



Do More with MESSAGEmanager

MESSAGEmanager FAX, Global Routing

How it Works

Global Routing software is designed around Microsoft Distributed COM Technology, which is built into MESSAGEmanager Servers and client applications.

Each Server maintains local performance statistics such as the number of fax lines, dialing rules and call costs, the number of messages waiting to be converted and/or sent for each priority, average conversion and transmission rates etc. in the Server Registry.

Each Server is regularly updated with availability, cost of calls, processing capacity and current workload of all other Servers in the group.

When a Client application such as Lotus Notes, Microsoft Exchange or SAP is ready to submit a message for transmission, it uses COM to pass the message destination, size and priority to the local (routing) Server. The local Global Routing component calculates the time taken by each Server in the group to convert the file(s), waiting time for an available line, call duration and cost from data in memory and presents the client application with a list of available Servers starting with the 'best able'.

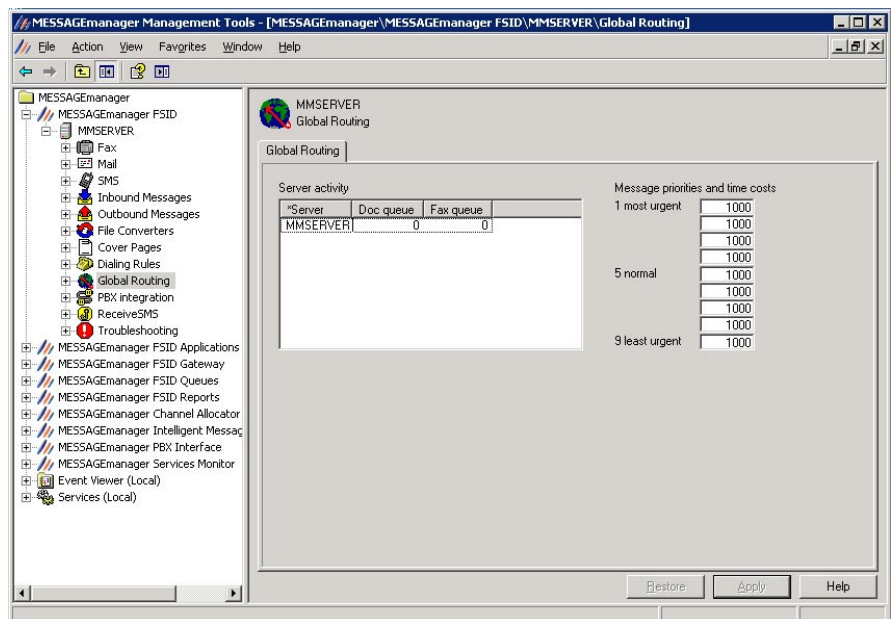
When a client submits a message, the address is automatically formatted into the standard international format. When the message is routed to the appropriate Server, the number is reformatted to local based on local Server Dialing Rules.

MESSAGEmanager Global Routing provides least cost routing, load sharing, redundancy and fallback for MESSAGEmanager fax applications. Global Routing allows multiple Servers to work together across the enterprise, sharing the workload and reducing call costs by diverting fax messages to a Server that can deliver the message to the final destination more economically.

Global Routing routes messages to a Server over private networks or Intranets according to Server availability, telephone costs, workload, message priority and date and time.

Why You Need Global Routing

You can dramatically reduce the cost of fax calls by using the Internet or WAN connections to route calls to a Server able to deliver the message to the final destination at a lower cost. With multiple Servers on your network, you can maximize your Communications Server investments by balancing the workload across all available Servers.



Easy to Set Up and Manage

You can set up and manage Global Routing from any workstation on the network.

Just add local cost data, configure the local dialing rules and name a Server in the group you wish the new Server to join. When the Server joins the group, all other members are automatically notified and client applications automatically use the new Server without modification.





Global Routing Administration is designed as an MMC Snap-In. There are no complex tables on each Server to modify when a server is added or removed from the group and no complex dial patterns for internationally routed calls. The administrator can change any Server cost table at any time and client applications automatically adapt to the new costs.

Should a Server fail, client applications are switched to an alternative Server. When the Server is back up, client applications use it again.

Users can check on the progress of their messages with the Queue Manager, which simultaneously displays all messages on all Server queues.

Call Costs and Dialing Rules

Each Server has its own local Dialing Rules and Call Cost components which defines the local phone system, the country code, area codes, local exchanges, long distance preselect digits, PBX rules and call costs at various times for each day of the week.

The Dialing Rules and Call Costs can be administered remotely from any workstation. The cost database includes costs for Call Setup, Per Minute, Per Message, and Per Page for various number patterns.

The number to be dialed is compared against the numbers in the database to calculate the call cost. Sample dialing rules and call costs files are supplied.

