



Octel® 200/300 Message Servers

The Global Communication Solution for eBusiness

Communication is an essential ingredient of success in today's Customer Economy. With convenient access to voice and fax messages from phone or computer, your employees can collaborate to make faster, better decisions and provide superior service. Now you can facilitate collaboration and relationship management throughout your entire "virtual enterprise"—customers, employees, suppliers, and partners—with Avaya's Octel 200/300 message servers. With built-in fax messaging software, Octel 200/300 servers deliver unparalleled messaging flexibility.

Take advantage of Octel 200/300 message servers to position your company for success by strengthening the essentials of communication:

- **Collaboration**—Many people in the virtual enterprise prefer to communicate via messaging because it is quick, effective, and enables better time management. By allowing employees to conveniently retrieve and respond to both voice and fax messages, Octel 200/300 message servers can improve collaboration, decision-making, and customer service.
- **Relationship management**—Customers remain loyal to companies that provide rapid information, ordering, and escalation. By providing access to both voice and fax messages in a single place, Octel 200/300 message servers help employees manage relationships by quickly identifying and responding to high priority messages from any medium.



Feature Summary

- Visual desktop access to messages
- Integrated fax messaging
- Digital and analog networking capability
- OctelAccess™ Server software for integration with business applications
- LAN/IP card for digital networking and access to IP-based applications
- Traditional telephone user interface: either Serenade® or Aria®
- PC-based mailbox administration
- Full message storage capacity without the need for activation



- **Information access and delivery**—Whether employees are in the office, traveling, or working from home, Octel 200/300 message servers enable them to retrieve and send messages from any PC with Web access. Or, they can use a phone to direct fax messages to any fax machine—for example, at a hotel or customer site. Voice bulletin boards enable employees and other callers to hear content on a range of topics.
- **Workflow**—OctelAccess™ Server software, included with Octel 200/300 message servers, supports access to a broad range of turnkey and custom applications that deliver key business information from applications and databases to employee voice mailboxes. By automating transaction workflow, Octel Software Solutions help your business quicken its pace in step with the speed of eBusiness.

Easily Access Any Type of Message, from Phone or PC

On a typical day, employees retrieve voice messages from their telephones, documents from the fax machine down the hall, and e-mail at the computer. Message management devours time, and urgent communication can easily be overlooked. With Octel 200/300 message servers, employees can more quickly retrieve, organize, and respond to messages by priority because messages can be accessed from either a telephone or PC, at work, at home, or on the road.

Fax messaging software is standard. Integrated voice and fax networking makes it easier to collaborate with partners, suppliers, and others outside your messaging network.

Use the included Visual Messenger™ software to access and send voice and fax messages from your desktop computer. Or use your Web browser to access voice and fax messages using the included www.messenger™ server application. The www.messenger application requires no client software other than a Netscape Navigator or Microsoft Internet Explorer browser, simplifying deployment and saving administration time and client disk space.

You can access and respond to messages by phone as well as by computer. For example, suppose a client sends an urgent message while you're out of town. You can have your pager alert you to the new message and then use a cellular or other phone to retrieve the message. Respond to the message or forward it to a colleague, along with your comments, for further immediate action.





Win Customer Loyalty Through Outstanding Messaging Convenience

In the extremely competitive Customer Economy, success hinges on outstanding customer service. Octel 200/300 servers let you treat your callers with extraordinary care. They can choose to exit to an operator at any time. To make every effort to connect callers to a person who can help them, take advantage of Avaya's patented Personal Assistance™ feature. It automatically transfers calls to a designated extension and a whispered voice announces the name of the person the caller is attempting to reach. If the designated assistant also is unavailable, the caller can exit to an operator or leave a message for the person originally called.

Administer Hundreds or Thousands of Mailboxes from a Single PC

Managing hundreds or thousands of mailboxes in the enterprise can burden administrators. Mailbox Manager™ software, included with Octel 200/300 message servers and installed on a PC, simplifies administration with an intuitive, graphical user interface. The administrator can manage one or many message servers from a single PC, quickly adding or deleting mailboxes, revising classes of service, and administering distribution lists.

Scale as your Business Grows

eBusiness creates unpredictable growth opportunities—and your message system needs to grow in step. Octel 200/300 message servers scale easily. You can support up to 10,000 users with a single Octel 300 server.

Deliver Critical Business Information Through Mailboxes

When you implement custom applications using the OctelDesigner™ Application Development Environment (ADE), OctelAccess Server software integrates your Octel 200/300 message servers with nearly any business application or database in the enterprise. You can purchase a turnkey application, tailor a pre-defined application, or retain a DesignPartner™ to create a custom application that will address your business needs. Customizable, pre-defined applications include Intelligent Call Routing, Fax on Demand, Survey on Demand, and Global Directory. Or build simple applications that take advantage of Single Digit Menus, Voice Bulletin Boards, and OctelForms™.

Whether you need a job hotline, a customer survey, or information and registration for a training center, Octel 200/300 servers deliver the required call routing, information dissemination, and information collection. For example, consider a salesperson whose appoint-



ments are scheduled the day before. You could implement a custom application to transmit the salesperson's calendar for the day from Microsoft Outlook and then play the appointments as a message in the salesperson's voice mailbox in the morning.

Remain "Open" 24 x 7

To ensure your company remains available to global customers around the clock—an imperative for the Customer Economy—Octel 200/300 message servers deliver unparalleled performance and outstanding responsiveness. The servers' modular architecture and concurrent distributed processing enable telephony-grade reliability of better than 99.95%. Multiple drives provide the redundancy that protects server software, names and greetings, and selected or all messages. Take advantage of the optional LAN Backup and Restore feature to ensure that system configuration, names, and greetings remain available in the event of a disaster.

As your business grows, technicians can take advantage of the powerful tools included with Octel 200/300 servers to perform upgrades and expansions and quickly identify and resolve issues. You can add or replace hot-pluggable port cards while the server continues to operate. Intelligent diagnostics enable fast, focused troubleshooting and problem solving. Alarm outcall scheduling notifies service and support personnel when a system error is logged.

Build a nationwide or global network

The powerful networking capabilities of Octel 200/300 message servers extend the power of messaging across your virtual enterprise, strengthening collaboration and enabling communication across time zones. And digital message transmission via the included LAN/IP card can substantially decrease messaging costs by reducing transmission time and enabling the use of more cost-effective networks.

Octel 200/300 servers integrate with most popular PBXs. Use your message server today with your current PBX, and leverage your investment if you later change. Available in over 40 countries, Octel 200/300 message servers support the needs of multinational networks. Servers offer user interfaces in more than 20 different languages, and can support six languages concurrently.

Choose the networking option that best suits your infrastructure:

- **Octel Digital Networking** enables full-featured voice and fax messaging between Octel 200/300 servers connected directly to your corporate data network. The included LAN/IP card also allows administrators to monitor servers using Simple Network Management Protocol (SNMP), perform system management tasks via Telnet Administrative Access, and utilize the LAN Backup feature. Digital networking provides a higher level of security for networked voice traffic because all messages are encoded with a proprietary algorithm.
- **Avaya Interchange**, a separate network server, acts as a messaging hub that receives and forwards multimedia messages from INTUITY™ AUDIX® and Octel message servers as well as voice messages to and from other popular message servers. Compared to point-to-point networking, the Avaya Interchange solution is easier to manage and less costly.
- **Octel Analog Networking** enables full-featured voice and fax messaging between Octel servers via analog connections. Users can dial by name using the NameNet™ feature, which dynamically populates the names directory based on usage.

- **AMIS Analog Networking** extends messaging to your virtual enterprise by allowing simple networked voice messages between your INTUITY AUDIX and Octel message servers and other popular voice mail systems.

Take Advantage of Avaya's Professional Services

Avaya's Professional Services organization provides a full range of offerings for implementation, administration, administration training, and education, delivered by a team of Microsoft Certified Software Engineers (MCSEs) and Certified Novell Engineers (CNEs). To help ensure that deployment of your included software applications proceeds smoothly and delivers the expected functionality, select from the following optional implementation offerings:

- Visual Desktop Messaging installation and configuration
- Visual Desktop Messaging client software deployment and end-user training
- OctelAccess Server software installation, configuration, setup, and system administrator training
- Custom application development using OctelDesigner ADE.

For many services, you can choose between on-site assistance or a telephone engagement.

Harness Messaging for Business Success

With integrated voice and fax messaging, your employees are equipped to respond at the accelerated pace that's here to stay. Take advantage of Octel 200/300 messaging for the communication capabilities essential to your business success.

Business Requirement	Octel 200/300 Solution
<i>Collaboration</i> , for better decision-making	<ul style="list-style-type: none"> • Integrated voice and fax messaging
<i>Relationship management</i> , for the service that retains customers	<ul style="list-style-type: none"> • Visual Desktop Messaging Suite (includes Visual Messenger and www.messenger)
<i>Information access and delivery</i> , for fast answers from anywhere	<ul style="list-style-type: none"> • Fax messaging • Visual Desktop Messaging
<i>Workflow</i> , to facilitate decision-making and movement of transaction	<ul style="list-style-type: none"> • OctelAccess Server software
<i>Networking</i> , to extend communication to the entire virtual enterprise	<ul style="list-style-type: none"> • Analog/digital networking • Built-in LAN/IP card

To learn more about Octel 200/300 messaging with included fax capabilities, ask your Avaya representative or Authorized BusinessPartner. Or visit our web site.

avaya.com