

MetaSphere Messaging

Metaswitch offers a messaging solution unique in its technological breadth and service extensibility, proven in leading carrier deployments serving millions of subscribers.

MetaSphere integrates seamlessly with all of the emerging technologies that drive service provider networks today and inform the networks of tomorrow, including:

- Web 2.0
- AIN / WIN
- VoIP
- TDM
- IMS
- SOA

By leveraging a single highly integrated core messaging platform, MetaSphere offers service providers a next-generation voicemail migration path that incrementally extends to include high-value unified messaging and an entire suite of value added applications.

Message List

MetaSphere Voicemail delivers all the capabilities of a traditional hosted voice messaging system – and more. Full integration with the CommPortal™ web-based graphical subscriber interface (GUI) adds an exciting visual element that goes beyond traditional voicemail systems. From any standard web client, subscribers are able to:

- view / delete voicemails (Message List)
- create / edit contact and group lists
- edit settings (and record greetings)
- set / administer reminders (including the recording of reminder messages).

Unified Messaging

With MetaSphere Unified Messaging, voice and fax messages are kept in a single repository that provides a consistent view of inbox content and status no matter how messages are accessed – via telephone, web browser or email application. Subscribers stay on top of new incoming messages with the aid of powerful notification options. Standards-based and deployed by some of the largest service providers and institutions worldwide, MetaSphere Unified Messaging easily integrates with today's leading business tools, such as Microsoft Outlook and IBM Lotus Notes.

Live Message Screening

Live Message Screening™ gives subscribers the ability to “listen in” on a voice message as it is left for them by a caller, just as they could with a traditional answering machine voicemail. By allowing subscribers to accept a call at any point during the voicemail sequence, Live Message Screening delivers uncompromising flexibility.

CommPortal & CommPortal Assistant

Messaging is fully integrated with the CommPortal Web interface and CommPortal Assistant desktop application. CommPortal's messaging interface allows subscribers to listen to messages, view faxes and manage mailbox functions.

From the CommPortal Assistant taskbar application, subscribers have one-click access to key telephony features from multiple devices such as contacts and call control. Incoming voicemail or unified messaging pop-up notifications provide subscribers with real time notification of incoming messages.

Click-to-Dial

MetaSphere's Click-to-Dial capability eliminates the need to physically dial numbers residing in your contact database. By simply clicking on any name from within any messaging client (CommPortal, CommPortal Assistant or Outlook), calls are instantly placed.

Key Benefits

- Open architecture – open, standards-based components eliminate vendor lock-in
- Highly available architecture – Designed from the ground up for excellent availability, eliminating expensive hardware
- Secure, efficient message storage – MetaSphere's custom-built message store is superior to the more common file-based or RDBMS solutions
- Low-impact administration – Single management interface with alarms and statistics reported to MetaView NMS
- Branding and customization – MetaSphere Messaging user interfaces and features can be branded and customized to suit a service provider's desired “look and feel”
- Multi-lingual support – MetaSphere Messaging supports different languages concurrently

Messaging Specifications

▶ Hardware Options

- Blade Server System
- Stackable Server System
- Dual Server System

▶ Subscriber Interface

- Access and manage all message types from any phone, standard Email client, or Web browser via CommPortal
- Message List messages on IP phone via XML
- Configure account and greetings options via CommPortal
- Receive voicemail messages in your email inbox
- Receive faxes in your email inbox
- Redirect faxes to fax machine/server
- Dedicated Fax number
- Incoming message notification via message waiting indicator (MWI), new message indicator and CommPortal Assistant

▶ Message Notification Interface

- SIP
- SMPP
- SMTP
- WS/SOAP
- SMDI

▶ Messaging Features

Mailbox Functions

- Auto Play
- Call Answer (& Busy) Message Reception
- Caller Announcement
- Caller Announcement Retrieval
- Disable Envelope Information
- Erased Message Retrieval
- Help Tutorial in Mailbox
- Inventory Announcement
- Mailbox Full Warning
- Message Length/ Number Announcement
- Multiple Languages
- Name Announcement
- New Message Announcement
- PIN Entry
- PIN Skip
- Postpone Initialization
- Previous Menu Command
- Security Manager Mailbox
- Shared/Family Mailbox / Communal Group accounts
- Subscriber Multi Login
- Time & Date Stamp Retrieval
- Caller Transfer

Message Manipulation

- Repeat Message
- Play Previous Message
- Back 5 seconds
- Caller Review
- Erase Message
- Forward 5 seconds
- Skip Message
- Pause/Unpause Message
- Save Message
- Urgent Message Marking

Greeting Options

- Personal Greeting
- Personal Busy Greeting

- Configurable Personal Greeting Length
- Extended Absence Greeting
- Extended Absence Warning Upon Re-entering Mailbox
- System-Generated Greeting
- Access to mailbox from Greeting
- Message Reception Toggle

Other Features

- Customer Care Agent Initialization
- Caller Entry
- Caller Termination
- Mailbox Lock Time
- Mailbox Lock

▶ Business Group Features

- Mailbox to Mailbox Messaging
- Urgent Message Marking
- Private Message Marking (Confidential Message)
- Private Message Warning
- Voice and Fax Message Forwarding
- Message Edit/Append Capability during messaging
- Reply to Message
- Copy Message
- Sender Announcement
- Dialback
- Group Distribution List (Contact Group)
- Nested Group Lists (Nested Contact Groups)
- Fax Incoming
- Direct Deposit
- Sub-Mailbox
- Check Receipt (return receipt)
- Return Receipt Warning

▶ Live Message Screening

- Functions as network based answering machine
- One-way media for screening call
- Trusted subscribers make distinctive ring (or auto-answer to SIP phone)
- Universal application for business, residential, wireline, wireless

▶ CommPortal Messaging

- Business and Residential access
- Message List with play, pause, rewind
- Voicemail download format: 8 kHz 8 bit mono WAV
- Integrated voicemail audio player
- Fax messaging
- Integrated fax (TIFF) viewer
- Forward voicemail to an email address
- View and forward faxes to an email address
- Automatically forward messages
- Message waiting notification settings
- Configure voicemail delay
- Configure playback options and settings
- Manage message waiting notification options
- Record messages or greetings
- Group mailbox access

▶ CommPortal Assistant

- Resident system tray application & task bar toolbar
- Pop-up notification with contact detail or name, number and time of message
- Desktop voicemail status indicator
- CommPortal Messaging quick launch
- Outlook synchronization (two-way, user configurable)

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www.metaswitch.com