



Unified Messaging, Contact Center and Smart Notification

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For more detailed information, please see

- <http://www.mutare.com/unifiedmessaging.asp>
- <http://www.mutare.com/contactcenter.asp>
- <http://www.mutare.com/vitallink.asp>

Mutare's Unified Messaging Products

EVM3

Read, listen and control voicemail from email with EVM3. Respond faster to urgent customer needs without ever having to log in to voicemail again. No expensive upgrades are needed because EVM3 works with your existing voicemail and email system.

giSTT Hosted

Hosted voicemail to email transcription. Works with existing voicemail systems without the need for on-premise equipment. Optional hosted cloud voice mailbox available for enterprise applications.

giSTT Speech-to-Text

Delivers text transcriptions of enterprise voice messages to email, SMS, IM and CRM. Works with existing voicemail and email systems.

Hosted Voicemail

Mutare's hosted voicemail solution is ideal for businesses that prefer the savings and simplicity of a cloud solution to answer missed calls. Mutare's giSTT Hosted voicemail solution will answer business and cellular calls and delivers both right to your email inbox.

Mailbox Escalation

Monitors select mailboxes and delivers rules-based message waiting notifications. Works with Avaya Aura Messaging, Avaya Modular Messaging and Avaya Communication Manager Messaging.

Message Archive

A voicemail backup solution that automatically copies and stores all messages on the enterprise voicemail system to a server for permanent storage and easy retrieval.

Message Migration

Moves messages and related data from a legacy voicemail server to a new one.

Message Mirror

A middleware solution that backs up voice messages in real time between Avaya Message Stores.

Message Monitor & Reporting

Monitors select mailboxes, records message information to database for reports. Works with Avaya Aura Messaging, Avaya Modular Messaging and Avaya Communication Manager Messaging.

Message Rescue

Continuously monitors and copies messages and greetings in real time from the production system or multiple systems to any storage device on the LAN or in the cloud.

Password Reset

Automates self-service password reset for all Avaya voicemail systems.

Voice Broadcaster

Delivers recorded messages directly to selected mailboxes on Avaya voicemail systems.

Mutare's Secure Mobile Chat Contact Center App

Mutare's Secure Mobile Chat is the first of its kind Contact Center application that more than doubles agent efficiency while giving important customers the convenience of mobile access to secure chat support right from their smartphones.

This mobile app supports two-way encrypted chat sessions between agents and customers, enabling users to communicate sensitive information quickly and confidentially. Agents once confined to servicing one voice call at a time can now manage three or more secure chat sessions simultaneously, which means better use of contact center resources, lower network costs and quicker access to support for the customer. Secure Mobile Chat:

- Enables the mobile channel in the contact center
- Secure real-time inbound/outbound chat from mobile applications (Complies with HIPAA requirements)
- Replace expensive, not reliable and not secure SMS solutions
- Improve customer experience
- Increase ROI: Integrates with existing Contact Center investments

Mutare's Secure Chat application is platform agnostic and can be integrated with current UC and CC systems, significantly enhancing the value of the Contact Center IT investment. Developed as a white-label offering, Secure Chat allows companies to extend their brand to their customers' smartphones while providing a superior support experience.