

## WHITE PAPER

# Unified Messaging (UM) Checklist

## Considerations for Evaluating UM Solutions

### Unified Messaging (UM) Checklist

AVST's experience designing and delivering Unified Messaging (UM) to thousands of customers globally since 1993 has led to this list of critical considerations for evaluating UM.

#### Interoperability

- Compatible with all telephony systems?
- Support both TDM and IP telephony environments simultaneously?
- Integration with all email systems (premise and cloud): Microsoft® Exchange, Office 365™, Google™ Gmail™, Lotus® Notes®, Novell® GroupWise® and any IMAP4 compliant email system)?
- Support for non-Windows clients (Mac, Linux, etc.)?

#### Architecture

- Voicemail and UM users on a single system?
- Support Client-based UM users (dual store, email message on one server, voice and fax messages on a separate server)?
- Support Server-based UM users (single store of messages on email server)?
- Support Secure (web-based access) Unified Messaging users?
- Support Simplified UM users?
- Support a mix of UM architectures (e.g. Server and Client) on a single system?

#### Capability

- Meet user requirements to access UM via the desktop, web, phone, and any mobile device?
- Speech access to messages?
- Voicemail-to-text transcription?
- Desktop client support for local languages: Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Spanish, Swedish?

#### Enterprise Impact

- Support for adding and maintaining users from Active Directory?
- Does system modify the Active Directory Schema?
- Different types of codecs based on customer needs?
- Support a message buffer (cache) to reduce impact on LAN/Email?
- Offer web access using a variety of web servers and clients?

#### Secure Message Access

- Administrator ability to restrict certain users from saving copies of the message locally and/or restrict from forwarding messages?
- Can the messages be delivered using a secure streaming technology?

#### Functionality During a Network Failure

- Support all call processing applications?
- Take new messages?
- Support user greetings?
- Support the same user interface?
- Allow users to send new messages?
- Allow users to delete, forward and save new messages?

#### Cost

- Is TCO in line with my company objectives – cost of licenses, annual maintenance, additional hardware or software required to deploy UM?

## About AVST

Applied Voice & Speech Technologies, Inc. is a leading independent developer of software-based unified communications (“UC”) solutions. AVST’s best-of-breed UC applications include infrastructure-agnostic mobile clients, unified messaging, speech-enabled personal assistant, call processing, voice messaging, fax, notification and other business process integration capabilities.

AVST’s unified communications solutions have an unparalleled level of interoperability, scalability, feature depth and flexibility and have been designed specifically to support the enterprise migration to the cloud. AVST’s products can be deployed in various configurations including premise-based, private cloud and hybrid. By connecting new and existing communications technologies and architectures, AVST frees organizations from the constraints of a closed, single-source UC solution, unlocking the full potential of their current and future communications infrastructure.

Headquartered in Orange County, California, AVST maintains facilities in Seattle, Washington, Victoria B.C., Canada and the United Kingdom and has remote sales offices throughout the United States. AVST’s UC solutions are sold and supported worldwide by an extensive network of resellers and OEM partners.



Applied Voice & Speech Technologies, Inc.  
27042 Towne Centre Drive, Suite 200 • Foothill Ranch, California 92610-2810  
Phone: (949) 699-2300 Toll free: (866) 368-0400 Fax: (949) 699-2301  
Website: [www.avst.com](http://www.avst.com) Email: [info@avst.com](mailto:info@avst.com)

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