

Dialogic® OnDemand Voicemail



Dialogic®
**OnDemand
Voicemail**

Dialogic OnDemand Voicemail (VM) is a comprehensive solution for next-generation, IP-based virtualized and on-demand voice messaging services.

OnDemand VM is an all-software solution that can help improve customer satisfaction and increase service stickiness by expanding the available features of existing legacy and end-of-life applications.

Features	Benefits
Support for on-demand and temporary voice messaging services	Offer on-demand and temporary voice messaging services to help reduce service delivery costs and improve customer stickiness
Secure GUI access for administrators, tenants, and subscribers	Subscribers can gain access anywhere and on any device, allowing increased customer self-service while reducing service delivery costs; enterprise customers get their own secure management portal
Easy integration with client apps	Restful APIs and support for industry-standard protocols like LDAP/IMAP enable fast integration with existing communications services and device clients
IMS/VoLTE-ready	OnDemand VM platform supports 3GPP 24.229 IMS SIP-compliant call flows and message waiting indication per IETF specifications, enabling deployment in IMS/VoLTE networks

Next-Generation Messaging Enables Flexibility and Investment Protection

The OnDemand VM application is built on one of the most comprehensive service delivery and service creation environments – namely, the Dialogic® PowerNova™ Application Server and SCE. This enables customers to either use the OnDemand VM application right “out of the box” for reduced time-to-market, or rapidly customize the voicemail call flows to tailor services for specific applications, enterprise verticals, or residential applications.

OnDemand VM is a virtualized solution with a built-in database that also enables web services access to other PowerNova-based applications. It can be expanded to support other real-time communications applications like cloud-based Centrex, hosted PBX, IVR, and conferencing using the same platform for a common user experience across multiple services.

On-Demand Voice Messaging to Match Evolving Customer Preferences

The OnDemand VM application supports subscribers’ mobile digital and on-the-go lifestyle, without the need to have a voice mailbox tied to their accounts. Many users rarely, if at all, use voice messaging, so why should service providers front the cost and allocate the infrastructure overhead to provide a service that subscribers don’t tend to use?

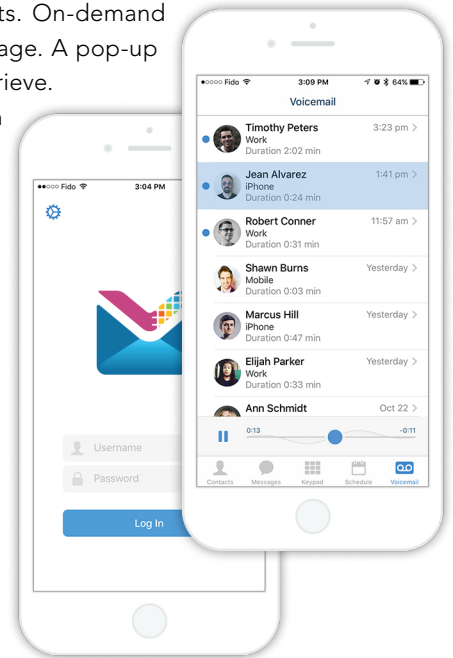
OnDemand VM supports temporary voice mailboxes to reduce service delivery costs. On-demand voice mailboxes can be dynamically established when a subscriber gets a voice message. A pop-up mailbox indicator notifies the subscriber of a stored message that they can then retrieve.

The mailbox can be set to stay available for a pre-defined number of days, after which it is automatically deleted, freeing up resources for other subscribers. The service provider benefits by paying only for the voicemail boxes needed, which in turn helps lower the overall cost of delivering service to its customers.

Access to messages is made easy with a desktop subscriber portal as well as a visual voicemail mobile app that provides enhanced features and mailbox management over subscribers' smartphones.

Resiliency, Redundancy, and High-Availability

With OnDemand VM, service providers can move voice messaging to the cloud and still support high availability and geo-redundant configurations. The OnDemand VM application can scale from a single server to a distributed configuration for application redundancy to further enable high availability. Even in multi-site deployments, the visual EMS/OAM&P dynamic dashboard supports single-point configuration of the OnDemand VM solution and makes it easy to configure large-scale ANI/DNIS implementations. Real-time alarming and monitoring provide proactive indication of issues that may arise, helping operators maintain service availability and application uptime.



Features

The following are just some examples of OnDemand VM features.

Mailbox Management

- Class of Service (CoS)
- Management of VM service
- Quota management
- Greetings
- Common access

Message Management

- Message playback options
- Automatic resave
- Management of VM service
- Common access
- Skip forward/backward

Notification Management

- Notification body parameter
- SMS notification
- Auto-forward voicemail messages to e-mail

Integration

- Subscriber access
- Direct access
- Rest client support
- Web portal integration

Password Management

- PIN change
- PIN reminder via SMS
- PIN suppression
- Random PIN
- PIN reset

OSS/Provisioning

- Secure web portal
- Restful API
- SOAP web services
- Batch processing from file

Subscriber Access

- Secure subscriber web portal
- Phone access
- Smartphone visual voicemail app (IOS & Android)
- RESTful API for phone applications



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