

1.0 UniVersus Global Features

#	Description	Support	Remarks
1	The Fax server is planned to implement and reduce the Number of places a user has to check for incoming fax messages. Users should be able to check for all messages from a single Interface.	Yes	
2	The fax server would allow registered users of CUSTOMER to send and receive faxes directly from their desk tops without any human intervention.	Yes	
3	The fax server should be built on Intel dialogic voice and fax processing cards	Yes	
4	The fax server would be integrated with the mailing server installed .	Yes	
5	The fax server should support all SMTP Internet mail systems, with advanced fax functionality through email Gate ways for SendMail, Microsoft Exchange/Outlook and Lotus Notes, making the user inbox a centralized document and messaging hub.	Yes	
6	The Fax Server application should use Internet standard web formats e.g. SMTP/MIME, IMAP4, LDAP, POP3, to access the mail services..	Yes	
7	The Fax server should be designed to take maximum advantage of all the Windows 2000 enterprise-focused features, including standard install/ uninstall procedures	Yes	
8	The fax server should be able to send documents securely with certified delivery and digital encryption from numerous desktop applications such as word processing, spreadsheet and varied others.	Yes	
9	The system should have a single-point-of-administrative tools to view the status of every fax	Yes	

	10server on the network		
10	The offered Fax application shall provide management reports research with data collection facilities to allow CUSTOMER to analyze which part of service is being used.	Yes	
11	Fax Application server shall have system reports for analyzing the traffic, logs, statistics with details on Number of calls made, busy & not forwarded, calls diverted to attendant or at intercept point, messages left under various condition etc	Yes	
12	Should have single point of administrative Fax Manager; view the status network, configure least-services individually or globally	Yes	
13	The system should provide comprehensive document delivery notifications, reporting and system alerts	Yes	
14	The system should have a robust architecture to handle heavy network traffic, complex application integration and optimized document delivery across multiple systems and office locations	Yes	
15	There should be Flexibility in choosing in inbound routing, including DID/DNIS, DTMF, Channel, ANI and CSID routing options	Yes	
16	The system should Support loop-start (regular analog), DID, DNIS, ISDN, PRI, BRI, E1, and T1 or higher digital phone lines	Yes	
17	The administrator should be able to control fax traffic volume on a group-wide basis by adjusting fax capabilities of channels to send and receive, during peak intervals or for more broadcasting bandwidth	Yes	
18	The system should provide automated, real-time delivery and receipt of business-critical documents .	Yes	
19	Support of numerous switch/EPABX integration	Yes	

20	The system should support analog and digital lines	Yes	
21	The system should have Built-in report module	Yes	
22	Should have support for in-built document conversion from DOC, XLS, PDF, PPT, HTML to Fax format.	Yes	
23	Support for Pulse and tone detection	Yes	
24	Voice Cut through quicker access to information	Yes	
25	Default Administrative mail boxes at user and Group levels	Yes	Incase of invalid extension number / no input the fax should be delivered on admin mailbox of the group
26	Support Instant messaging	Yes	The users / admin of each group can get a POP up as and when his / she receives a fax
27	Support Broadcast of faxes	Yes	A single fax message can be sent to a multiple fax numbers
28	Schedule of faxes at user level and admin level	Yes	The system can send a fax at the time and date defined by the user or admin
29	Request on Status Report	Yes	Fax delivery report can be requested by the user to e-mailed
30	Block faxes	Yes	Admin/ Group can block faxes defined to a particular fax number /time / by a particular user
31	Setting Priority at user level	Yes	The user can set priorities within the faxes sent from his outlook
32	Customized Fax forms	Yes	Customized forms with header and footer as per CUSTOMER requirement

33	Web based Interface to view the Queue Management Module	Yes	The user / Admin can view the status of the fax through the web interface
34	Request for Fax status	Yes	Users can request for a daily/monthly/weekly/fax number wise report on all the faxes sent through his out look

2.0 UniVersus System Settings Administrator (creation of users and groups)

#	Description	Support	Remarks
1	Set Logging Level	Yes	
2	Administrator Login Name	Yes	
3	Administrator Password	Yes	
4	Interface for Recording of Voice Prompts	Yes	
5	Change Contents of each Voice File	Yes	
6	Modify	Yes	
7	Record	Yes	
8	Play	Yes	
9	Save	Yes	
10	Select and Play	Yes	
11	Creation of users	Yes	
12	Deletion/suspension of users	Yes	
13	Edit user category	Yes	
14	Mapping of extensions with E-mail Ids	Yes	
15	Queuing of Faxes	Yes	
16	Interface for Creation of groups	Yes	
17	Interface for Deletion of Groups	Yes	
18	Interface for Viewing Faxes	Yes	
19	Should have a Queue management System to set priorities	Yes	
20	Set priority of faxes interms Size of Fax	Yes	
21	Set priority of faxes interms of Group	Yes	

22	Set priority of faxes interms of User	Yes	
23	Set priority of faxes interms of Fax number	Yes	
24	Enable Notification	Yes	
25	Disable Notification	Yes	
26	Activate STD /ISD	Yes	
27	Deactivate STD /ISD	Yes	
28	Enable Address book for users	Yes	
29	Disable Address book for users	Yes	
30	Enable broadcast of faxes	Yes	
31	Disable broad cast of faxes	Yes	
32	Enable Request for copy of fax to the administrator	Yes	
33	Disable Request for copy of fax to the administrator	Yes	
34	Notification of Undelivered faxes	Yes	
35	Selection of ports	Yes	The admin can select channels for inbound and out bound dialing
36	Detection Telefax machines	Yes	The system would be capable of detecting a Voice instead of a fax tone. The System would play a message to the called number and request for fax tone
37		Yes	
		Yes	

3.0 UniVersus Settings – Administrator

#	Description		Remarks
1	System tray icon for UniVersus launch pad	Yes	
2	Console messages for Telephony and fax mail Services	Yes	
3	System tray icon for mail services	Yes	
4	System Settings	Yes	

5	Port- wise activation display	Yes	
6	Telephony Settings	Yes	
7	ODBC Settings	Yes	

4.0 UniVersus System - Reports

1	Should have comprehensive document delivery notifications, reporting and system alerts	Yes	
2	Customized Report formats	Yes	
3	View Files and Logs	Yes	
4	IVR Logs	Yes	
5	FAX Logs	Yes	
6	Fax/VoiceMail Files	Yes	
7	Advanced System Logs	Yes	
8	Port Wise logs	Yes	
9	Report on the fax numbers dialed user wise/ datewise/ monthwise	Yes	
10	Report on the total number of pages faxed per user	Yes	
11	Report on the performance of the system	Yes	
12	Advanced system Logs	Yes	
13	Report on delivered faxes with fax number and information on the user	Yes	
14	Report on undelivered faxes with reason(no fax tone)	Yes	
15	Report on the duration of the fax	Yes	
16	Report on Pending faxes	Yes	

5.0 UniVersus Telephony Settings – Administrator

#	Description	Support	Remarks
1	Number of Retries	Yes	
2	Inter Digit Timeout	Yes	
3	Silence Time	Yes	
4	Service On Time	Yes	
5	Service Off Time	Yes	
6	Line Type	Yes	
7	Maximum Number of Channels	Yes	
8	Recorded File Directory for Voice Messages	Yes	
9	Log File directory for Telephony	Yes	
10	CDR Directory	Yes	Call detailed records
11	Compression of Fax Messages	Yes	
12	Admin Mailbox	Yes	
13	Flash Hook Time	Yes	
14	Disconnection due to repeated incorrect entries	Yes	
15	Mailbox full announcement	Yes	
16	Call progress Analysis	Yes	
17	Maximum number of Fax Pages	Yes	

6.0 UniVersus ODBC Settings- Administrator

#	Description	Support	Remarks
1	Local Database DSN Name	Yes	
2	Local Database DSN Username	Yes	
3	GUI for selection of Database for	Yes	
4	GUI for selection of mapping of e-mail Ids	Yes	

5	Local Database Password	Yes	
6	Local Database Server IP	Yes	

7.0 UniVersus Telephony User Interface (TUI)

#	Description	Support	Remarks
1	Send faxes	Yes	
2	Fax Automation (The system would be able to receive faxes)	Yes	
3	Fax Storage	Yes	
4	Fax Retrieval	Yes	
5	Fax Forwarding	Yes	

8.0 UniVersus Application Features

#	Description	Support	Remarks
1	Built on UTAPI	Yes	
2	With Graphical User Interface built using C++	Yes	
3	Supports Global Calls	Yes	
4	Supports IMAP /SMTP	Yes	
5	Built on Client Server architecture		
6	Remote Monitoring of port activity	Yes	

Recommended System: - P -IV /512 MBRAM/3.0 GHz/ 80GB HDD / 52 X CD Rom /1.44 FDD /multimedia / Windows 2000 / NT Server/ 15' Monitor/ at least two free PCI slots