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Unisys uses voicemail to manage messages

Darren Pauli

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Unisys Asia Pacific has replaced its existing voicemail system Active Voice Repartee with **six XML-based solutions and a fax system.**

Unisys IT project manager Martin Hollis said the new systems **will help keep traveling staff in contact with clients.**

"The system enables them to respond to internal and external messages in a timely, consistent manner, regardless of language, time zones and geography," Hollis said.

He said the new **MESSAGEmanager systems**, which run on IP-networked Windows platforms, had to be robust and reliable to support its 1000 employees.

Unisys Australia and New Zealand marketing director, Alan Smith said while five of the systems are standard voicemail devices, the sixth component has added functionality.

"Five of the six systems are standard voicemail systems used to support Unisys internal voicemail service; however, the sixth system has an additional auto-attendant and announcement functionality which front-ends Brisbane-based call centre operations for clients," Smith said.

The voicemail systems are based on voiceXML (a Web-based standard markup language for XML-based voice applications), Microsoft SQL and media processing resources from Intel and Brooktrout, which allows extended support of telephony requirements.

The systems store up to five time-set voicemail greetings and use XML, Microsoft SQL, and Intel and Brooktrout processing resources to escalate unanswered voicemail messages by SMS notification or calling staff.

Hollis said the fax systems, which can deliver faxes to users' e-mail accounts, are used globally by Unisys.