



FREQUENTLY ASKED QUESTIONS

CallXpress® Integration to Symantec Enterprise Vault™

BACKGROUND

In December 2006, new US procedures went into effect that mandates all electronically stored information (ESI) is discoverable. Although there has been some debate on whether voice mail is included in this, companies must have a well defined electronic document creation, retention, and destruction policy.

To support this, there are many products designed to help companies meet their compliance obligations. One such product is Symantec's Enterprise Vault, the industry leader in email and content archiving. Message archiving is a common practice with email systems. When companies deploy unified messaging in a server-based configuration, these archives can also include voice mail. However, many customers will want or need to archive voice mail with unique retention policies, separate from e-mail. To that end, AVST has worked with Vault Solutions to provide message archive functionality through integration with Symantec Enterprise Vault. The integration is provided by Vault Solutions' Archive Accelerator product.

Archive Accelerator is an application designed to provide added value for companies using Symantec Enterprise Vault by integrating with third party data sources and helping to manage message retention. With Archive Accelerator, all voicemail messages stored on the CallXpress server will link to Symantec Enterprise Vault for archiving, storage, discovery and disposal.

FREQUENTLY ASKED QUESTIONS

Q: How does the integration work?

A: As part of the CallXpress message posting process, AVST has created an archive function that creates a second copy of the voice message, along with message envelope information for each message. These archive files are stored external to the CallXpress database. Archive Accelerator retrieves the above files and stores them in Enterprise Vault.

Q: How does this differ from the archive functionality already built into CallXpress?

A: The existing archive and restore capability built into CallXpress administration is for the purpose of creating an archive of the CallXpress system for future restoration. It creates a snap shot in time of the CallXpress database. It only archives what is in the database at the time of the archive. This new message archive utility is for the purpose of capturing every message posted on the CallXpress server in real time to insure that all messages are archived. It is intended to satisfy the need to archive and retain messages for a pre-defined amount of time, regardless of what the user does with the message.

Q: What CallXpress versions support this?

A: CallXpress 7.91 and above.

Q: What envelope information is available?

A: Message sender (mailbox or ANI), Message recipient mailbox, Message recipient name, Message date and time received.

Q: Is this supported for Seneca?

A: CallXpress Speech Server is compatible with this archive functionality as all messages are posted through CallXpress. A stand-alone Seneca Speech Server deployed without CallXpress is not supported.

Q: Does the product require any additional software loaded on the CX platform?

A: The message post archive functionality is built into CallXpress. To activate the message post archive functionality, an archive utility must be installed on the CallXpress server. This archive utility will be provided by Vault Solutions. No special CallXpress configuration settings are required to enable this functionality.

Q: Are there any configuration restrictions associated with the application?

A: This functionality is restricted to local store messages only. This will not archive from an external message store (email system).

Q: Can messages be restored back onto CallXpress from the archive?

A: No. As they are .WAV files, administrators can listen to the messages using media players, but the messages cannot be restored back into CallXpress.

Q: Does AVST sell / license this capability?

A: No, customers will need to purchase Archive Accelerator from Vault Solutions and Enterprise Vault from Symantec.

Vault Solutions contact information is:

Vault Solution LLC
Contact: Rick Ganis
Vice President of Sales
rick@vault-solutions.com
+1 603 498-8398
www.vault-solutions.com

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.

