



Simplify Management of Diverse Communications with Unified Messaging



The diversity of communication devices and systems available to users today can be overwhelming. Blueworx Unified Messaging provides a single view of communications – enabling employees to centrally retrieve and manage all their messages over the phone or Internet. The solution improves employee productivity and responsiveness with secure access to mobile, voicemail, email and fax communications from virtually anywhere.

Blueworx Streamlines Communications

Blueworx enables users to prioritize their messages and respond more quickly to urgent requests, even when they are away from the office. The flexible solution supports preferences including the ability to:

- Receive voice and fax messages as email
- Listen to email messages over the phone using text to speech (TTS)
- Use voice recognition interface enables hands-free operation
- Configure mailbox preferences and notifications

Modern Features for Modern Users

Blueworx Unified Messaging supports advanced capabilities that drive communications efficiency and effectiveness. Users can set up a forwarding “reach me” number to help ensure important calls aren’t missed. They can enable callers to instantly connect with an alternate contact when they are out of the office. They can even record and store multiple types of greetings, including busy, out of office and multi-lingual messages that are played based on the calling party’s number. Other useful features include the ability to:

- Record and send voice messages to other subscribers without calling them
- Set the message priority
- Set messages as private to prevent recipients from forwarding them
- Request acknowledgement when a message has been listened to
- Set a future delivery date for a message

Massive Scalability for Carrier Deployments

Blueworx can connect multiple communication channels to a centralized Unified Messaging system capable of supporting millions of users. The solution is so scalable, it is used by large Telcos for large voicemail deployments across their business – while requiring a small hardware footprint for unparalleled mailbox/port density.

Additional Platform Capabilities

- Integrates with e-mail servers using standard protocols such as Simple Mail Transfer Protocol (SMTP), Internet Mail Access Protocol (IMAP4) and Post Office Protocol (POP3)
- Supports Internet Protocol (IP) technology-based message transport such as Voice Protocol for Internet Mail (VPIM2) to help reduce voice network charges when integrating with existing voicemail systems
- Uses Blueworx single system image (SSI) technology for easy management of a cluster
- Supports the use of Voice over Internet Protocol (VoIP) using SIP or digital voice trunks with channel associated signaling (CAS), Integrated Services Digital Network (ISDN), Q.SIG or Signaling System 7 (SS7)
- Eases provisioning of mailboxes using menu-driven interfaces, scriptable commands or an XML interface
- Supports speech recognition using a VoiceXML Version 2.1 voice interface
- Use a Lightweight Directory Access Protocol (LDAP) server as a centralized directory for addressing and filtering voice and email messages

Learn why Blueworx is used by service providers who want to deliver high-quality unified messaging services—and by businesses that need to simplify and streamline communications for customers and employees. Talk to us today by calling 888-495-0005 or visit us at www.blueworx.com.