MESSAGE ARCHIVE

Permanent Archive Solution for Voicemail

Mutare's Message Archive for Avaya Aura™ Messaging, Modular Messaging and Communication Manager Messaging automatically copies and stores all messages on your voicemail system to a server for permanent storage and easy retrieval. Especially useful for compliance and legal applications, Message Archive is an indispensable tool for any enterprise requiring an ongoing and permanent record of voicemail activity. Protect your important communications and streamline your administrative processes with Message Archive, just one of Mutare's many innovative Business Continuity Solutions.

ABOUT MESSAGE ARCHIVE

The Message Archive application works with Avaya voicemail systems. Once installed on the application server, Message Archive works in the background, continually cycling through subscriber voicemail boxes for new content. All new messages, including audio files and header information, are copied and saved to the application server.

BENEFITS

- Provides automatic and continuous archiving without disruption to normal voicemail functions
- Creates a secure and permanent record of all messages, even those that have been deleted
- Can access all selected mailboxes without requiring user passwords
- Assures continual compliance with record-keeping requirements

ADMINISTRATION

The Message Archive solution includes access to a web site for simple archive administration. Through the Message Archive web interface, administrators can:

- Select which mailboxes will receive the archiving service
- Review archiving activity
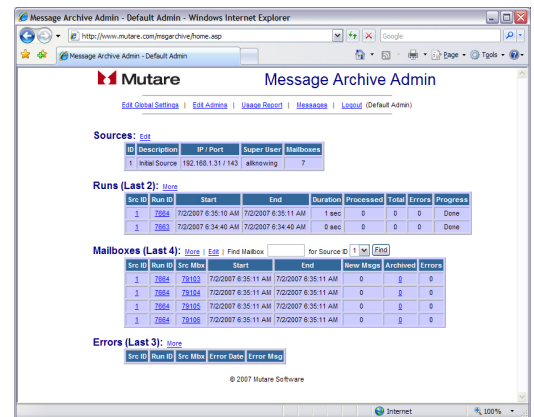- Access archived messages using flexible search criteria (by date, time, ANI/caller ID etc.)
- Play back messages from the desktop
- Forward copies of selected messages by email

REQUIREMENTS

The Message Archive solution includes access to a web site for simple archive administration. Through the Message Archive web interface, administrators can:

- Works with Modular Messaging system release 3.1 or later, CMM release 5.2 or later, Avaya Aura™ Messaging 6.0 or later and Avaya CallPilot 4.0 or higher with desktop messaging licenses.
- Can be installed on a customer provided Windows server or hosted in the Mutare cloud.

ABOUT MUTARE

Through unified communication technology Mutare creates customized software that makes communication easy, secure and efficient, with solutions for speech to text transcription, smart notification, secure mass notification, contact centers and more.