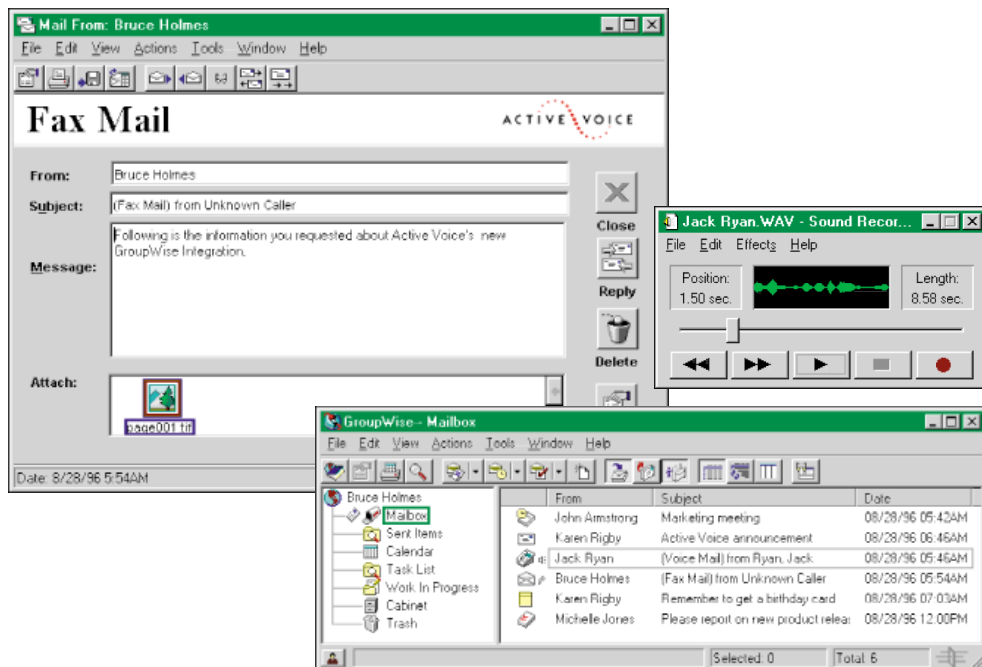


Message Integration for Novell® GroupWise™

for R E P A R T E E® C T I

TELANOPHY

Active Voice is a world leader in unified messaging and computer telephony software solutions. The Seattle-based company has been in business since 1983, and has offices in Australia, Canada, China, France, Germany, Italy, Sweden, The Netherlands, and the United Kingdom. With more than 95,000 systems installed in virtually every kind of business in over 60 countries, Active Voice develops technology that helps businesses communicate better—with people in the same office, across town, in the next time zone, on the other side of the planet. Active Voice's sophisticated, friendly technology makes everyone more productive and efficient.



In today's business world, the number and type of messages you receive is growing every day, making it an increasing challenge to manage communications and maintain a high degree of customer service. It's time you took control of your messages with Repartee CTI and Message Integration for Novell GroupWise.

Message Integration for Novell GroupWise organizes your GroupWise messages (e-mail, schedules, appointments, tasks, notes) and Repartee CTI voice and fax messages into one universal inbox that you can access from any networked PC or touchtone telephone. As part of Active Voice's suite of TeLANophy unified messaging modules, Message Integration for Novell GroupWise uses a critically acclaimed computer and telephone interface to make administration of all your messages easier and more convenient.

Work the Way That's Best for You

Message Integration for Novell GroupWise centralizes the administration of all your messages, making managing them as simple as possible. Message Integration means you have choices. You can either access

your messages via computer or touchtone telephone, giving you the ability to work in the manner that is best suited for you.

When you use your computer to check your universal mailbox, GroupWise messages and voice and fax mail are all accessible with simple mouse clicks. You can access and control all your messages by telephone as well. You can listen to your voice mail, have your GroupWise messages read to you, or have your GroupWise messages and your faxes routed to the nearest fax machine for printing. Having choices to work the way that's best for you makes you better able to meet your customers' changing needs.

Control When and How You Access Messages

The Message Notify/Delivery module for Message Integration for Novell GroupWise gives you control over how and when you access your messages. Fax and voice messages can be automatically sent to GroupWise for visual access through your computer, or, if you prefer, you can be notified by telephone when voice or fax mail arrives.

ACTIVE VOICE

When you check your universal mailbox via telephone, the Message Notify/Delivery module announces the arrival of new GroupWise messages. If you want, you can then send the desired messages to the nearest fax machine for printing, or you can forward the message to GroupWise (voice mails as WAV file attachments and fax as TIF files) for access from your PC at a later time. (Please note: to playback your messages from GroupWise, you must have a multi-media device.)

If you find it more convenient to have your messages sent to your PC, you can automatically have Repartee CTI transfer the data to GroupWise. That way, when you log on to GroupWise, your voice and fax mail will already be waiting.

With this flexibility, you can check all your messages at your computer, and respond to voice and fax messages directly by e-mail, or you can access and control all your messages over the telephone. Bottom line, you have the ability to work in the

manner that best suits your needs, so your customers will be better served.

Telephone Access of All Messages

The Message Reader module provides text-to-speech capabilities, increasing the benefits of GroupWise messaging by reading messages to you over the telephone in clear, spoken English. This means that you can access and respond to your messages from any location. For example, when you use the telephone to check your e-mail, the Message Reader module identifies the sender, the subject, and the length of each message; and will even read you the message text.

You can also access and respond to all your appointments, notes, and tasks with the Message Reader module. And you can always send any message to the nearest fax machine for printing.

After listening to an e-mail message, you can then respond to the sender, or forward

the message to someone else. For other Repartee CTI users, your response will be sent as a voice mail message. For others, your response can be sent over the Internet as a WAV attachment to an e-mail. Either way, your customers are assured that prompt action has been taken.

By combining the power of Repartee CTI with the flexibility of unified messaging, the Message Integration for Novell GroupWise module improves your efficiency by making all your messages accessible from any location, 24-hours a day. This complete solution makes the most of global communications technology, speeding up the entire messaging process and enabling you to manage information in the best way possible.

System Requirements

Latest Version of Repartee software
Novell GroupWise 4.1, 5.0, 5.1, 5.2,
or 5.5

Message Reader requires Message
Notify/Delivery

Message Integration Features

E-Mail Notify/Delivery

- Access messages from any telephone or networked PC
- Access voice and fax mail messages in GroupWise Mailbox
- Display faxes on PC and print on network printer
- Manage all messages using the telephone interface
- Save an e-mail message as new or delete it via telephone
- Send e-mail to any fax machine

E-Mail Reader

- Accept or decline new appointments over the telephone
- Access task lists and change status over the telephone
- Get information on attachments to e-mail
- Hear any text portion of an e-mail message on the telephone
- Hear appointments and schedule for any day up to a year in the future
- Hear message length
- Hear sender's name and subject of the message



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