

## Key Features

- Up to unlimited Number of Mailboxes
- Long-distance and International Voice Mail Support
- H323 ,SIP and PSTN Protocol Support
- Complete Voice Mail Functionality over IP and PSTN
- Password/PIN Based security
- Web and Phone Management Access for Mailbox Users and Administrators
- Voice Mail Email Exchange and Notification
- Radius Billing Interface
- Managed Services and Virtual Platform Partitioning Support
- VoIP - H323/SIP/MGCP Support
- PSTN - ISDN/SS7/CAS/R2 Support
- Dynamic Call Control and Disconnect
- IVR Feature Management
- Unlimited Number of Mailboxes
- Unlimited Number of Voicemail Groups
- Voice Quota Management
- Voice Mail Group Management
- Message Envelopes
- Message Broadcast
- IVR Management
- Custom Greeting
- General Greeting
- Unlimited Language Support
- Subscriber Page Support

## Extended Features

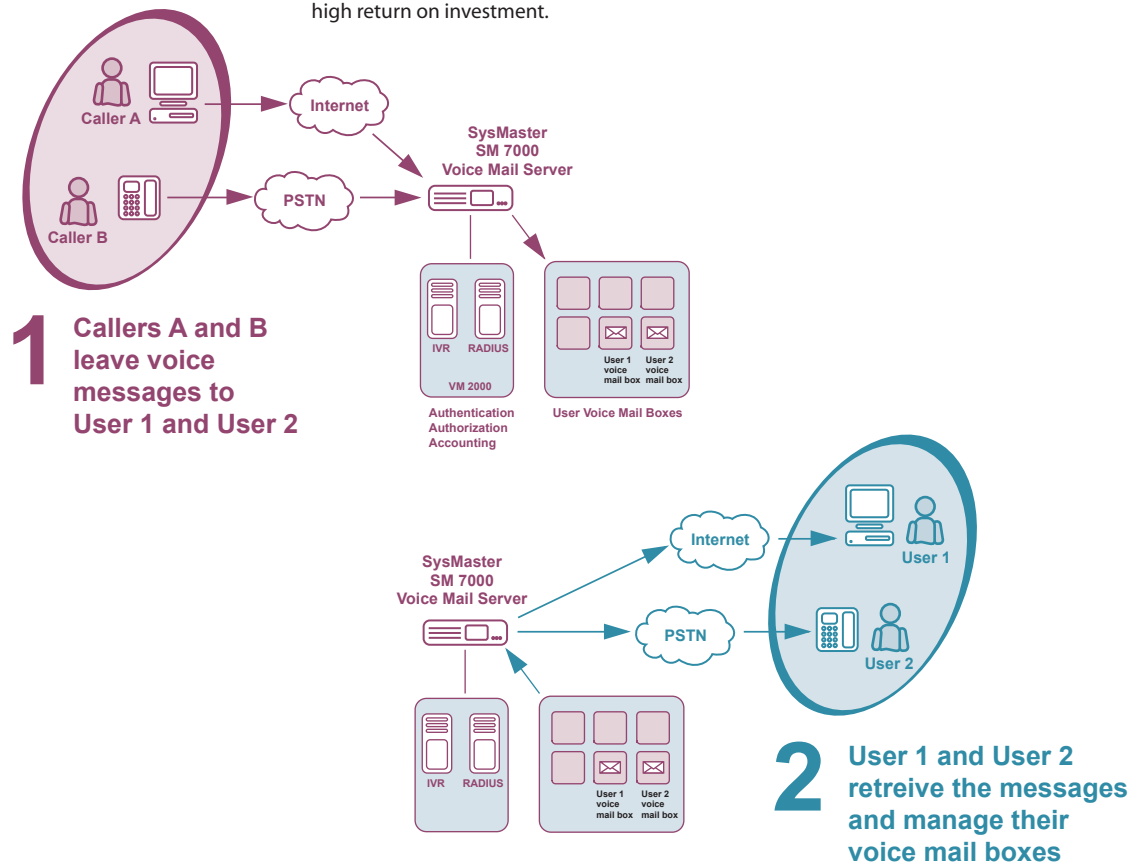
- Single Selection Callback
- Radius Billing Interface
- Radius Authentication Interface
- Admin Web Management Interface - Enterprise
- User Web Management Interface - Enterprise
- User CRM Interface - Consumer/Hosted Services
- User CRM Management Interface - Consumer/Hosted Services
- Unified Message Distribution
- Unified Message Interface
- Automated Email Message Distribution
- Automated Email Notification
- Interactive Survey Functionality
- Survey Storage and Management

## The Problem

VoIP provider requires a solution that will allow Voice Mail services for clients that receive calls via IP and PSTN. The provider requires VoIP or PSTN calls to default to Voice Mailboxes if the call recipient is unavailable or has a Do-Not-Disturb option enabled.

## The Solution

SM 7000 supports H323, SIP and PSTN protocols to allow flexible call processing. Callers can connect to the Voice Mail platform via IP or PSTN or Web and have full access to all advanced Voice Mail functionality. International and long-distance VoIP callers can also leave, retrieve, and manage messages in real-time from a remote Voice Mail server. In addition, the platform allows telecommuters and corporate field associates to take advantage of Voice Mail functionality while traveling or working from remote locations. SM 7000 features flexible price structure and high return on investment.



## SOLUTION FEATURES

### Unlimited Number of Mail Boxes

SM 7000 supports an unlimited number of mailboxes with preset size quotas. The mailboxes are grouped for flexible administrative templates and easy management mailbox users can also be related to PBX accounts to allow single access to PBX and Voice Mail functionality.

### Long-Distance and International Voice Mail

SM 7000 allows long-distance and international users to support virtual mailboxes outside the country of their residence. In fact users can be anywhere in the world and retrieve their messages via Web, Email, or VoIP. This allows extremely flexible platform implementation and dynamic virtual office support.

### H.323, SIP, PSTN/TDM Web, Email Access Support

SM 7000 allows callers to leave a message for unavailable users once they connect to the platform via VoIP or PSTN. In addition, users can manage their greetings or passwords via VoIP or PSTN as well. The messages can be retrieved via Web, VoIP, PSTN, and Email to allow flexible mailbox management and low retrieval cost.

### Web and Phone Mailbox Management

SM 7000 allows flexible mailbox management for all system users to provide them with the necessary tools to modify greetings and passwords, to delete and forward messages, and to setup mailbox options. Administrators can expire, lock, and restrict user accounts to secure the system integrity.

### Radius Billing Interface

SM 7000 supports Radius Billing Interface to SysMaster VM 2000 Billing Platform. This allows the Voice Mail server to support real time billing procedures where as all inbound voice mail messages are accounted and billed for.

### Managed Services and Virtual Server Partitioning

SM 7000 supports virtual server partitioning to allow providers to lease functionality to third-party businesses and completely outsource the Voice Mail management to third-party administrators.

### One-Stage Voice Mail Calling

- 1 Caller dials a DID number or connects to SM 7000 via VoIP
- 2 SM 7000 accepts the call
- 3 SM 7000 plays Custom User Greeting
- 4 Callers leaves and approves the message
- 5 SM 7000 stores the message and notifies the user via Email
- 6 User retrieves the message via IP, PSTN, or Web
- 7 User forwards, deletes, or saves the message SM 7000 sends Radius signals to VM 2000 for Billing purposes User administers the mailbox options via IP, PSTN, or Web
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### Two-Stage Voice Mail Calling

- 1 Caller dials a DID number or connects to SM 7000 via VoIP
- 2 SM 7000 accepts the call
- 3 SM 7000 plays Welcome message
- 4 SM 7000 asks for Mailbox number
- 5 Caller enters the Mailbox number
- 6 SM 7000 plays Custom User Greeting
- 7 Caller leaves and approves the message
- 8 SM 7000 stores the message and notifies the user via Email User retrieves the message via IP, PSTN, or Web
- 9 User forwards, deletes, or saves the message.
- 10 SM 7000 sends Radius signals to VM 2000 for Billing purposes
- 11 User administers the mailbox options via IP, PSTN, or Web

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