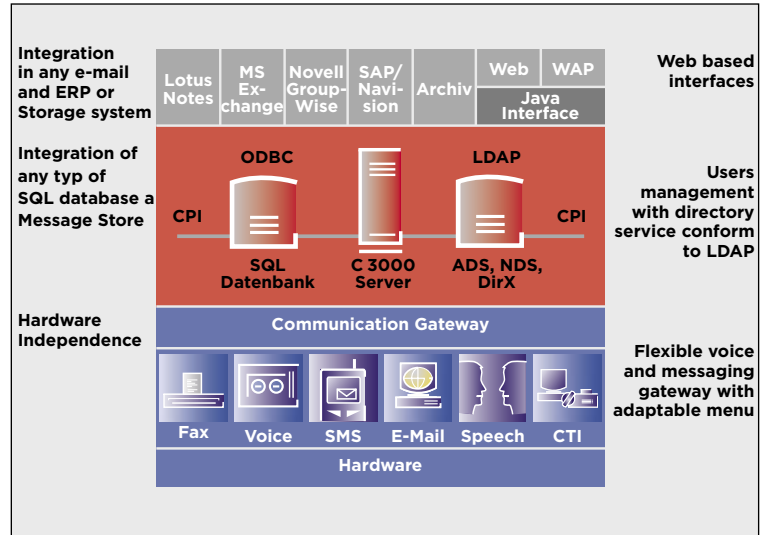


FACT SHEET

C 3000 - Unified Messaging System

Nowadays your employees are supported by modern technologies in all kind of business communication. All of them use different media: Voice-Mail, E-Mail, Fax and SMS.

For your employees this means they have to check many different in-boxes all the time and handle them separately. For your company this means: a certain number of separated systems run side by side and increase costs for hardware, administration and service. Bundling all of your business communication under one surface brings more efficiency in your employee's workflow and prevents redundant administration: C3000 Unified Messaging



Business Communication without media breaks

C 3000 Unified Messaging uses an intelligent approach to routing phone calls, voice messages, e-mails, faxes and sms. Your employees can access and manage all the messages through a single inbox.

Operating with Microsoft Exchange, Lotus Domino or Groupwise systems, C3000 delivers the advanced functionality and scalability that can help your enterprise stay efficient.

High efficiency in every aspect

Unified Messaging can help enterprises boost productivity and reduce costs. Consolidating all kind of messages into a single mailbox can reduce costs for administration (single point of administration) and supplementary hardware like fax machines or touchtone phones (using the Voice Module).

Closer to the customer

The Advantage of Unified Messaging supporting the workflow is evident: successful Customer relationship management is possible. All messages and all customer data can be used at the same time under one surface. Sales representatives can get notification by sms for every new message in their inbox. Efficient and quick customer care can be realized – a big advantage in highly competitive markets.

Deep integration by courtesy of open architecture

C 3000 provides all fax, voice or sms messages in various environments. Microsoft Exchange/Outlook, Lotus Notes/Domino or Novell Groupwise becomes fax, answering machine and pager. Deep integration in ERP systems like SAP or Navision and archive systems is possible by C3000 gateways. Existing applications can easily be implemented via an open C3000 interface. C 3000 Hardware Abstraction Layer grants hardware independence.

Independent data store by LDAP and ODBC interfaces

Deep integration of C3000 in existing data store of user data simplifies administration. The entire user administration is done in directories like Microsoft Active Directory (ADS) or Novell Directory Services (NDS). Via LDAP all user data is synchronized directly, administration of various address books is unnecessary. Using ODBC interface, C3000 can be connected to all types of existing database.

Web standards

C3000 Server technology is based on JAVA technology. The administration interface controlling the C3000 server components is also based on JAVA and can be shown in every browser.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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