

This document proposes a plan to implement messaging solutions based on Unified Communication Platform – **UniVersus**<sup>TM</sup> - that would interact with, the existing and the proposed Exchange and messaging server on **LAN** and provide the following services:

Sending Faxes (to fax machines) from Desktops.

Receiving Faxes on Desktops.

Sending Voice Emails to any Email Account Holder in the world

Receiving Voice Mails in Mail Inbox.

**Alliance Infotech** is a leading provider of enterprise grade computer telephony components and e-business infrastructure software. Through our products, custom application development and consulting services we enable companies to manage their interactions to build stronger relationships. Alliance gives its clients, their vendors and their customers - the freedom to communicate and transact business over various media- voice, fax, email or the web. **Alliance** is also a **Microsoft Certified Partner** and partners with **TIBCO**, **Dialogic** and **Philips** to deliver **robust** and **scalable solutions**. We have established marketing offices in Sri Lanka, London (UK) and New Jersey (USA). Alliance has been well funded both internally and externally from Venture Capital

## **Features**

- Alliance Virtual Fax Inbox
- Desktop Faxing
- Voice Email
- Future Upgradations on the same Platform(**Delivery of Email as SMS** )
- Notification
- Message Reader
- Desktop SMS
- Creating a Robust Solution

## **Benefits**

### **Alliance Virtual Fax Inbox**

- 1) Enabling users the facility to receive faxes on their desktops, thus **saving time** and **cutting down the inconvenience** of collecting the document from the machine.
- 2) Receiving faxes on desktops **maintains confidentiality and privacy** of material.

- 3) The users can also define those groups (consisting of people sending faxes) only whose faxes the viewer might want to view, thus saving time.
- 4) A soft copy of the document is stored in the hard drive and a print out can be taken out from the any of the printers on LAN at any time.
- 5) Problems related to storage of hard copy material is solved as **a soft copy is maintained** and thus a step towards a *paperless office*.

### Desktop Faxing

- 1) People are able to send faxes from their desktops using any client supporting SMTP/POP3 protocol.
- 2) **Privilege Settings** - Enable certain set of features for management / Key people like
  - STD, ISD
  - Queue Priority, Blocking
- 3) **Faxes can be broadcast** all over the country, by simply selecting the recipients from the Address Book.
- 4) **Cater to the faxes being sent from anywhere** in the organization through Desktops.
- 5) Built on **store and forward** architecture.

### Voice Email

- 1) The user can leave Voice-emails to the intended recipient even when he is on the move or in a distant location whereby he can't access his mailing network.
- 2) **Huge cost savings**. The mailing network is used to deliver the voice message and hence saving on the long distance calls.
- 3) **Time is saved** in case a long message is to be mailed to the recipients. The user can simply speak out the message and deliver to the intended recipient.

The users who are not familiar with a PC can use this service very effectively. They only have to remember their ID and password and have information about the recipient's code and leave the voice message

### Delivery of Email as SMS

- 1) Confirmation of faxes being sent from the desktop or faxes received on the mailbox can be sent as **notification on the mobile handsets**.
- 2) Short data size emails (up to 160 characters) can be automatically sent as an email to the mobile phone of the user.
- 3) Mobile networks have **high uptime** compared to landline, Internet and other communication mediums. Immediate availability of critical information in remote locations results in higher efficiency.
- 4) Small but important transaction data can be sent through SMS messaging which cost even less than a local telephone call or sometimes free of cost worldwide. Hence with negligible cost the user is able to receive critical information.
- 5) Specific groups can be defined whose emails the user might want to receive as an SMS message

### Notification

- 1) User stays **connected** with his Universal mailbox all the time.
- 2) Prompt reply to mission critical messages.
- 3) User can specify the **notification settings according to the priority** of the sender.

The mode of notification, i.e. whether an audio/ visual representation, sms message, glow mode or an outbound call can be, can be set according to the user specifications

### Message Reader

- 1) He can **stay in touch** with the total content of the message received all the time by pressing a few buttons.
- 2) **Immediate reply** to the sender on getting to know the content of the message.
- 3) Users at remote locations on getting to know the content can get the **message forwarded to the nearest fax machine**, or send the message to one of his contacts, as a part of the same call.

### Desktop SMS

- 1) The difficulty in sending an sms using a normal mobile phone keypad is eliminated. The process is made as simple as sending a normal email.
- 2) Outbound staff is immediately notified of the urgent messages.
- 3) A message can be sent to multiple numbers as selected from the address book.
- 4) Emails can be forwarded as sms.