



INTUITY™ AUDIX® Multimedia Message Server

All-in-One Communication Solution for eBusiness

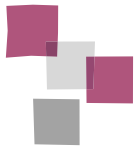
Communication is an essential ingredient of success in today's eBusiness environment. With convenient access to all messages—voice, e-mail, and fax—from phone or computer, your employees can collaborate to make faster, better decisions and provide superior service.

Now you can facilitate collaboration and relationship management throughout your entire “virtual enterprise”—customers, employees, suppliers, and partners—with Avaya's INTUITY AUDIX multimedia message server. With built-in e-mail and fax messaging features, the INTUITY AUDIX message server delivers unparalleled messaging flexibility.

Take advantage of the INTUITY AUDIX server to position your company for eBusiness 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 messages of any type, the INTUITY AUDIX message server can improve decision-making and customer service.
- **Relationship management**—Customers remain loyal to companies that provide rapid information, ordering, and escalation. By providing access to all messages in a single place, the INTUITY AUDIX message server helps employees quickly identify and respond to high priority messages from any medium.
- **Information access and delivery**—Whether employees are in the office, traveling, or working from home, the INTUITY AUDIX message server enables 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—and to listen to e-mail messages via text-to-speech conversion.





**Respond at the speed
of eBusiness, with
anywhere, anytime,
any media messaging**

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 the INTUITY AUDIX message server, employees can more quickly retrieve, organize, and respond to messages by priority because all messages—voice, e-mail, and fax—can be accessed from either a telephone or PC, at work, at home, or on the road. *Everything is standard.* Integrated e-mail and fax messaging make it easier to collaborate with partners, suppliers, and others outside your messaging network.

With access to voice, fax, and e-mail messages from the same place, employees can more quickly spot urgent messages, improving collaboration and customer service.



Use the included INTUITY™ Message Manager or Internet Messaging software to access and send voice, e-mail, and fax messages from your desktop computer. Or use your Web browser to access voice and fax messages using the included [www.messenger™](http://www.messenger.com) server application. The [www.messenger](http://www.messenger.com) 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 e-mail 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. With its text-to-speech capabilities, the INTUITY AUDIX message server allows you to listen to the e-mail just as you would a voice message. Respond to the e-mail by voice, or forward it to a colleague along with a voice attachment for further immediate action. Recipients need only a multimedia PC and Avaya's Voice Player, which is a Web "helper" application, to play back your voice messages from within their e-mail program.

Leverage Existing E-mail Systems

The INTUITY AUDIX message server supports e-mail integration using Internet Messaging software. It interoperates with most popular e-mail systems (such as Microsoft Exchange, HP OpenMail, and Lotus Notes 4.6) and clients (such as Microsoft Outlook, Microsoft Exchange, Internet Explorer, Lotus Notes 4.6, Netscape Navigator, Eudora Pro, and Eudora Light)'. Users can access e-mail messages not only from their PCs, but also from wireless or standard phones. Your system administrator can manage the Internet Messaging software from any network-connected PC equipped with a Web browser.



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 the INTUITY AUDIX MAP 40 or MAP 100 message server, simplifies administration with an intuitive, graphical user interface. The administrator can manage one or many message servers from a single PC, quickly accomplishing tasks such as adding or deleting mailboxes, comparing or revising classes of service, and administering personal or system distribution lists.

Scale as your Business Grows

eBusiness creates unpredictable growth opportunities—and your message system needs to grow in step. Choose an INTUITY AUDIX message server to support from 100 to 10,000 employees, or create a worldwide network of more than 500 locations and 500,000 users, including messaging systems from other vendors. Add storage capacity and voice ports in increments as needed.

With INTUITY AUDIX networking, you extend the power of messaging across the 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.

Remain “Open” 24 x 7

To ensure your company remains available to global customers around the clock—an imperative for eBusiness—the INTUITY AUDIX message server offers advanced loss protection. The larger configurations feature RAID (Redundant Array of Independent Disks) Level 5 redundancy, allowing your system to continue to operate even if a hard disk fails. And you can replace individual hard disks while the system remains available to employees, customers, suppliers, and other members of the virtual enterprise.

Take Advantage of Avaya’s Professional Services

Avaya’s Professional Services 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 ensure that deployment of your included software applications proceeds smoothly and delivers the expected functionality, select from the following optional implementation offerings:

- INTUITY Message Manager implementation and/or end-user training
- www.messenger implementation and/or end-user training
- Internet Messaging for INTUITY AUDIX implementation

Feature

Summary

- Visual desktop access to messages
- Integrated fax messaging
- Analog and digital networking capability
- LAN/IP card for integrated e-mail messaging and digital networking
- Text-to-speech conversion, for retrieving e-mails by telephone
- Traditional telephone user interface
- PC-based mailbox administration (for MAP 40 and MAP 100)
- Full message storage capacity without the need for activation

Harness Messaging for eBusiness Success

eBusiness has arrived. With integrated voice, e-mail, and fax messaging, your employees are equipped to respond at the accelerated pace that's here to stay. Take advantage of INTUITY AUDIX messaging for the communication capabilities essential to eBusiness success.

To learn more about INTUITY AUDIX multimedia messaging with included IP and fax capabilities, ask your Avaya representative or visit avaya.com/solutions



eBusiness Requirement

INTUITY AUDIX Solution

Collaboration, for better decision-making

- Integrated voice and fax messaging
- Internet Messaging software

Relationship management, for the service that retains customers

- Visual Desktop Messaging Suite (includes INTUITY Message Manager and www.messenger)

Information access and delivery, for fast answers from anywhere

- Fax messaging
- Visual Desktop Messaging

Networking, to extend communication to the entire virtual enterprise

- Analog/digital networking
- Built-in LAN/IP card

¹ Exchange, Outlook, and Internet Explorer are trademarks of Microsoft Corporation. HP OpenMail is a trademark of Hewlett-Packard Company. Lotus Notes is a registered trademark of Lotus Development Corporation. Navigator is a trademark of Netscape Communications Corporation. Eudora Pro and Eudora Light are trademarks of QUALCOMM Incorporated.