

Simplify, Unify and Communicate



Advance Virtual PBX

TalkISP

UniMessaging PBX

UniMessaging moves communication beyond the enterprise and puts it into the hands of your employees no matter where they are.

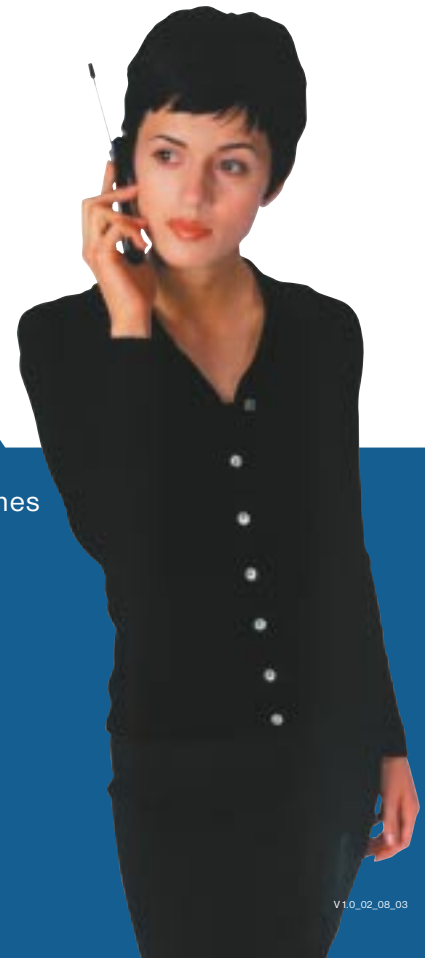
*UniMessaging is a whole new class of Enterprise voice solutions that gives you the power to **simplify, unify and communicate.***

What if you could manage every aspect of your communication so that important callers reach you the first time, every time.

UniMessaging keeps you in total contact wherever you are—home, office, or traveling. The virtual corporate structure allows your company to link even the most inaccessible mobile employees. Customers are surprised by the convenience of calling one number to contact anyone in the organization. Employees enjoy the ease of UniMessaging's call management system.

UniMessaging PBX means simplicity, more control, greater productivity, a better image for your business, peace of mind, and increase workplace efficiency.

UniMessaging is a simpler way to communicate, allowing desktop phones, IP phones, mobile phones, and even your PC to become direct PBX extensions to your business.



Call Routing

- Enterprise DID
- Individual DID/DOD
- Intelligent Routing

Enhanced Services

- IP Centrex
- Virtual Call Center
- VoIP VPN
- Wireless PBX

PBX Capabilities

- Unified Voicemail
- Unified IVR
- Outbound SIP Dialing
- CLASS Services

ACD Capabilities

- Group Queuing
- Virtual Routing

Compatible with:

- Standard Telephones
- Mobile Phones
- SIP Phones
- SIP Desktop Applications

UniMessaging

Simplify

UniMessaging is the PBX/ACD network appliance that's smart enough to work with today's extended enterprise while keeping legacy PBXs in place.

UniMessaging is an "enterprise-wide private exchange" that operates within the telephone network itself, allowing calls to be redirected to the best destination before the call is completed. Instead of ending up in voice mail or waiting in an overloaded call center, inbound calls can be connected to a live person, wherever they are.

Unify

Smart routing coupled with SIP-based telephony allows remote workers, traveling employees, distributed call centers, external partners, and all parts of your extended enterprise to work anywhere, yet are easy to reach with one stop dialing plans. No more telephone tag because it automatically routes to the right person, even if they're in the next city or even the next continent from the actual dialed phone number. CPE-based PBXs or IP PBXs can't touch these capabilities.

Communicate

Whether its enterprise, call center, workgroup, or individual routing, UniMessaging provides real-time access to your knowledge workers from a single call. Its scalable architecture enables it to support thousands of extensions for large scale deployments.

The Power of SIP Services

UniMessaging works with NGN (Next Generation Networks) and the SIP protocol to use the media gateways in the telephone network itself, so you don't need to buy expensive local gateways, IP-PBXs or IADs. UniMessaging works with your existing PBX infrastructure or can be deployed as a stand-alone system replacing the traditional PBX with a switchless SIP phone system, offering tremendous equipment cost savings and greater flexibility.

UniMessaging offers even further advantages. Inbound calls can be redirected over IP networks, even out of the country to reach offshore call centers and workgroups, without expensive tariffs. Outbound calls can also take advantage of SIP, allowing IP to IP transport of voice calls over long distances. International voice calls are high quality, yet are as inexpensive as local calls.

For those who are using SIP phones, it's even possible to use UniMessaging as a VoIP virtual private network. This allows calls to never leave the packet network, eliminating all PSTN routing and charges for internal calls.

Never before has extending your enterprise been so easy and so affordable. Thanks to SIP.



The UniMessaging Advantage

- Smart routing before calls are completed
- No new premise equipment required
- Flexible enterprise applications
- Compatible with SIP IP networks
- Reduced cost Voice-over-IP
- Works with any type of phone terminal
- Automated software upgrades
- Web-based Administration

Features

The UniMessaging appliance can be located anywhere; all it requires is a broadband network connection to support your entire enterprise from one location.

Never before has the leading edge of enterprise telephony been so safe and simple. Some of the major features of UniMessaging include:

Enterprise PBX

Not just a PBX, but a network-based PBX that can route calls to the right office anywhere in the enterprise whether it's the home office, satellite offices, employees on the road, or even external partners.

PBX features includes voice mail, call hold, call transfer, 3-way conferencing, DND, and more. It goes beyond ordinary PBX capabilities with simultaneous call blasting to multiple devices, SIP phone termination, and SIP-to-SIP dialing.

Enterprise ACD

The ACD queuing engine is robust enough for call center applications yet useful for any enterprise workgroup with queuing and skills-based routing. But it's not a typical and expensive premise-base ACD! It can hold calls internally until they are ready to be released and then route the call to the best destination, whether that's an offshore call center, a workgroup desktop, a home-office worker, or anywhere you need them routed.

Any Phone Termination

It doesn't matter what type of telephone devices are used as extensions to the UniMessaging PBX. Whether it's plain old telephones, mobile phones, IP phones, or even SIP applications, UniMessaging is fully configurable. UniMessaging can route to desktop digital handsets without local PBX intervention, so calls are always completed the first time, every time.

Easy Administration

Web-based administration allows your business to manage UniMessaging regardless of where the appliance is actually located. The web interface has a three tier structure to allow senior administrator, workgroup supervisor, and individuals to access their particular service functions. Workgroup and individual users can configure and modify their call feature sets with ease.

Want to route calls to your cell phone instead of your desktop? Want to ring all of your preferred telephone devices at once so you never miss a call? Want your voice mail to be sent to your email inbox? Not a problem with UniMessaging.



UniMessaging PBX Capabilities

- Enterprise/Workgroup/Individual DID
- Individual DOD
- Flexible routing and queuing
- Find Me Call Blaster
- Unified voice mail
- Unified IVR
- VoIP virtual private network
- Any phone termination
- Compatible with SIP softphones
- Individual and Group feature set
- Web administration

Applications

UniMessaging can be used in a variety of ways to increase agility and reduce costs. Here are a few examples of how to deploy UniMessaging:

IP Centrex

IP Centrex means that your remote employees can work anywhere yet appear to be located right on your premises. With UniMessaging there's no need for special hardware at your remote locations, just low cost SIP phones or a SIP desktop application. Remote employees and partners can receive inbound calls, make outbound calls, and perform all standard phone functions such as voice mail, call hold, call transfer, multi-way conferencing, and more. UniMessaging's IP Centrex capabilities even allows VoIP calling between SIP extensions.

Virtual Call Center

Call centers have been using ACDs for decades to hold and route calls to centralized call center representatives. But today, the call center has gone global, with representatives working in smaller offices and different locations. With UniMessaging, it's possible to merge these call centers together into a virtual call center with single number dialing to the best available representative, even offshore.

UniMessaging can replace expensive call center PBX/ACDs with a single UniMessaging appliance and SIP phones. This completely switchless local premise solution routes anywhere in the world with low cost VoIP transport and saves up to 90% on new equipment costs.

Wireless PBX

Today's upstart and satellite offices don't need to buy PBXs and desktop phones anymore. UniMessaging allows them to use mobile phones as PBX extensions, making it possible to receive inbound calls whether they are in the office or on the go. They won't miss a single call. Callers won't know they're calling mobile phones, since they dial a primary PBX number and use IVR functions to complete the call. Voice mail can be retrieved from any phone or email allowing wireless PBX users to be completely unplugged.

Enterprise VoIP VPN

UniMessaging allows global enterprises to communicate internally over a VoIP virtual private network. Employees can stay in constant touch with each other over the telephone regardless of where they are. Using SIP phones, one simply dials the other party's SIP phone as an extension. The call is completed without needing to route over a telephone network. Calls remain directly on the packet network, keeping costs down to virtually nothing.

UniMessaging Features

Call Feature Set

- DID and DOD
- User defined call routing
- Three way conferencing
- Voice mail integration
- Call Queuing
- Company Directory
- Call logs (missed, incoming, outgoing)
- Flexible dialing plans
- Authorized calling codes
- Call forwarding
- Call hold
- Call transfer
- Call waiting
- Do not disturb
- Mute/volume control
- Hunt groups
- Wide-Area Dialing Plans

End User Administration

- Help pages
- On-line user help guide
- Password help
- Secure log-in
- Phone personalization

Administrator

- Browser-based resource management
- Application setup, configuration and management
- Subscriber setup and management
- Help pages
- On-line user help guide
- Password help
- Secure log-in
- Phone personalization
- Company contacts

Options for high availability

TalkISP



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