant** • **Caller Applications** • **Flexible** » Centralized Deployment » Distributed Deployment » Adapt (relocation of Servers as business needs change)	• **Scalable** » Single Server » Multi-Server (front-end / back-end) • **Resilient** » Geographical Redundancy option for application servers (clustered over WAN) » Geographically redundant N + 1 Configurations » Locally survivable application server • **Message Store** » Unified with Microsoft Exchange or VMware Zimbra (Integrated with an existing email system) » Stand-alone (Avaya Message Store) » Mix of multiple message stores » Per user selectable message store • **Telephony Integration** » SIP only » Avaya Aura® Communication Manager » Avaya Aura® Session Manager » Avaya Communication Server 1000 » Avaya SIP Enablement Services (SES) » Third party PBX with gateway

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.