



UNIFYING COMMUNICATIONS

Unified Messaging Checklist

	Yes	No
Integration questions		
Does the system work on all telephone systems?		
Does the system support both TDM and IP environments simultaneously?		
Does the system work on all e-mail systems?		
Does the system support non-Windows clients (Mac, Linux, etc.)?		
UM architecture questions		
Does the system support voice mail and UM users on a single system?		
Does the system support Client-based UM users?		
Does the system support Server-based UM users?		
Does the system support Secure UM users?		
Does the system support Simplified UM users?		
Does the system support a mix of UM architecture users (eg Server and Client) on a single system?		
Can the administrator change a user's mailbox from one type of UM architecture to another without requiring a new license or site visit from a technician?		
Capability questions		
Does it meet the requirements of your users that will be accessing UM via the desktop, web, phone, and or mobile device?		
Does it offer speech access to messages?		
Cost questions		
Have you evaluated the TCO? Cost of licenses, annual maintenance, additional hardware or software required to deploy UM?		
Enterprise impact questions		
Does the system support adding and maintaining users from Active Directory?		
Does the system modify the Active Directory Schema?		
Does the system support different types of codecs based on customer needs?		
Does the system support a message buffer (cache) to reduce impact on LAN/e-mail?		
Does the system offer web access using a variety of web servers and clients?		
Functionality during a LAN/e-mail failure questions		
Does the system support all call processing applications during a failure?		
Does the system take new messages during a failure?		
Does the system support user greetings during a failure?		
Does the system support new message notification during a failure?		
Does the system give users access to new messages during a failure?		
Does the system support the same user interface during a failure?		
Does the system allow users to send new messages during a failure?		
Does the system allow users to delete, forward, save and forward new messages during a failure?		
Secure message access questions		
Can the administrator restrict certain users from saving copies of the message locally?		
Can the administrator restrict certain users from forwarding messages?		
Can the messages be delivered using a secure streaming technology?		

For More Information

For over 25 years, AVST has been shaping the evolution of communication, with more than 40,000 systems installed worldwide. Our award-winning CallXpress solution has been unifying communications for companies all over the world. So as the world of enterprise communications advances, you can be assured that AVST has your future covered. To learn more visit www.avst.com or contact us at +1.949.699.2300.