



***Mobility, Convenience, Realization™***

# UNIVERSUS™



- Mobile Communication
- Device flexibility
- Text to speech capabilities

*Unified Messaging and  
Communication platform*



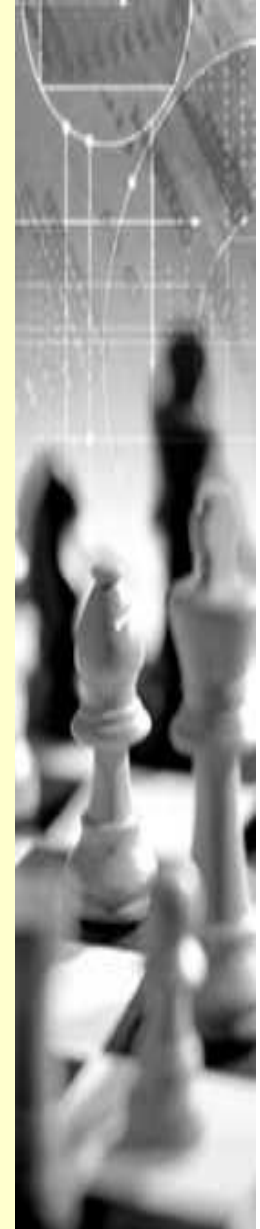
# UNIVERSUS™

## **Need for Unified Communications -**

**With the possibility of unbound information flow across different media, the user expectations are surging towards convenience and access to information, content and people from wherever they are, with whatever device they are using.**

## Value Proposition Features

- Voice Email
- Fax Mail
- Virtual Voice Mail Box
- Virtual Fax Inbox
- Notification
- Email Reader





# ADDRESS BOOK

Users will need to maintain their address book in order to send any message (fax, voice or email) using Universus platform

- First time users will register to log in and create the address book
- Users then make changes or additions to their address book, assigning a different numeric ID to the recipients.

User ID :6666

fonemail

User ID 6666 Address Book.

View/Edit Delete Add Entry View My Profile Check Mail Log Out

Contact ID	Name (Change Order)	Email
<input type="checkbox"/> <a href="#">78706</a>	Rajiv Ahirwal	rajiv.ahirwal@alliance-infotech.com
<input type="checkbox"/> <a href="#">89715</a>	Ravi Baid	rbaid@vsnl.com
<input type="checkbox"/> <a href="#">89990</a>	Aruna Gopalakrishnan	aruna_ja@hotmail.com
<input type="checkbox"/> <a href="#">93981</a>	Arvind Gopalakrishnan	adoor@alliance-infotech.com
<input type="checkbox"/> <a href="#">99606</a>	Avneet Gupta	avneet@alliance-infotech.com

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# VOICE E-MAIL SERVICE

## User Features

- The subscribers can use their phones to send voice emails to any email account holder in the world.
- Subscribers can send voice messages which are played out on the Multimedia PC at the recipient end
- A new dimension to email as it allows users to send emails from the phone.



# VOICE E-MAIL SERVICE

## Flow of activity

**Step 1.**  
Advertise the Voice E-mail service through various media channels



**Step 2.**  
Let the subscriber become member by:  
- Dialling the CSR #  
- Through the Website  
- Faxing or mailing a member form

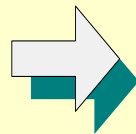


**Step 3**  
Subscribers are given an email id and local phone# for accessing their UniVersus mail box

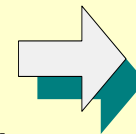
UniVersus Message Box

email id:  
user@.....

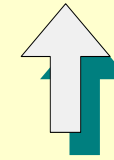
Phone id  
999-9999-0101



**Step 4**  
Subscriber makes a new entry in the address book and assigns the new recipient an id code. for ex. 1111 for pat@hotmail.com



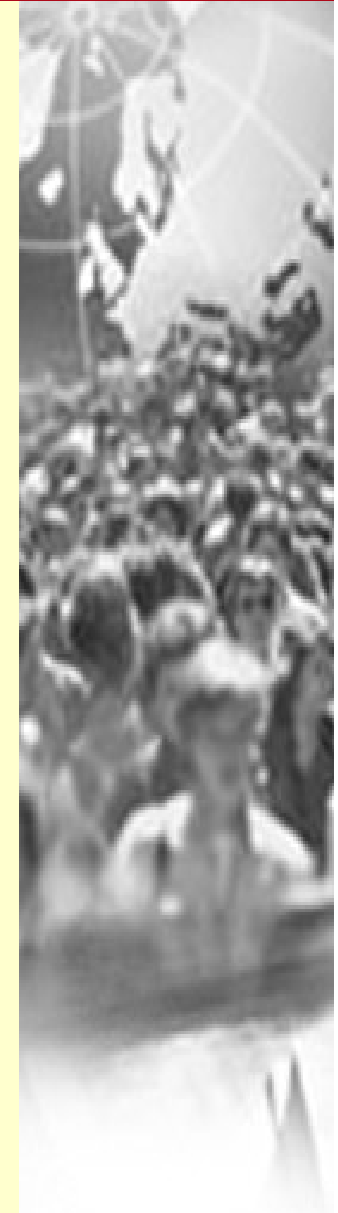
**Step 5**  
Subscriber calls into the UniVersus Unified Messaging System (local phone).



**Step 6**  
IVR prompts greet and guide the subscriber, recipient chosen as 1111. User Records the message to be sent.



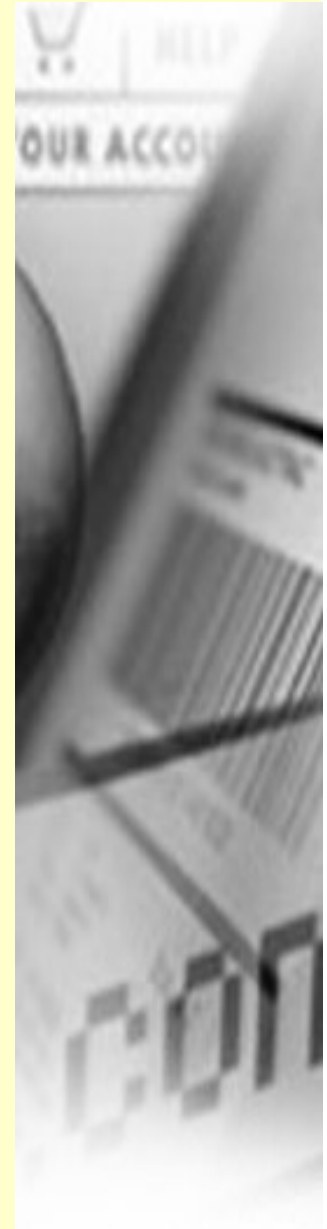
**Step 7**  
The message is sent to 1111 or pat as a compressed voice file



# FAX MAIL SERVICE

## User Features

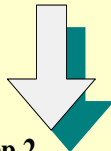
- The subscriber can send the fax straight to the email account.. (Savings on long distance telephony charges.)
- Confidential and a reliable delivery platform for faxes
- The fax can be retrieved using any device (PC/ Printer/ Fax Machine)



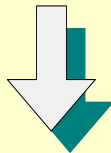
# FAX MAIL SERVICE

## Flow of activity

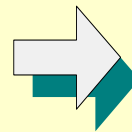
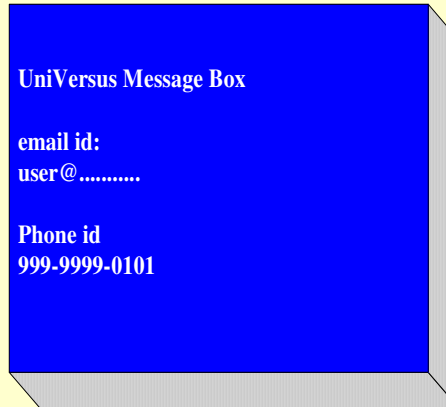
**Step 1.**  
Advertise the Fax  
Anywhere service  
through various media  
channels



**Step 2.**  
Subscriber updates his  
address book (either on  
the web or using an  
update form)



**step 3**  
Subscriber assigns the new  
recipient an id code. for ex.  
0078 for paul@uscorp.com



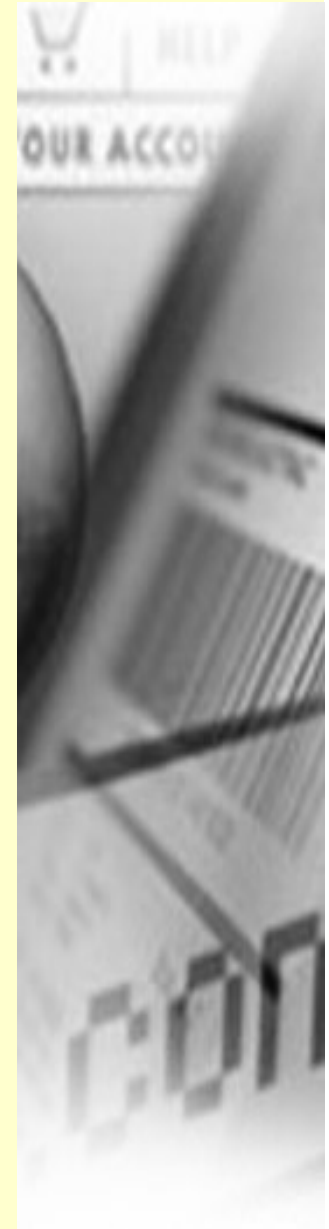
**Step 6**  
Documents sent to 0078. the  
fax is then later sent to the  
recipient Paul as TIF images



**Step 5**  
IVR prompts greet and  
guide the subscriber,  
recipient chosen as 0078



**Step 4**  
members call into the Fax  
Anywhere system (local  
phone), using a fax  
machine.

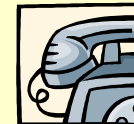


# VIRTUAL MAIL INBOX

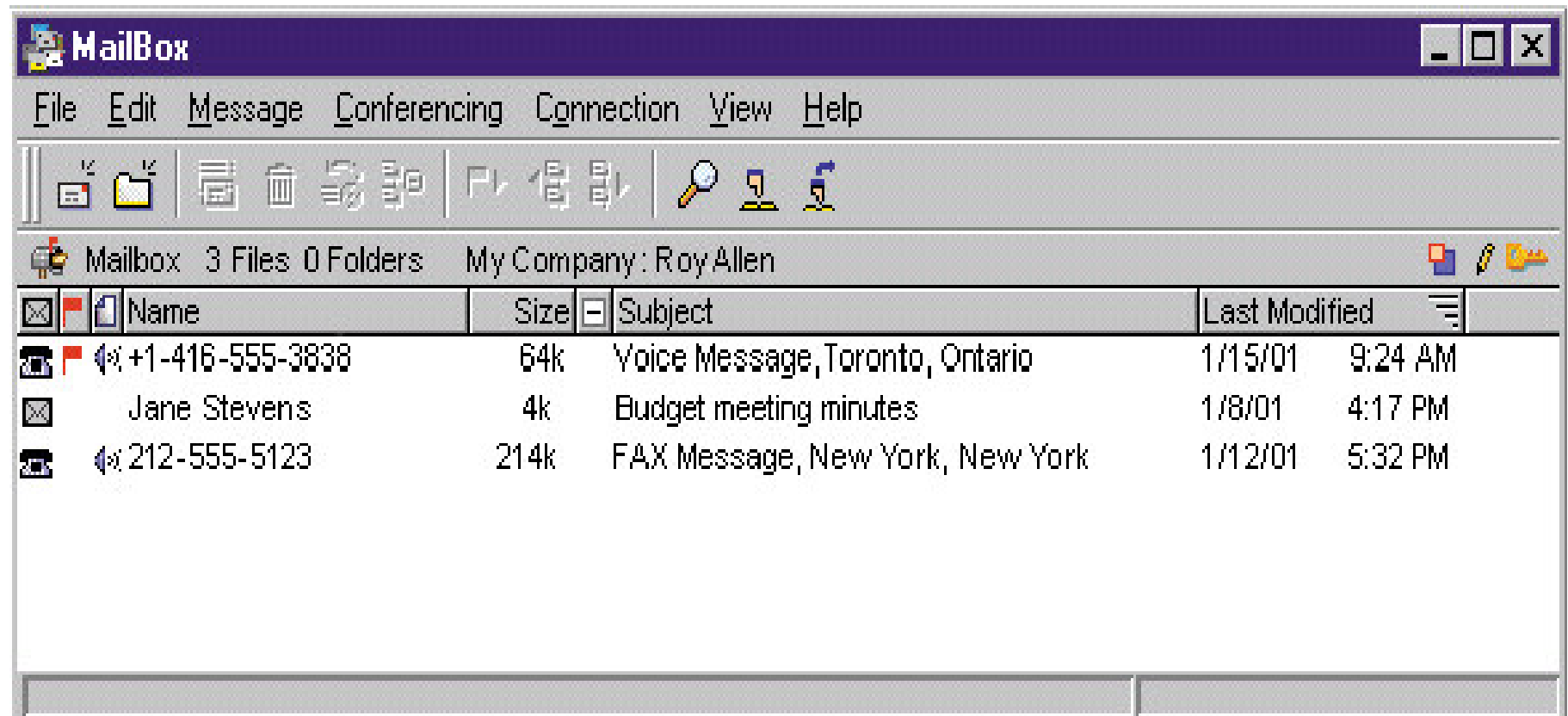
## User features

- Subscriber can access voice messages not only using any phone but also using any web browser
- The subscriber will get a virtual answering machine from the service provider.
- Every time the subscriber gets a new voice mail, the same will be forwarded as a voice attachment to the respective email account

Please click here for demo



- Allows to download voice mails on PC
- Unmatched compression standards without compromising on the sound quality.



# VIRTUAL FAX INBOX

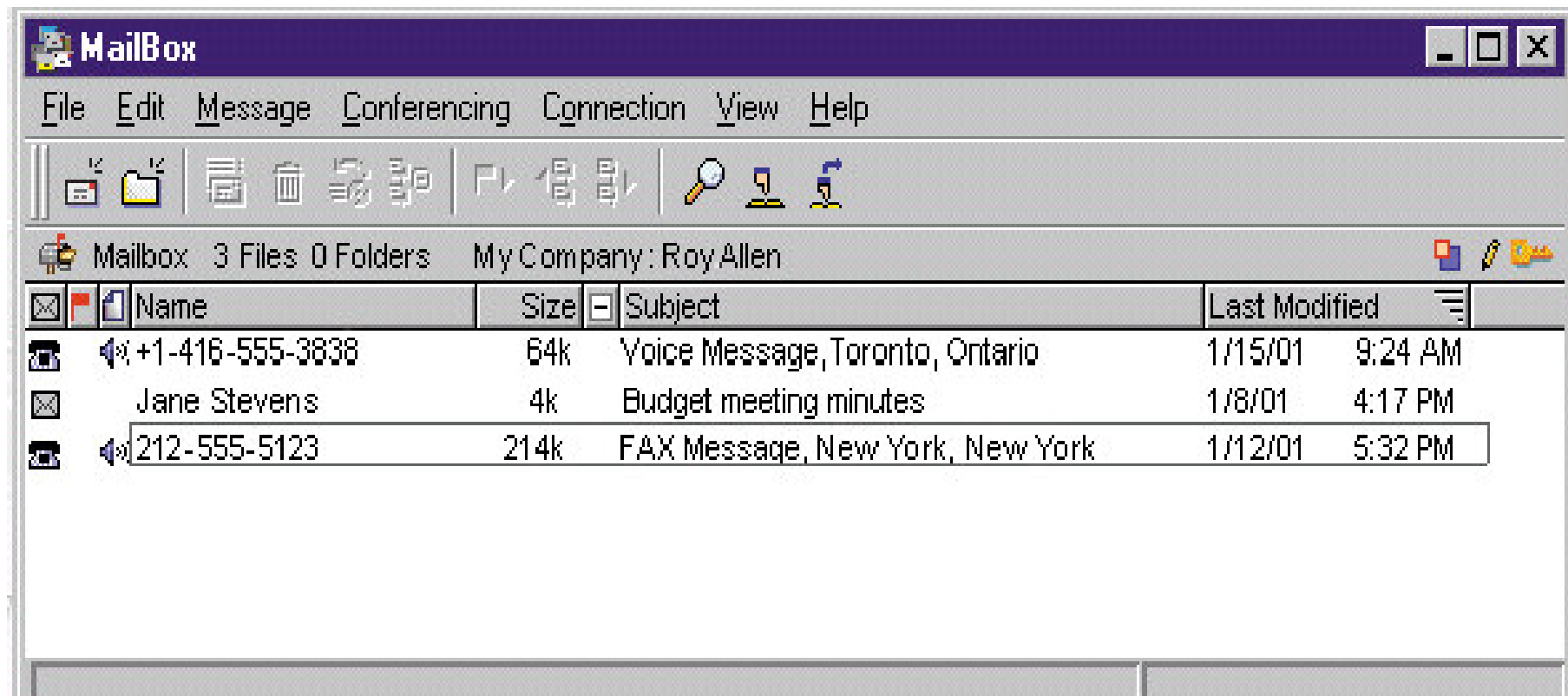
## User features

- The faxes come directly into the e-mail account, so the user can access their fax messages using any computer, anywhere, anytime.
- The subscriber get a Virtual Fax number at which subscriber can receive faxes. He/She can print this number on their business cards as their own personal Fax number
- No limit on faxes received during the day
- Subscriber can also set an alert for incoming fax notification on their mobile phones/ landline phones



[Please click here for demo](#)

- Provides the recipient the privacy of a personal fax machine.
- Allows the user to receive fax on PC



From : +1 (408) 445-3270

To : Rahul Baid <UnID 9811163881>

Received : Via Universus™

# Fax

To: Rahul Baid From: Jack Scott  
Fax: 91116841953 Pages: 1  
Phone: 91116923957 Date: 11/21/01

Dear Rahul :

Following is your invoice/receipt for your today's order. If you have any questions feel free to contact me.

Thank you.

Jack Scott

- Unmatched image compression
- The attachment retains the original fax setting
- The fax can be redirected to the nearest fax machine or printer

1	Development and implementation of software for an IVRS System for recording and distribution of messages on Win NT  (Detailed specification as per the PO enclosed )	1	\$2, 25,000.	\$ 2,25,000
	Local Sales Tax 4 %		\$ 9000.00	\$ .9000.00
				\$ 2,34,000.00
			<b>Total</b>	<b>\$ 2,34,000.00</b>

Payment Terms: 25 % of the order value will be released as advance alongwith order, 60 % against integration of the software with the hardware, balance 15 % will be 30 days after successful commissioning of the software.

**For ACME Corp Ltd..**

**Authorised Signatory  
(Jack Scott)**

# NOTIFICATION

## User features

Users can configure the system to be notified upon receiving new Unified Messages on:

- Fixed Telephone: as a call
- Mobile: as SMS



# NOTIFICATION SERVICE

## Flow of activity

- User sets up the notification rules by setting up definition for important messages and device to be notified on.
- On the arrival of message, system using the embedded intelligence delivers the alert on pre-specified device.



# EMAIL READER SERVICE

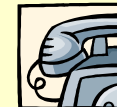
## User feature

- Most of us do not have personal PCs. On the move, reaching our inbox can get difficult.

Can we do this over the phone? The answer is **YES**.

- Subscribers can access emails over the phone, where the text content is read out to the subscriber in a natural sounding speech.

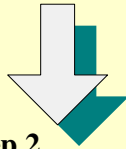
Please click here for demo



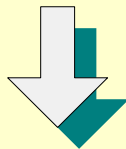
# EMAIL READER SERVICE

## Flow of activity

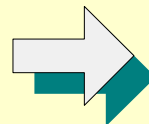
**Step 1.**  
Advertise the Email reader service through various media channels



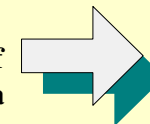
**Step 2.**  
John takes a UM account and is given a virtual email address. (e.g. john@.....)



**Step 3**  
John receives a mail from his priority client in USA.



**Step 4**  
John will get "notified" of this new mail as a call or a SMS on his Mobile



**Step 5**  
John calls into the UniVersus Unified Messaging System (local phone).



**Step 6**  
IVR prompts greet and guide the subscriber, mail to be read is chosen by John



**Step 7**  
The system reads out the mail, with subject headin and the content by converting text to speech



# REVENUE POTENTIAL

- One time activation fee
- Monthly subscription
- Increased Connectivity revenue
- Per page (fax)
- Per call/ message (phone2email)

# TECHNOLOGY - I

- **Redundancy** -- Implemented with multiple exchange and Universus servers.
- **IP Compatibility** -- Communicate between various servers like TTS,Email,VMS,IVR,Notification over the Internet.
- **Open Architecture** -- Compatibility , Portability and Scalability on different OS
- **Future Tech Compatibility** -- Customized level integration with future and current technologies.
- **Distributed Implementation with Central Administration** -- Implemented with multiple exchange and Universus servers (depending upon the number of users and the deployment requirements). Central Administration and configuration of all the services of Universus through "Universus Control Panel"



# TECHNOLOGY - II

- **Integration with VMS and SMSC** -- Integration with all VPIM compliant Voice Mail Servers and SMS Servers (Push and Pull both)
- **Admin and customization tools** -- Central Administration and configuration of all the services of Universus through "Universus Control Panel"
- **Integration with Billing System** -- Customized integration. Detail CDR generation.
- **Alarms** - Notifications for authorized user regarding emails, voice mails and account information
- **Class of Service Options** - Users divided on the basis of services offered
- **Security** -- Windows 2000 Security for Exchange 2000 server and Username password for Telephony.



# TECHNICAL SUMMARY - I

- Complete stand-alone voice messaging infrastructure,
- Remote touch-tone access, multiple menus, and full virtual secretary features
- Single point of administration and security
- Complete two-way use of your telephone as a multimedia device for recording and listening to voice messages or files.
- Light client (MSWin95/98/NT) for message playback in any environment.



## TECHNICAL SUMMARY - II

- **TUI (Telephone User Interface) for remote access**
- **Feature-rich UNIVERSUS client integrated into Exchange/outlook client.**
- **UNIVERSUS Web - Voice enable web sites**
- **Analog, ISDN/PRI (E1/T1) Support**
- **Compression of Speech to 60K for 1 minute of voice-to allow faster dispatches.**

# UNIVERSUS™

## Salient Features

- **Seamless Integration**
- **Low Total Cost of Ownership and Implementation of Standards**
- **Scalability/ Robustness/ Interoperability**
- **Ease of Use**
- **Voice Recognition and Text-to-Speech System**
- **Access UNIVERSUS using:**
  - **Internet/ Email**
  - **PDA's/ Cellular Phones**
  - **Fixed Phones/ Faxes**



# HARDWARE REQUIREMENTS

- **Server Requirement**
  - 1) **Universus User interface server**

Pentium III, 512 MB RAM, 35 GB HDD with Skuzzy drive, standard features, Ethernet Card. The machine should have at least two free PCI slots. Machine with RAID 5 would be preferred.
  - 2) **Universus ASR /TTS Server**

Pentium III, 650Mhz or higher, 256 MB RAM, Win NT 4.0 server, Ethernet card.
- **Dialogic Cards: Card Type: Analog/ E-1 voice card, Fax Card**
- **DSP Cards: Required for greater than 12 simultaneous ASR /TTS connection.**

# SOFTWARE REQUIREMENTS

## 1. Universus Licenses

- . Notification
- . User Interface Server
- . Dispatcher
- . Router
- . Message Transfer Agent
- . Database Interaction Agent
- . Telephony Resource Manager
- . System Maintenance and Management



## 2. LDAP Server

## 3. IMAP/POP3 messaging server

## 4. Application Software License (Windows NT, SQL licenses).

## 5. TTS and ASR Licenses (Phillips, Nuance, Dialogic, Speechworks, etc)



# Thank You

Questions and suggestions