

## Voicemail Storage

# Message Archive

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### About

Mutare's Message Archive for Avaya Aura Messaging, Modular Messaging (MSS) and Communication Manager Messaging (CMM), automatically copies and stores all messages on your voicemail system to a server for permanent storage and easy retrieval.

The Message Archive application works with Avaya voicemail systems or Cisco Unity. Once installed on a server in the customer's network, 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 on the customer's network.

### 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.

### Implementation

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

Works with Modular Messaging system release 3.1 or later, CMM release 5.2 or later, Avaya Aura Messaging 6.0 or later, Cisco Unity and many other voicemail platforms. Can be installed on a customer provided Windows server.

Message Archive automatically copies and stores all messages on your voicemail system to a server for permanent storage and easy retrieval.

## Three Decades of Expertise

For three decades, we've been empowering organizations to re-imagine a better way to connect with each other. Today, through our transformative digital voice and text messaging solutions, we make communications with colleagues, customers and prospects simple, secure and effective. And that means more time and less stress for your employees, a more positive experience for your customers, and improved bottom line results for your organization.

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**Get the message.**