

Avaya Aura™ Messaging

The next generation of messaging to improve communications and enhance productivity while complementing your current infrastructure

Solution Overview

Like most communications technologies, messaging systems are evolving from proprietary, isolated systems to more open, efficient, and intelligent IP based communications solutions. Avaya Aura™ Messaging is Avaya's next generation solution for unified messaging that combines new and existing technology and expertise with industry standards to flexibly integrate within the Avaya Aura™ architecture in Linux based server environments. It offers a rich set of end-user features to enhance productivity and the required flexibility, resilience, and scale to fit into demanding enterprise environments. The result is a cost effective and flexible approach to maximize your current and future messaging system investments, while bringing new application value and functionality to your organization.



Avaya Aura Messaging is Avaya's next generation messaging product that lets your employees flexibly manage their voicemail from easy to use interfaces.

Key Benefits

Avaya Aura Messaging:

- Provides fast, easy, and anytime access across the network
- Allows important calls to get to the right person, at the right time
- Alerts employees to critical new messages
- Enables better customer service with tools that enable faster and better decision making

- Gives flexible deployment options for message storage as well as ability to centralize or distribute per business need
- Reduces cost while maintaining existing dial plans through consolidation of multiple systems
- Helps ensure system is always up and available with multiple levels of resiliency

End User Features

Smoothing transition and training, Avaya Aura Messaging 6.0 includes familiar Octel® Aria features that users rely on and provides transparent data/mailbox migration. Avaya Aura Messaging also

offers new sophisticated capabilities and an enhanced user interface for increased flexibility and interactive collaboration between employees, partners and customers. Key Features include:

- **Unified Messaging:** gives you integration of voice messages where users can view all messages at once and who sent them. Listen to or read your messages from email, deskphone or cell.
- **Speech Auto Attendant:** lets callers say a name instead of entering an extension on the keypad
- **Voice recognition:** allows you to say names to forward voicemail messages
- **Reach me:** provides call forwarding to up to three numbers
- **Avaya one-X® Speech:** integrates with solution to allow you to easily manage your messages with verbal directions
- **Notify me:** text message and email notification as well as outcalling

- **Internet Message Access Protocol (IMAP):** gives users easy access to messages
- **Self administration:** enables users to manage their options through a web portal
- **Speech to Text:** Converts voicemail to text with delivery to your email inbox or smartphone – for faster at a glance access to messages
- **Client-less Outlook toolbar:** Eliminates PC software distribution and management.

System Features

Flexible

The flexible architecture of Avaya Aura™ Messaging is designed to fit a wide range of customer environments: from centralized to decentralized and from unified (integrated with an existing email system and directory) to standalone (Avaya Message Store). The solution also has the ability to adapt over time as enterprise environments evolve in response to growth, centralization or increasing high availability/disaster recovery demands.

Scalable

Avaya Aura Messaging is a scalable solution ranging from an easy-to-deploy single server (with application and storage roles combined on a single virtual machine) to a fully scalable front-end/back-end configuration with dedicated servers for the application and storage roles.

Resilient

The Avaya Aura Messaging architecture provides a variety of high availability/disaster recovery options – ranging from an N+1 configuration for application servers, to locally survivable application servers that can stay fully operational with locally cached messages and greetings, to geographically redundant standby options for application servers.

Back-End Integration

Avaya Aura Messaging supports a standalone message store as well as back-end integration of the message store into enterprise messaging systems to enable a fully unified messaging system.



Telephony Integration

Avaya Aura Messaging 6.0 supports SIP for telephony integration and is certified with Avaya Aura™ Communication Manager, Session Manager, and SES as well as other SIP-based systems such as CS 1000 through the Session Manager and other PBXs through SIP-PRI gateways.

Server Models

Two server models are available:

- A **standard Messaging server** can serve as a single server (combining application and storage role), an application only server, or a storage only server.
- A **“high storage capacity” Messaging server** can serve as a storage server able to support a large number of mailboxes.

Avaya Aura Messaging uses standard Linux-based servers and Avaya’s virtualization technology as required.

Migration and Upgrade Paths

Avaya Aura Messaging 6.0 allows a direct migration from Octel Aria systems with preservation of key user data from existing systems. Migration of other messaging systems will be enabled in later releases with support of other TUIs and data migration tools.

Localized Versions

Avaya Aura Messaging supports multiple languages for availability in key markets world wide.

Learn More

To Learn more about the next generation of messaging, Avaya Aura Messaging 6.0 please contact your Avaya Account Manager or Avaya Authorized Partner or visit us at avaya.com.



Avaya Aura™ Messaging Technical Specifications		
Avaya S8800 Messaging Server	• Available in two configurations as outlined below	
Standard Messaging Server Specifications: Can serve as a single server (combining application and storage roles), an application only server, or a storage only server.	<ul style="list-style-type: none"> • 1 Intel E5520 Quad-core 2.26 Ghz processor • 12 GB system memory • 272 GB Total Hard Drive Space • 100 ports 	<ul style="list-style-type: none"> • Dual Power Supply • RAID 5 • In Application Only role: cluster up to three servers
High Storage Capacity Messaging Server Specifications: (supports 20,000 mailboxes in a typical configuration)	<ul style="list-style-type: none"> • 1 Intel E5520 Quad-core 2.26 Ghz processor • 12 GB system memory • 408 GB Total Hard Drive Space 	<ul style="list-style-type: none"> • Dual Power Supply • RAID 5
Avaya one-X® Speech Server Specifications	<ul style="list-style-type: none"> • 2 146 GB SAS 2.5” 10K drives • Dual 675 Watt Power Supply 	<ul style="list-style-type: none"> • RAID 1 • Microsoft Windows Server 2003 R2

Avaya Aura™ Messaging Technical Specifications

Standard Features & Applications

Configuration Dependent

- End User Features
 - ◇ Enhanced Octel Aria – like TUI
 - ◇ Voice recognition for message addressing
 - ◇ IMAP access to voice messages
 - ◇ Clientless Outlook toolbar
 - ◇ Browser application for managing user settings
 - ◇ Reach Me and Notify Me features
 - ◇ Speech to Text
- Basic Speech Auto Attendant
- Flexible
 - ◇ Centralized Deployment
 - ◇ Distributed Deployment
 - ◇ Adapt (relocation of Servers as business needs change)
- Scalable
 - ◇ Single Server
 - ◇ Multi-Server (front-end / back-end)
- Resilient
 - ◇ High Availability / Disaster Recovery (HA/DR) options.
 - ◇ N + 1 Configurations
 - ◇ Locally survivable server
 - ◇ Geographically redundant
- Back-End Integration
 - ◇ Unified (Integrated with an existing email system and directory)
 - ◇ Stand-alone (Avaya Message Store)
- Telephony Integration
 - ◇ SIP only
 - ◇ Avaya Aura™ Communication Manager
 - ◇ Session Manager
 - ◇ SES
 - ◇ 3rd party PBX with SIP gateway

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



INTELLIGENT COMMUNICATIONS

© 2010 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and are registered in the United States and other countries.

All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc.

All other trademarks are the property of their respective owners. Avaya may also have trademark rights in other terms used herein.

References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

05/10 • UC4498

[avaya.com](http://www.avaya.com)