

MITEL

NuPoint Messenger IP



Most of today's businesses are running leaner. To stay competitive they must use resources more creatively, especially information systems. Unfortunately, many "cost-effective" systems often provide less functionality, forcing businesses to choose between cost and capabilities. Mitel® NuPoint Messenger™ IP gives customers the best of both worlds. Leveraging the solid technical foundation that came from Centigram, NuPoint Messenger IP provides reliable, cost-effective messaging applications that have been enhanced with the capabilities required for today's business-critical communications.



it's about **YOU**

Enhance Productivity

NuPoint Messenger IP provides productivity enhancing tools, from the corporate-level right down to the end-user. Teams that collaborate from disparate locations can message each other as if they were in the same building. Users can prioritize and manage their messages from the interface of their choice – phone, email or web – allowing them to work more effectively from the office, at home or on the road.

Simplify End-user Mailbox Management

End-users will appreciate the variety of user interfaces that allow them to access and manage their NuPoint Messenger IP mailbox quickly and easily. When accessing their mailbox over any telephone, users hear Mitel mnemonic, numeric, or Octel-like prompts telling them which keys to press. Alternatively, users with Mitel telephones have the option of navigating their mailbox options visually, using the SoftKeys on their set. For PC-based users, messages, mailbox settings, distribution lists, greetings, and personal voice menu applications can be easily configured through a web-browser by accessing the NuPoint WebView interface.

Improve Customer Service

Every organization knows the value of “delighting” the customer. Advanced capabilities such as intelligent, schedule-based routing and multi-level menus can help your callers easily find the information or the person they are looking for no matter when they call, or from where they are calling. Your employees can also provide superior service to clients by creating personal voice menus that allow callers to transfer to cell phones, home-offices or delegates at the touch of a button. If your organization relies on telephone-based service to support your customers, Record-a-Call will allow you to monitor the service you are providing and use for training purposes.

Lower Cost of Ownership

System downtime costs money. That’s why support for system monitoring, reliability and redundancy, backup and restore are key to the architectural design of the NuPoint Messenger IP. Reliability means fewer system failures, while redundancy and LAN-based backup / restore ensures faster recovery. NuPoint Messenger IP also reduces administrative costs by simplifying repetitive tasks such as moves, adds and changes (MACs) using a windows-based PC, and allowing administrators access to the administration console from any LAN-connected computer.

A Feature-rich Solution

The NuPoint Messenger IP supports a variety of productivity enhancing and cost reducing applications for today’s businesses, including:

- NuPoint Unified Messaging – prioritize and manage voice messages from your phone, email client or web browser
- NuPoint Call Director – use a web-based interface to design advanced call processing and scheduled call routing applications for your organization or individuals
- NuPoint Networking – increase productivity between distributed locations with advanced networking between voice messaging systems (AMIS, VPIM & NP-NET)
- NuPoint Management – simplify repetitive tasks and reduce administrative costs with NuPoint Messenger management tools
- Recorded Announcement Devices – provide your customers with valuable self-help or promotional information about your products and services while they are on hold

Feature	Description	Benefit
IP-based Integrations	Simplified integration and support for SIP allows you to move toward IP-based technologies without replacing your existing infrastructure. Integrate to more than one PBX from a single NuPoint Messenger IP using ESMDI or Dual MWI (RS232).	Lower Cost of Ownership
Data Backup / Replication	Disk mirroring and LAN Backup / Restore capabilities secure your data in the event of a disk failure – getting you back in business faster.	
Administration over LAN	Administrators can access the system from any PC on the LAN for and use Windows-based GUI for faster Moves, Adds and Changes (MACs).	
Access and Manage Voice Messages from email or Web	Users now have access to their voice messages from Outlook, Lotus Notes or their web browser – allowing them to prioritize and manage their messages using their PCs.	Enhance Productivity
Support Messaging Between Office Locations on Different Voice Messaging Systems	With VPIM, AMIS or NP Net TCP/IP, users can transparently message between locations and across voice messaging systems – increasing efficiency.	
Sophisticated Auto Attendant Trees to Help Route Callers	Organizations can greet callers with the auto attendant and guide them to the appropriate greeting, menu, extension, information mailbox or department based on ANI, DNIS, time-of-day, day-of-week, and holiday schedules.	Improve Client Service
Personal Voice Menus for End-Users	Users can greet callers with a different message based on time of day and offering callers options. Users can also develop sophisticated call routing and “find me” applications to ensure optimum service to their clients.	
Record-a-call	With Record-a-Call, calls can be recorded and forwarded to user or supervisor mailboxes. Now client service levels can be assessed and malicious calls can be investigated or archived.	

MITEL it's about YOU

Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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