



## INTUITY™ Message Manager

### The Personal Productivity Tool for Universal Messaging

The promise of universal messaging is vast: freedom from the confines of media, the constraints of connectivity, the limits to access. Avaya's INTUITY™ Message Manager is the desktop messaging software that puts you in control, enabling you to realize the full promise of universal messaging.

Message Manager gives you a visual, consolidated, personalized way to manage all your messages—in the office and on the road—helping you increase productivity, quality of service, and profits.

Best of all, Message Manager comes complete with Avaya's dedicated customer care and commitment to serving all your business communications needs.

### Unlocking the Productivity Potential

Message Manager is specifically designed to put multimedia message controls at your fingertips, enabling easily managed and truly universal messaging.



Message Manager utilizes a familiar, graphical Windows<sup>®</sup>-based interface that requires virtually no "learning curve." This interface gives users easy access to and control over activities that include setting up or changing greetings, creating or editing group mailing lists, establishing outcalling schedules, and much more.

Message Manager integrates voice, fax, e-mail, and file attachments so you can quickly view a listing of all new messages in all media, and retrieve them in any order. View fax and e-mail messages on screen. Save all of them—including voice messages—as PC files in designated, topic-specific folders. Add verbal or text comments. Attach multiple files. And reply, forward, or broadcast messages faster and more conveniently than ever before, all with point-and-click simplicity, without leaving your desk.

Bottom line, with Message Manager you'll see all the hallmarks of a more efficient operation: better personal time management, more effective collaboration, faster decision making, and faster, more satisfying customer service.

Message Manager: Named "Best Messaging Management Product" by the Electronic Messaging Association.

### Fast Payback on Your Investment

Since Message Manager offers such great productivity gains yet is inexpensive to implement,



it has been enthusiastically adopted by well over 500,000 users. In almost every application, it can deliver an immediate payback for your business—typically, in just weeks. Consider these examples:

- Because Message Manager provides a single point of access for all messages, a sales representative saves time, makes additional sales, and responds faster to valuable customers.
- Help desk and other customer service representatives can respond to customers faster by voice, fax, or e-mail messages—whichever is most convenient, whichever the customer prefers—with a click of the mouse.
- Instead of spending time transcribing messages, users can employ Message Manager to archive messages as PC files.
- Contract managers and others can use Message Manager's archiving capability to create electronic audit trails instead of paper ones.
- Easy access to all messages helps eliminate trips to a message center or fax machine.
- Message Manager makes it easier for project managers and work group members to share news, pass along files, and arrange meetings.
- Message Manager helps ensure that sensitive or confidential information never leaves the employee's password-protected desktop.
- Messages from customers are annotated with helpful information before being passed along to the coworker who can best respond.
- A single support person can use Message Manager to monitor voice, fax, e-mail, and

file attachments for several people without leaving his or her desk.

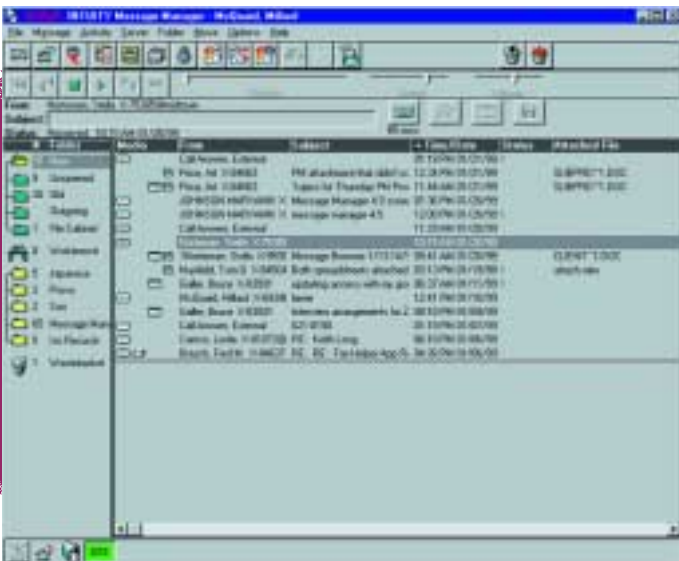
## Do More with Voice Messages

Message Manager lets you quickly scan all your messages and select the ones that require immediate attention. To hear any voice message, simply point and click to activate your telephone or PC soundcard. Use the playback controls to fast forward or slow down.

Using Message Manager, you can reply to a voice message—via voice or e-mail—and attach a fax or multiple files from any Windows program, easily creating a compound message with elements in different media. Save the message as a PC file. Edit your message before you send it.

## Why Choose Message Manager?

- **32-bit system.** For greater functionality with Message Manager 4.6, including new balloon help, sending messages in a batch from the workbench folder, and separate cover sheets for each recipient in a fax broadcast.
- **Increased capacity.** Message Manager can support up to 4,000 clients.
- **E-mail and multiple file attachments.** Manage them all through a single interface.
- **Mobile access.** Download your messages when you are at a remote location, and manage them off-line.
- **Foldering.** Create topic-specific folders for archiving messages on your PC or LAN drive.
- **Multiple languages.** In addition to US English, Message Manager 4.6 is available in Dutch, French, German, Latin American Spanish, Brazilian Portuguese, and Italian.
- **Integration with Avaya's Internet Messaging (integration with any POP-3 compatible e-mail client, including Exchange, Outlook, Internet Explorer, Lotus Notes 4.6, Navigator, Eudora Pro, and Eudora Light<sup>®</sup>).** Extends your reach and improves collaboration, with voice, fax, and e-mail integrated in one mailbox.
- **Soundcard playback of voice messages.** The added flexibility to hear your messages over your PC as well as over the telephone.
- **Multiple mailbox monitoring.** Support staff equipped with password access can log in and monitor multiple mailboxes.



## Save Time and Effort with Faxing

Message Manager makes faxing faster, easier, and more convenient than you've ever imagined possible. Message Manager brings voice messaging functionality to fax handling, and helps control costs not only because it doesn't require separate fax ports, but also because it lets you use shared network facilities for "paperless" faxing.

With Message Manager, you can receive all your faxes in confidence, right on your PC, and be immediately notified whenever a new fax message arrives—no more trips down the hall or interruptions to your work to check for a fax. Handy, on-screen tools let you easily zoom in on the page to decipher a handwritten message or rotate an upside-down page. Print out the fax only when you need hard copy, on any LAN printer or fax machine you designate—for example, route faxes to a fax machine at home or at a hotel while you're traveling.

You can also use Message Manger to save a fax as a PC file. Annotate or reply to the fax with a voice message or e-mail, attach a file, create a cover sheet, or forward selected pages only—all from your PC. Or, send faxes to multiple recipients all at once, each with a customized cover sheet, for efficient use of network resources as well as your time.

## Enhance Your E-mail Capabilities

When integrated with Avaya's Internet Messaging, Message Manager can be your single point of access for sending and receiving messages from most leading e-mail systems. It extends the power of your e-mail capabilities across multiple e-mail systems, making message management easier and more flexible than ever before.

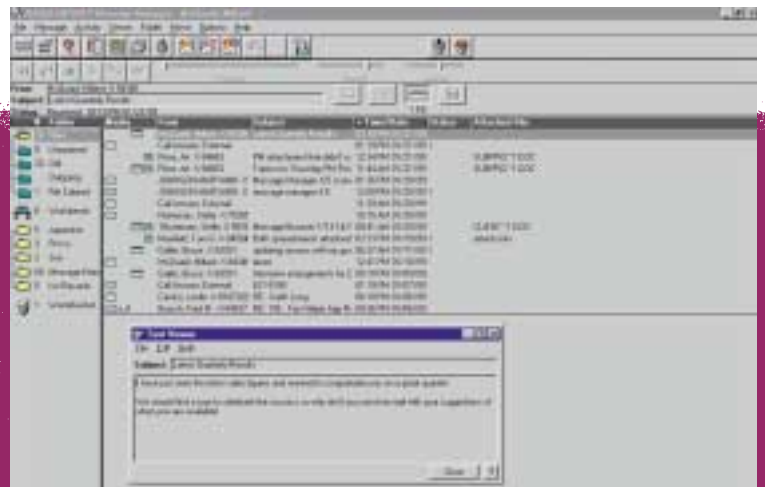
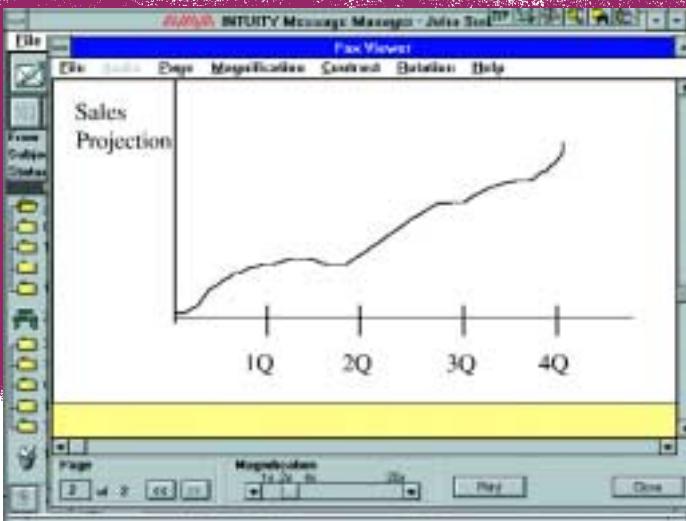
With Message Manager, both e-mail messages and file attachments can be viewed on screen, and annotated with a voice comment; there's no faster way to reply, no better way to add emphasis. Message Manager also lets you send all your e-mail messages to a printer or fax machine.

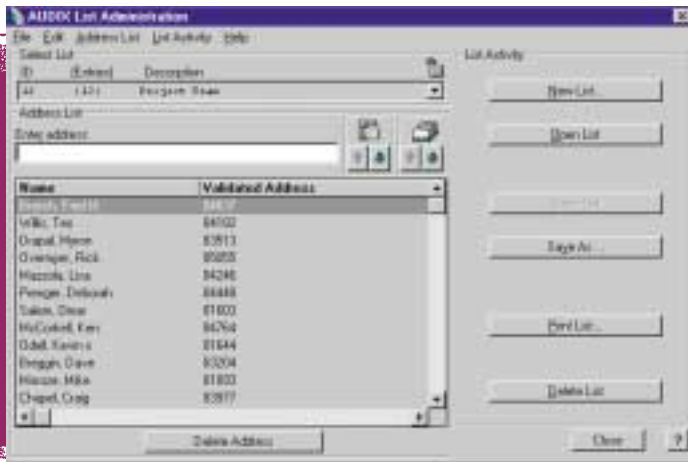
## Accessible to You "on the Road"

Message Manager is a real help when you are traveling or working at home. Simply download your messages from your mailbox to your notebook PC, handle them off-line, create new ones, and then send them back. New messages and replies can be scheduled or sent automatically when uploaded.

## Smooth Fit, Smooth Startup

Message Manager will fit smoothly into most network environments. It is a standard client/server application that works with any





consultants are available to assist your administrators with integration support, at your site or remotely, ensuring that Message Manager is correctly installed, tested, and operating on your LAN. User training includes online help and a tutorial.

## Support Your Business Can Count On

With Message Manager, you have maximum message control at your fingertips. Your multimedia messaging can also be backed by Avaya support for virtually everything from integration and installation to ongoing maintenance, depending on your business needs.

In addition, the Avaya commitment to protecting your investment helps ensure that your messaging tools—and your entire Avaya communications solution—will meet your needs well into the future.

To learn more about Message Manager in the era of universal messaging, contact your authorized Avaya representative. Or, for more information about all Avaya products and services, visit our Web site.

WinSockets-compliant TCP/IP Ethernet network, independent of LAN operating system. Token ring networks are also supported as long as there is a conversion device— such as a router—on the LAN segment that connects to the messaging system.

CD ROM packaging makes it easy to install Message Manager and to deploy its tutorial and documentation. In addition, a full range of system integration services is available from Avaya to complement your own capabilities. Our experienced

## System Requirements

### SERVER:

- INTUITY™ AUDIX® or DEFINITY® AUDIX System
- IMAPI sessions must be activated

### CLIENT:

- 486 PC or higher, 33 MHz recommended (66 MHz if soundcard used)
- RAM
  - Message Manager 4.6: 16 MB RAM for Windows 95 or Windows NT 3.51 (or higher)

- Disk Storage
  - Message Manager 4.6: 12–17 MB disk storage plus additional 5 MB for optional tutorial
- VGA or higher monitor (color recommended)
- Network interface card or adapter
- Message Manager software
- Operating System
  - DOS 5.0 or higher
  - Message Manager 4.6: Windows 95 or Windows NT 3.51 or 4.0
- TCP/IP software with WinSockets

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