IBM Solution Partnership Center
Developer Brief Series

PhoneSoft takes communication to the next level with Lotus Notes unified messaging

Highlights

PhoneSoft's unified messaging software, Unified MailCall™, enables Lotus Notes® users to store voice mail with e-mail and faxes in the Lotus Notes mailbox. Mobile employees who travel without a laptop computer now can make a telephone call and quickly retrieve all messages from their Notes mailbox. PhoneSoft™ recently validated Unified MailCall on the Netfinity® platform at the IBM Solution Partnership Center in Stuttgart, Germany, providing customers with the assurance that this software will run well on their Netfinity servers.

In the past, business communication used to be limited to written correspondence that could take days to be delivered. Today, voice mail, faxes, and e-mail provide nearly instant communication within and between offices worldwide. As a result, managing these different messages has become a growing challenge, particularly for employees who travel and need to stay connected.

To provide mobile employees using Lotus Notes with easy and fast access to all their messages, PhoneSoft created Unified MailCall. "With one telephone call, Unified MailCall lets you listen to both your voice and e-mail messages and be notified of an arriving fax," says John Wirfel, president of PhoneSoft. "In short, you can access all of the messages in your mailbox and manage to be productive while away from the office— even without a laptop computer."

"There really is no magic about it— today we need voice, fax, and e-mail in one place," adds Stuart McRae, Unified Messaging product manager for Lotus Development Corporation. "That place is the Lotus Notes mailbox."

Unified MailCall provides complete message access to maximize productivity

To outside callers, Unified MailCall operates like any traditional voice-mail system, providing a flexible autoattendant that plays greetings and offers the options to transfer calls and leave messages. Behind the scenes, Unified MailCall software sends a caller's voice message to the user's Notes mailbox as an e-mail with a WAV file attachment containing the embedded voice recording. Users can play back and respond to these messages via the telephone, a multimedia PC (Windows® 95, Windows® 98, Windows NT®, Macintosh, UNIX®, OS/2®), or automated desktop telephone playback. In addition, Unified MailCall is compatible with virtually all telephone systems, including Alcatel, Centrex, Ericsson, Lucent, Mitel, NEC, Nortel, Rolm, and Siemens.

Using Unified MailCall, mobile employees can access standard e-mail messages much faster than with a laptop computer. Unified MailCall uses a text-to-speech engine that enables them to listen and respond to messages over the telephone, or forward messages to their hotel fax machine. That eliminates the need to wait for the Lotus Notes mailbox to replicate onto a laptop. "Mobile employees can simply pick up the telephone to see if they have any urgent e-mails and then respond immediately," says Robin Morris, manager of international operations. "Unified MailCall provides not only convenience but a means to maintain strong customer relations and continue active project management away from the office. That's key to remaining competitive."

Lotus Domino provides an ideal platform for Unified MailCall

Unified MailCall works with all versions of Lotus Notes and Domino™ and is designed to use the Notes Name & Address
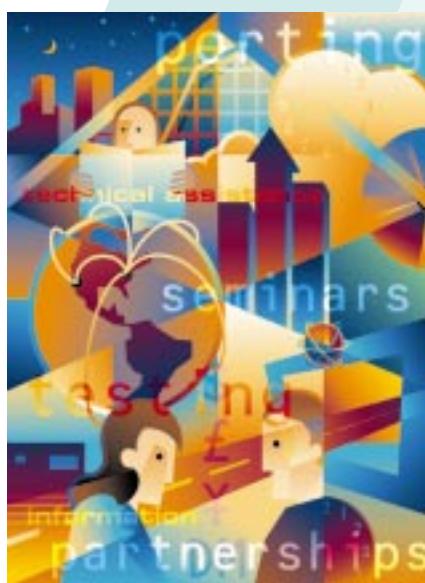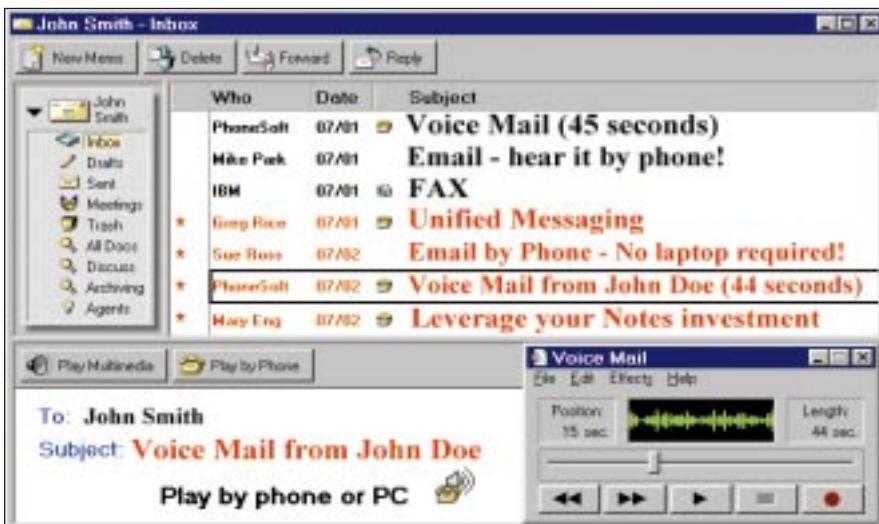
Unified MailCall enables Lotus Notes users to store voice mail with e-mail and faxes in the Lotus Notes mailbox.

Book. "For system administrators, it's a great time saver to have only one common address book for the e-mail and telephone system," says Morris.

Unified MailCall can run directly on a Notes server, or on any PC or Notes client on a LAN or WAN, using Windows NT or Windows 95/98. In addition, Unified MailCall can access any user's Notes mail database over the LAN, making it operating system independent and capable of supporting all Notes client and Domino server operating systems.

PhoneSoft validates Unified MailCall at the SPC

Because voice mail systems need to perform around the clock, availability is a primary concern. According to Morris, employees who are already accustomed to extremely reliable voice mail systems expect the same from unified messaging. "In the real world, we manage complex messaging networks," explains Morris. "By validating Unified MailCall at the IBM Solution Partnership Center (SPC), we can assure PhoneSoft customers that our product will stay up and running on a powerful and widely used IBM platform."

At the SPC in Stuttgart, Germany, PhoneSoft tested Unified MailCall on a Netfinity server, while running Lotus Notes on an AS/400®. "Thanks to the SPC—both its staff and resources—we were able to demonstrate the robustness of our product on the Netfinity," notes Romano Arnaldi, technical

manager of PhoneSoft EMEA/Far East. "In just a short time, Unified MailCall was fully operational."

By tightly integrating software, middleware, and the operating system, AS/400 provides the power and flexibility you can rely on to help you run your business. The new AS/400e™ servers provide tremendous performance for e-business and e-commerce applications and operations.

The IBM Netfinity system environment provides the scalability to handle a wide range of applications, as well as the strong performance and high availability needed to proactively manage systems. IBM Netfinity is the only Intel® processor-based server that includes a complete e-business solution at no additional cost. Every Netfinity server comes with the market-leading messaging software—Lotus Domino server—and Domino Intranet Starter Pack™.

As a result of testing Unified MailCall at the SPC, Morris thinks users will benefit from knowing that PhoneSoft's unified messaging software will run well on high-end IBM servers, as well as PCs. "I think successfully validating our product on Netfinity adds to its credibility and should provide our customers with the assurance that they can run our solution on this IBM platform."

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