

# Message Archive for Modular Messaging

## Seamless, Secure, Permanent Archive Solution for Voicemail

### Mutare Software's Message Archive for Modular Messaging

automatically copies and stores all messages on your voicemail system to a server for permanent storage and easy retrieval. Especially crucial 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 Software's many innovative Business Continuity Solutions.

### About Message Archive

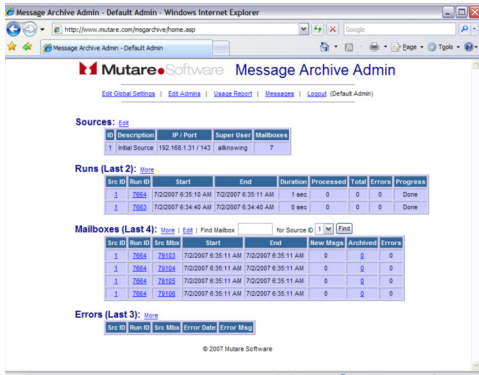
Message Archive is an application that works with Avaya Modular Messaging voicemail systems. Once installed on the application server, Message Archive works in the background, continually cycling through subscriber voicemail boxes for new content. All new messages, including audio files and header information, 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.



**Message Archive is an indispensable tool for any enterprise requiring an ongoing and permanent record of voicemail activity.**



Through the Message Archive website, administrators select archive settings and mailbox preferences as well as gain access to all archived files.

## 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

- Requires Modular Messaging system release 3.1 or later.
- Requires remote access to the application server and access to any data necessary for the application.



## Other Innovative Mutare Solutions

### EVM Plus and giSTT Speech to Text

EVM Plus provides unified, one-stop access to voice and fax messages from your email inbox. Add giSTT speech to text and receive a text transcription of the voicemail message in the body of the email delivery.

### Enterprise Notification System

A broadcast application for rapid delivery of messages to targeted lists of recipients.

### Message Mirror/Rescue

Automatically copies all messages and related information from the production MM for CMM to a standby server, either geo-redundant MM or another storage device on the customer LAN or in the cloud.

### Survey On Demand/Survey Maker – Voice & Web

Creates surveys that recipients can complete using touchtone, voice, or web response. All responses are stored in one file for evaluation.

### AutoReminder

Automates outcall campaigns (appointments, delivery notices, collections calls).

### Password Reset

Puts secure mailbox password reset capabilities in the hands of the individual employee or helpdesk.

## Mailbox Escalation/Message Monitor

Two call center administrative tools to improve responsiveness, track voicemail box activity and meet service level agreements.

## About Mutare Software

Mutare Software is changing the way business communicates. Innovative messaging solutions such as EVM Plus and giSTT enable employees to read voicemail messages in email for faster decisions, profitable transactions, and closer relationships between customers, employees and suppliers. Sales go up and expenses go down. Mutare is known for its voice and web self-service applications, call center administration tools, and custom Interactive Voice Response (IVR) solutions that deliver high value and improve customer service.

Visit [www.mutare.com](http://www.mutare.com) and see what Mutare Software can do for your bottom line.



2060 E. Algonquin Road, Suite 701  
Schaumburg, IL 60173

**847.496.9000**  
847.496.9010 fax

[www.mutare.com](http://www.mutare.com)