

# ALLIANCE UniVersus™

End-to-end Unified Messaging System



UniVersus offers the following services. An organization may purchase the complete suite or choose to license selective modules based on its business needs.

## UniVersus VOICE

**Voice E-mail:-** Users can use their phones to send voice emails to any email account holder in the world listed in the address book

**Voice Phone:-** Users can record messages and opt to leave them for certain phone numbers. The system dials out at defined time /date and delivers the voice message

**Virtual Voice Inbox:-** allows users to receive Voice Mails in their email accounts. UniVersus works with SMTP or IMAP/POP3 compliant email systems

**Virtual Attendant:-** works on a FIND ME Follow me principle and allows users to set their preferences on how they wish a call to be handled - Screened mode, Do not disturb mode, forwarded etc

## UniVersus FAX

**Fax E-mail:-** User can send the fax straight to the email account for maintaining message contents confidential

**Virtual Fax Inbox:-** Organization can enable the users to receive faxes straight into their email accounts / desktops

**Fax to Fax:-** Users can register for Fax-to-Fax service, which works as a store, and forward service, wherein third party service providers can help deliver faxes to global fax number

**Desktop Faxing:-** Users can originate faxes from any email client / desktop application for delivery to fax machines.

**Fax Forwarding through Phone:-** Users can forward and broadcast fax messages (using a phone) to their contacts / nearest fax machine /network printer for physical receipt of messages.

## UniVersus - Automatic Speech Recognition Navigation

**Automatic Speech Recognition:-** Navigation is a user-friendly way to navigate information by using natural language commands rather than keying in DTMF input

## UniVersus - Message Reader

### UniVersus Message Reader (Text to Speech):-

Users can access emails over the phone, using Text to Speech technology. Users may navigate the mailbox using touch tones or pre-filters, listen to header information and reply to the sender or others in their personal address book.

## UniVersus - Call Recording

**UniVersus Call Recording:-**The user can record a conversation on pressing a hot key while speaking over their phone.

## UniVersus Notification

**Notification outbound Call:-** is a Power dialer to support notification through outbound call to users on designated PSTN/mobile numbers with preference settings

**Notification desktop:-** A visual /graphic representation with audio support to indicate message arrival on machine IP

## UniVersus Short Messaging Service

**SMS Server Push:-** The organization sends bulk messages to users / non-users as a campaign or with a purpose of information through SMSC connectivity or GSM modem using UniVersus

**SMS Server Pull:-** A comprehensive platform for users to access corporate data easily through unique codes and perform transactions

**Desktop SMS:-** Users can send SMS from their desktops with options for delay delivery, standard messages (templates), delivery receipts etc.

**SMS Notification:-** Tightly integrated SMS module enables users to receive SMS notifications through SMSC connectivity (SMPP / CIMD), GSM modem to keep them updated on new message arrival

## ABOUT ALLIANCE

Since 1997, Alliance Infotech delivers the critical building blocks technical services and solutions serving the converging Internet and telecommunications market segments. You will find our products in voice, fax, data, speech recognition and syntheses, call centers management and Internet protocol (IP) telephony application.

Alliance business consulting, Alliance premium support and Alliance customization services are bundled with our products for optimum utilization of your information technology resources.

**Alliance Arcane** is a voice logging product serves the need of Homeland security, Utility Companies, Air Traffic Control Rooms, Transportation and Railways.

**Alliance TelRecall** is an advanced tool for quality heads of call centers. It captures the voice and data between the agent and the caller.

**Alliance VoiceXchange** with a configurable call flow provides Interactive Response capabilities to our suite of products and can be used to build vertical applications like TeleBanking, Help Desk, Information centers and other value added services

**Alliance Ensembler, Alliance TelCRM** are other products offered by Alliance.



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