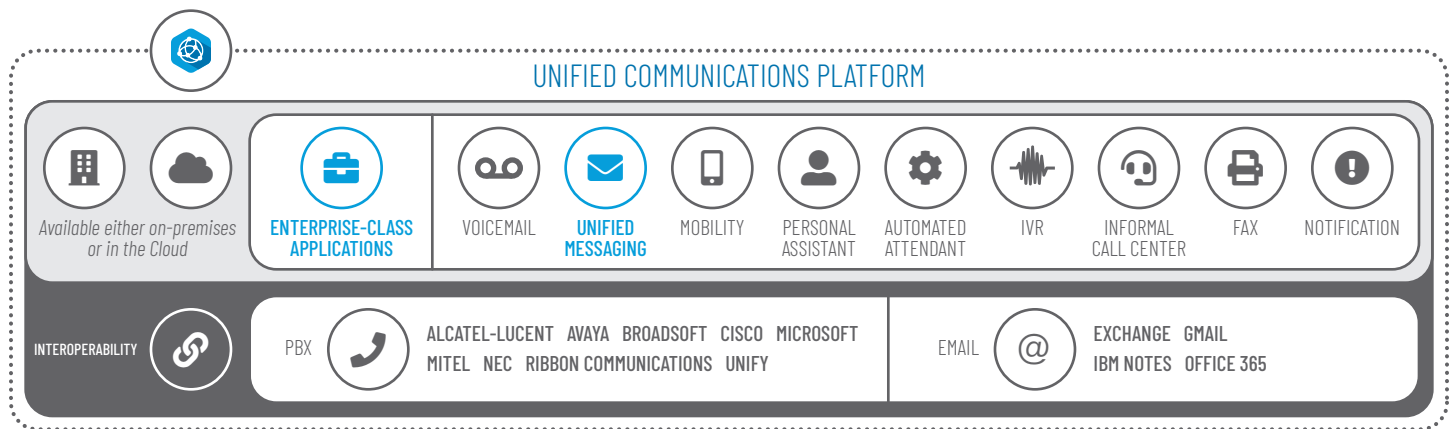




DATASHEET

XM CONNECT UNIFIED MESSAGING

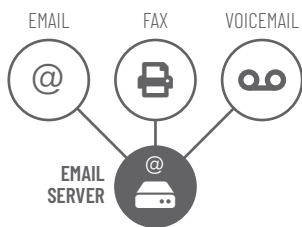
Simplify your organization's communication experience by combining all your messaging features into a single solution viewable from the device of your choice. Leading industry analysts have consistently rated the XM Connect™ Unified Messaging application as best-of-breed in the marketplace.



UNIFIED MESSAGING BENEFITS

- › **Convenient Communication** – Easy, secure access to messages anytime, on any device
- › **End-to-End Security** – Voice/fax messages are encrypted at rest and in transit
- › **Compliance** – Flexible message storage options to meet compliance requirements; ability to change configuration in the future without relicensing expenses
- › **Investment Protection** – Delivers UM to multiple email systems (on-premises and cloud): Exchange, Office 365, Gmail, Notes, and any IMAP4 compliant email system
- › **Flexibility** – Supports multiple email servers simultaneously
- › **Deployment** – Choose a mix of server, secure, and client UM users on a single XM Connect system
- › **Microsoft Exchange UM Alternative** – Protects on-premises PBX investments (Avaya, Cisco, and more) while delivering UM to Exchange/Office 365
- › **Transcription** – Integrates with Google, Microsoft, or VoiceBase for embedded voicemail transcription
- › **Click-to-Call** – XM Connect users using Microsoft Outlook or IBM Notes can highlight a name in their address book and easily click-to-call them

FLEXIBLE UNIFIED MESSAGING



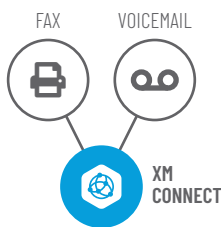
SERVER UNIFIED MESSAGING (OPTION)

Single store of all messages on the email server. User has a single view of all messages in email inbox.

With Server Unified Messaging, there is a single store of all messages on the email server, supporting both on-premises and cloud-based email solutions such as Office 365 and Google Gmail.

Advantages

- › Simplest for users as all voice, fax, and email messages appear in same inbox
- › Easiest to set up as integration is all done on the back-end (no user involvement necessary)



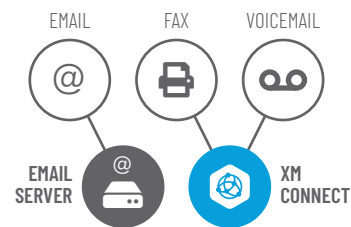
SECURE UNIFIED MESSAGING (STANDARD)

Secure web-based access to voice and fax messages.

With Secure Unified Messaging, voice and fax messages remain on the voicemail server, and email remains on the email server. Access to voice and fax messages is accomplished through a web browser. Users can access their messages through their computer speakers, or play their messages over the telephone. For secure access, administrators can enable specific security features for specific users, including using secure audio streaming to deliver the messages to the web and mobile clients as well as restricting the ability to save a copy of the voice message on their local systems.

Advantages

- › Voice/fax messages cannot be forwarded via email to help minimize information leaks
- › Messages are streamed and cannot be saved to the user's workstation/mobile device



CLIENT UNIFIED MESSAGING (OPTION)

Email messages on one server and voice/fax on a separate server. User has a separate mailbox in email to view voice and fax messages.

With Client Unified Messaging, voice and fax messages are stored on the XM Connect server and email messages are stored on the email server. The user's email client is configured with two inboxes—one for email messages and the other for voice and fax messages.

Advantages

- › Back-end integration between XM Connect and the email server is optional (necessary to be able to listen to emails over the phone)
- › Voice/fax messages appear in a separate inbox within the email client for more granular control over message retention time to meet compliance requirements

SPECIFICATIONS

Capacity

- › Supports up to 60,000 UM Users

Email interoperability

- › Delivers UM to Multiple Email Stores and Clients
- › Supports Microsoft Exchange, Office 365, Google Gmail or any IMAP4 Compliant Email Server

Features

- › Delivers UM to Multiple Email Systems (Premises and Cloud)
- › Supports Multiple Email Servers Simultaneously
- › Most Flexible Storage Options to Meet Security, Compliance and Confidentiality Requirements
- › Integrates Email, Voicemail and Fax into a Single View
- › Secure Voice Messages via Mobile Client and Web Client
- › Voicemail-to-Text (3rd party service)
- › Text-to-Speech
- › Localized Clients

Operating system

Server:

- › Microsoft Windows Server 2016
- › Microsoft Windows Server 2012 R2 (64-bit)
- › Microsoft Windows Server 2008 R2 (64-bit)

Client:

- › Windows 10 (32-bit & 64-bit)
- › Windows 8.1, 8 (32-bit & 64-bit)
- › Windows 7 Professional (32-bit & 64-bit)
- › Windows Vista Business (32-bit)

Email access

Server:

- › Microsoft Exchange 2019, 2016, 2013, 2010
- › IBM Notes/Domino R9.0, R8.5, R8.0
- › Google Gmail, Microsoft Office 365 and any IMAP4 compliant Email System

Client:

- › Microsoft Outlook 2016, 2013, 2010
- › IBM Notes R9.0, R8.5