



# MITEL NUPOINT UNIFIED MESSAGING

## ENHANCE BUSINESS RESPONSIVENESS WITH FLEXIBLE MESSAGE MANAGEMENT

When it comes to interacting with clients and colleagues, there can be a lot of places that employees need to access in order to retrieve messages.

Unified messaging (UM) helps simplify the message retrieval experience for employees by 'unifying' multiple message sources, such as voice mail, email, and fax messages into a single message location allowing them to easily access and manage their messages using their PC or phone. This not only helps employees become more efficient throughout their work day, but also provides them with the freedom to work from anywhere, yet remain connected with the business.

Mitel® NuPoint Unified Messaging is a cost-effective unified messaging solution that can help drive employee efficiency and productivity throughout your business by providing employees with a single, synchronized message store that can be accessed and managed using the device that suits them best. Furthermore its sophisticated speech auto-attendant and call routing capabilities, provides your business with the necessary tools it takes to deliver superior customer service in today's competitive business landscape.

## KEY BENEFITS

- **SIMPLIFIED MESSAGE RETRIEVAL**
- **EASY CALL FLOW MANAGEMENT**
- **FLEXIBLE DEPLOYMENT OPTIONS**
- **SYSTEM RELIABILITY**

### FLEXIBLE DEPLOYMENT OPTIONS

Mitel NuPoint Unified Messaging delivers a common set of user and business features within several different packages that were designed to address the varied sizing and reliability requirements of businesses. These include:

- **NuPOINT** is a full-featured unified messaging solution with a low total cost of ownership that is available in two versions, NuPoint 60, which scales up to 60 ports and 57,000 mailboxes and NuPoint 120, which scales up to 120 ports and 120,000 mailboxes.
- **VIRTUAL NuPOINT** is a qualified VMware vSphere virtual appliance that can support up to 120,000 mailboxes, 240 ports and delivers a highly available solution to meet the local and geo-diverse business continuity needs of today's corporations, including support for VMware Site Recovery Manager, and other vCenter Management Tools.

- **MICOLLAB - UNIFIED MESSAGING** is available as part of Mitel's complete unified communications and collaboration solution. Users of MiCollab Unified Messaging can easily access additional UCC functionality like collaboration, presence, visual voice mail and mobility through the MiCollab user portal or MiCollab (UC)Client

NuPoint was designed to fit seamlessly into your existing infrastructure. NuPoint 60, 120 and Virtual NuPoint can be deployed alongside Mitel communications solution or third-party PBXs, so that users on a mixed communications network can be consolidated onto a single messaging solution with a common user interface.

### SYSTEM RELIABILITY AND DATA REDUNDANCY

NuPoint is deployed on industry-standard servers. Redundant hardware combined with a trusted Linux(R) operating system mean a highly available, high performance system. Automatic backup/restore options provide recovery from catastrophic system failures.

## SIMPLIFIED MESSAGE RETRIVAL

Imagine consolidating multiple sources of messaging into a single inbox, on a single system.

With Mitel NuPoint Unified Messaging you can do just that.

Through NuPoint's unified messaging capabilities employees are able to access and manage all forms of messages, including voice mail, e-mail and fax, from their desk phone, mobile device, or PC. What this provides is the ability to access voice message from their e-mail client, such as Microsoft Outlook, Office 365, Exchange 2013, and others, or the web through NuPoint's Web Client. Or access their voice mails remotely using their mobile phone and then have the system Text-to-Speech function read their e-mail messages to them. Or even access their voice messages hands-free using spoken commands, allowing them to remain safely connected to the business while in their car.

With NuPoint Unified Messaging their is full synchronization between the NuPoint solution and the e-mail server, ensuring that actions taken on one system are reflected on the other - no matter how the action was performed by the employee.

For example: When an employee clicks on an e-mail containing a voice message, the voice message will be marked as "read" by NuPoint, turning off the Message Waiting Indication on the employees phone.

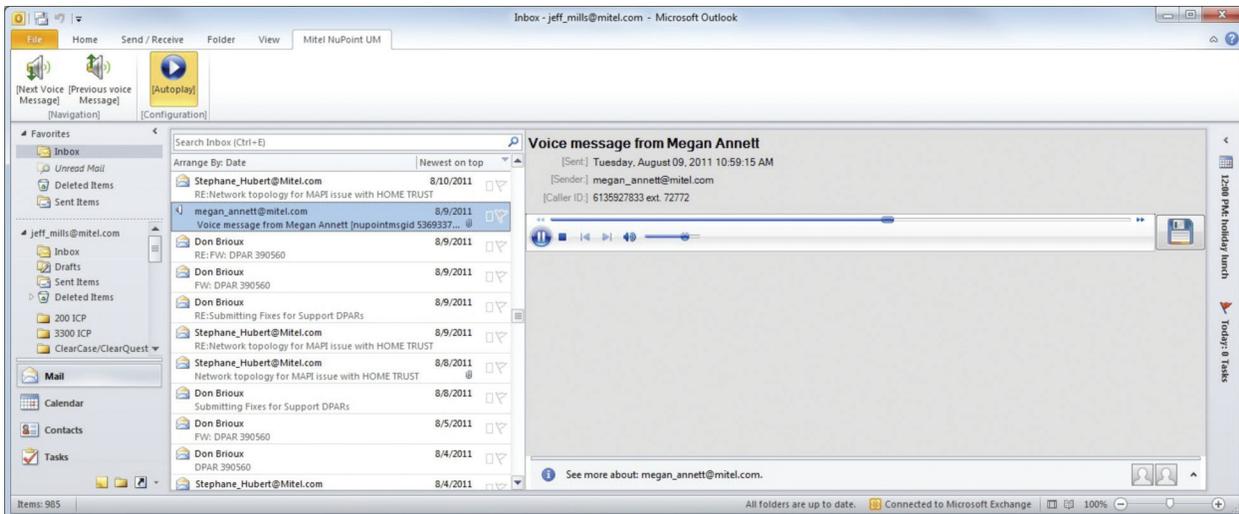
## EASY CALL FLOW MANAGEMENT

At some point in time we have all reached an automated attendant and been promoted to either enter the extension number or spell the last name of the person we need to reach. An easy task if you know how to spell the person's last name and are definitely not driving.

Now imagine providing your clients with the ability to utilize their voice. To just say a name and have the connection happen automatically.

NuPoint Unified Messaging provides your business with a speech driven Auto-Attendant, so that your callers can just say a name of an employee or department within the business and be automatically transferred to that number. Plus with its 'bargain-in' functions callers can say universal commands such as "cancel", "help", and "operator" at anytime, providing a better experience for your clients.

In fact, the Speech Auto-Attendant function is flexible enough to also be used internally by employees to easily connect with each other by simply speaking a name – whether they are in a conference room, in their car, or at their desk.



Outlook Plug-In gives users the power to manage voice and fax messages from their inbox.

## **FLEXIBLE MESSAGE MANAGEMENT ENHANCES USER PRODUCTIVITY AND AGILITY**

With Mitel NuPoint Messenger IP unified messaging solutions you can simplify your messaging system, enabling your employees to respond faster and enhance client satisfaction.

The following are some key features of the Mitel NuPoint Messenger IP:

### **KEY FEATURES**

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- **Message retrieval by phone or by email**
  - **Fax services**
  - **Bilingual service**
  - **Speech to text**
  - **Speech navigation**
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#### **MESSAGE RETRIEVAL BY PHONE OR BY EMAIL**

NuPoint Unified Messaging provides the ability for users to retrieve voice mails and faxes through the telephone or virtually any email inbox using SMTP. In addition NP offers full synchronization of messages with Exchange, Office 365 and Google mail.

#### **OUTLOOK CLIENT PLUG-IN**

NuPoint users on Microsoft Outlook® can install an additional program on their Outlook client. The Outlook Client Plug-In enhances the Outlook toolbar with an additional ribbon to manage voice messages.

#### **FAX SERVICES**

NuPoint proactively provides fax senders with transmission status information – to their email inbox! For unsuccessful transmissions, notification can be provided to the sender's voice mailbox or email.

#### **BILINGUAL SERVICE**

For companies operating in a bilingual environment, the ability to provide service to callers in the language of their choice creates a positive, experience. When set up for bilingual service, NuPoint offers callers a choice of language. Once a selection is made, remaining prompts are played in the selected language.

#### **TEXT TO SPEECH**

There are times when it's easier or more appropriate to have your e-mails read back to you instead of reading them, such as driving in your car.

NuPoint Unified Messaging enables enhanced unified messaging users to listen to their e-mail messages from their voice mailbox. The text of the e-mail message is converted to speech and played back over the phone to the user with e-mails being marked as read (played) in the user's e-mail in-box.

#### **SPEECH NAVIGATION**

Using speech navigation, users can listen to and manage their voice message by speaking simple English commands. NuPoint users can safely and legally listen to their voice message while driving since many jurisdictions require that use of mobile devices be hands free. Users migrating from a different voice mail system can easily and quickly manage their voice message by speaking to the system. Re-training to remember numeric key presses is virtually eliminated since users can simply say "Play" or "Delete".

**ABOUT MITEL**

Our globally connected world has forced businesses to rethink how they communicate. Mobile lifestyles, a flood of technology, economic pressures and an “always on” mentality have created both opportunity and challenges for organizations of all sizes.

Mitel (Nasdaq: MITL) simplifies complex communications and keeps businesses in step with the pace of change. Our innovations make it easier to connect and collaborate, while reducing costs and implementation headaches. We partner with market leaders like VMware® and Research in Motion® (RIM®) to make our solutions integrate seamlessly with theirs – increasing value to customers.

Mitel’s Freedom Architecture is transforming the industry, providing the flexibility and simplicity required for today’s dynamic work environment. Through a single cloud-ready software stream, Mitel delivers a powerful suite of advanced communications and collaboration capabilities that provides freedom from walled garden architectures, enables organizations to implement best-of-breed solutions, extends the “in-office” experience anywhere and on any device, and offers a choice of commercial options to fit business needs.

MITEL | SIMPLY COMMUNICATING®

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