

TOPCALL Unified Messaging



Building Solutions

Feature Overview

User Capabilities

- Fax, E-mail, Voice, SMS, Telex and more
- Business applications including SAP and MQSeries
- WAP, CTI and IVR capabilities
- E-Commerce ready

User Capabilities

- Freedom of choice
- Single message store
- Real-time message management

Administration

- Central administration for all messages with long-term archiving capabilities
- One source for all hardware, software and support
- Turnkey solution from development through implementation and support

Benefits

- Message-enabled applications
- Increased efficiencies and decreased costs
- Low cost-of-ownership

Overview

TOPCALL is a leader in providing solutions for business communications, integrating unified messaging with your mission-critical business applications. Our users are the largest, best-known global corporations and Application Service Providers from all major industries.

Features

TOPCALL's Unified Messaging solution centralizes communications by establishing a single message store called Communication Server **one**, which satisfies all Unified Messaging criteria. This provides the user freedom of choice to access Fax, e-Mail, Voice and Paging messages with clients such as a phone, a PC or a palm-top. All of this is possible while integrating these messaging services with mission-critical business applications. Because Communication Server **one** is the central hub for all messages, all of these features and capabilities are administered at a single point and supported by a single vendor. This is true Unified Messaging.

User Capabilities

With Communication Server **one**, the user has full control over all forms of communication handled by the TOPCALL Unified Messaging solution. Following are some of the capabilities offered by Communication Server **one**:

- Listening to a voicemail on your desktop computer or your telephone, then routing that voicemail with comments
- Faxing an email from a wireless device
- Retrieving, replying, forwarding or deleting emails, voicemails or faxes from your inbox in real-time from either a PC or a phone, with no need to wait for synchronization of data stores
- Managing all messages from your cellular phone, desktop computer, desktop telephone or palmtop
- Interactive Voice Response – requesting business-critical information over the telephone, via an advanced user interface, and having it printed on any fax machine you choose, sent by e-mail or SMS, or read via Text-to-Speech
- Direct and immediate access to customer and company information stored in databases, as well as access to your critical business applications from a PC, phone or palmtop

These user capabilities not only provide ease of access to messages and applications, but they also increase productivity and efficiencies by streamlining and accelerating the flow of communication and information in an organization.

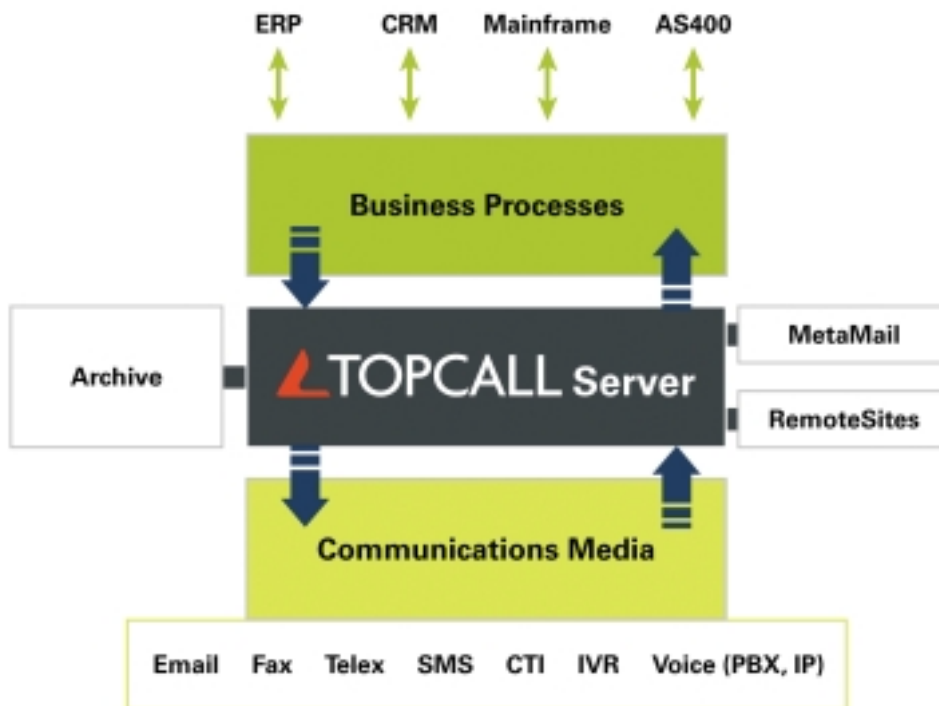
Benefits

As you have read, TOPCALL's Unified Messaging solution, Communication Server **one**, is a comprehensive messaging system that integrates your business communications with your critical business applications. As a result of advanced user capabilities and management tools provided by Communication Server **one**, the TOPCALL Unified Messaging solution cuts costs and increases profits by creating greater efficiencies within your business process and advances customer service by increasing the level of intra-company and inter-company collaboration through communication.

TOPCALL Unified Messaging



The TOPCALL solution, **Communication Server *one***, integrates Unified Messaging – FAX, voice, e-Mail, paging and WAP – with critical business applications to provide a full enterprise-wide solution that increases efficiencies within business processes.



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