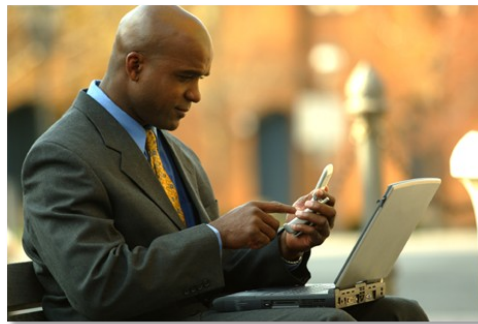


## Converged Services

# ACONYX Unified Communications

ACONYX Unified Communications is a suite of messaging applications that allows service providers to generate incremental revenues by migrating their legacy voicemail systems to enhanced IP architecture, while enabling the subscribers to access newer incremental features including web access, multimedia options, videomail, ringback tone, etc. utilizing this new architecture.

It enables service providers to unify voice, fax, e-mail, voicemail and videomail into an integrated business communications solution for greater business responsiveness, better user experience, and higher collaboration. Integrating voice and messaging infrastructures, ACONYX UC reduces costs and improves efficiency for the business while at the individual level, makes communications simpler and more flexible through a range of innovative applications in the solution package.



### ACONYX Unified Communications package

- Basic Voicemail
- Videomail
- Visual Voicemail
- Unified Messaging
- Auto Attendant (AA)
- Personal Communications Manager (PCM)

## Solution Highlights

### Basic Voicemail

- Pin-based secure access to the message box
- Greetings for busy, no-answer, standard, customer and extended-absence
- Message record, play and navigation
- Single message box with multiple phone lines
- Multiple Language framework
- Message broadcast

### Videomail

- Personalized videomail greeting
- Video Mail record, play and navigation
- Unified Message box for Text, Voice and Video
- Audio-only listening for non-video handsets
- Toggling option between Videomail and audiomail prior to message deposit
- Web access to Unified Message Box
- Missed Call Notification for video calls
- Integration with the PCM Application

### Visual Voicemail

- All Basic Voicemail features +
- Web-based subscriber self-administration
- Web-based Voice mailbox Access
- Notification via Email (with or w/o attachment)

### Unified Messaging

- All Basic and Visual Voicemail features +
- Fax (G.711 pass-through and T.38)
- Store incoming faxes in tiff format
- Forward faxes as email messages
- Unified Message box (voicemail, fax, email with separate icons on web-mail)
- Support for notifications via pager/cell via SMTP, SMS/SMPP

### Personal Communication Manager (PCM)

- Any of the above (Basic, Visual or Unified Messaging) package +

- Find Me / Follow Me
- Rule based call redirection
- Sequential or parallel ringing
- Origin based Call screening
- Internet call manager with Real-time call handling options

### Auto Attendant

- Any of the above (Basic/Visual voicemail, Unified Messaging or PCM) package +
- Greetings management - customized, office hour, off-hour, holidays, etc.
- Auto attendant Menu Tree creation
- Dial direct-extensions of subscribers from main menu options
- Choose specific groups from Main menu
- Directory search functions
- Revert back to Auto Attendant Menu
- Options to leave messages/transfer to operator

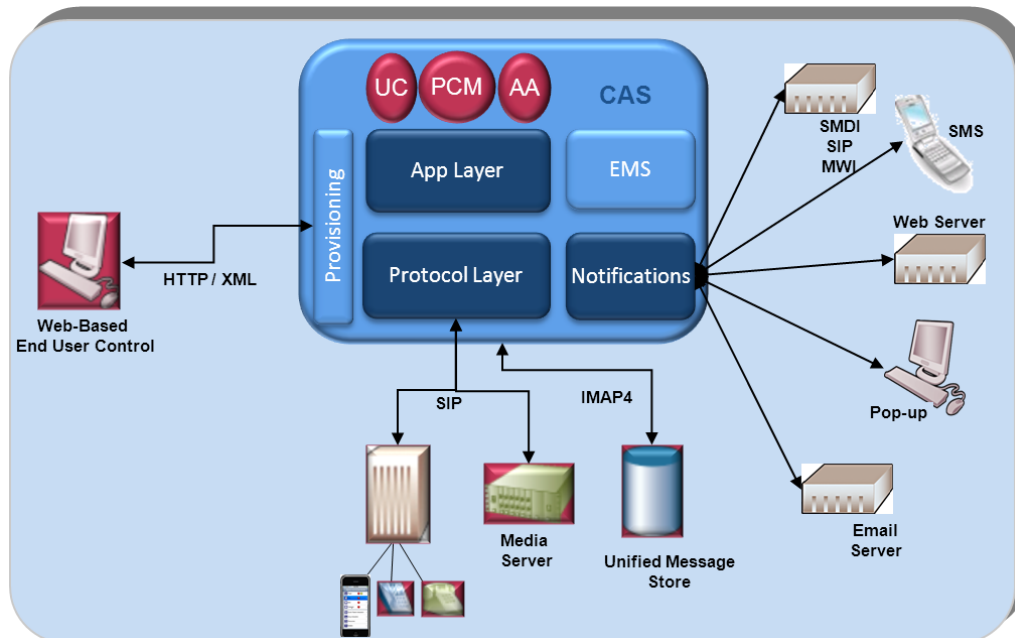
## Unified Communications features and Service architecture

### Message Management features

- Web based GUI for subscribers to view the list of messages, Play and listen to voicemail messages, View the email and fax messages, selectively delete messages, and forward messages
- Notifications at the receipt of a new message can be enabled/disabled through the GUI or TUI. Multiple notification types like tones, SMS, E-mail, pager messages can be used.
- Subscribers can access their messages through the Telephone User Interface (TUI). The access to TUI is through a secured PIN known only to the subscriber.

### Provisioning features

- Class of Service (CoS) feature can be used to create unique feature packages or service-bundles
- CUG communication between two or more member enterprises
- Multiple Distribution Lists can be created and managed through TUI
- Message of the Day can be recorded by the administrator and broadcasted to subscriber groups.
- Callers and subscribers can deposit and access messages through various mechanisms
- Feature rich subscriber self provisioning



### System Level features

- Web-based account administration with multiple levels of administration
- End-user control via the Web-based GUI and Telephone User Interface (TUI)
- XML/SOAP based provisioning APIs
- Daily and monthly service usage reports
- SNMP-based management with traps and system performance statistics

### Web Based Statistics and Reports

- Support for various reports such as Daily System Report, Monthly System Report, Daily Mailbox Report.
- Predefined system and subscriber level HTML reports on daily and monthly basis generated by summarizing automatically generated hourly reports
- Role based access to various statistics and reports through a web interface to monitor resource usage patterns in the system and facilitate optimal resource planning.

### About AGNITY, Inc.

AGNITY is a global applications solutions and technology services company with the deep knowledge and proven experience required to help businesses, network equipment manufacturers and service providers design, develop and deploy application solutions rapidly and cost-effectively. Founded by industry veterans, AGNITY is a team of trusted advisors to communications service providers and enterprises with best-in-breed strategies and solutions as well as proven R&D skills to help lead our clients' solutions and product development. AGNITY is headquartered in Fremont, California, with development centers in Noida, India, Kitchener, Ontario, and Richardson, Texas. For more information, visit [www.agnity.com](http://www.agnity.com).



**AGNITY, Inc. Headquarters**  
42808 Christy Street Suite 201  
Fremont CA 94538 USA  
Tel: +1-510-270-2669  
Fax: +1-510-353-1302  
Email: [info@agnity.com](mailto:info@agnity.com)  
[www.agnity.com](http://www.agnity.com)