ORACLE BEEHIVE VOICEMAIL

**ORACLE BEEHIVE
VOICEMAIL FEATURES**

Integrated Services
- Voicemail
- Inbound Fax
- Automated Attendant
- Call Answering Rules
- Unified Inbox
- Message Waiting Indicator
- Bilingual and Multilingual support

Supported Standards
- SIP
- VoiceXML (VXML)

Supported Infrastructure
- Cisco
- Avaya
- Nortel

Email and newer methods of communication such as instant messaging and social software have dramatically changed the way in which many employees interact and collaborate. Despite this, there still remains a strong need for voicemail and fax support within organizations.

Oracle Beehive Voicemail provides a secure and efficient way for employees to manage voicemail and fax. Through Oracle's commitment to open standards, Oracle Beehive is designed to work with an organization's existing telephony infrastructure without requiring any additional voicemail infrastructure, minimizing the software footprint and decreasing management overhead.

Integrated Voicemail and Fax Services

Oracle Beehive Voicemail is an integrated part of the Oracle Beehive collaboration platform. There is no need for additional voicemail infrastructure. With Beehive Voicemail, users get email, voicemail, and fax messages consolidated into a single inbox.

The Oracle Beehive Voicemail service lets you:

- Manage your voicemail and incoming faxes from your email inbox.

- Create customized greetings and call forwarding rules.

- Access your voicemail from you office phone or from any phone using the Oracle Beehive Voice Portal.

By deploying Beehive Voicemail, you can remove your existing voicemail infrastructure and enjoy the ease-of-use, security, and manageability of Oracle Beehive's unified messaging infrastructure.

Easy-Access Voicemail

Oracle Beehive Voicemail simplifies the cumbersome task of navigating through voice messages. Retrieve your voice messages from any touchtone phone, or access your voice message directly from your email inbox. Voice messages are forwarded to your inbox as email attachments which you can listen to from your desktop or your mobile phone.

Support for Fax

Oracle Beehive Voicemail can be used in conjunction with gateways which support T.37 fax detection. The onramp gateway takes the analog fax tones containing the fax pages

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and creates an email that is sent to a special Oracle Beehive account which the fax service then delivers to the appropriate person's email inbox.

Customizable Auto Attendant

Auto Attendants are an automated call-answering and routing service which presents a collection of menus created for specific phone numbers at a given facility. For example, callers can search the corporate directory or type in an extension to be routed to the correct department or extension. Oracle Beehive's Auto Attendant can be used to:

- Create a customizable set of menus for specific phone numbers at a given facility

- Provide callers with the ability to search a corporate directory and connect to a particular extension

- Inform callers by giving driving directions, business hours, and additional phone numbers for support or sales

- Forward callers to the operator

Call Answering

Oracle Beehive Voicemail gives users several options to control the experience callers are presented with:

- Users can record multiple custom greetings (personal, alternate, extended away) and select which greeting should be used

- Users can specify an alternate number that they can be reached at. This gives callers the option of leaving a message or one-click ability to ring the user on his cell phone or home phone.

Access by Phone

The Oracle Beehive Voice Portal enables users to access to their voicemail from anywhere. Users can call in from any phone (office, home, or mobile) and manage their voicemail with their telephone keypad.

IP Phone Support

For supported IP phones, Oracle Beehive Voicemail users can access their voicemail directly from the phone's display. There is no need to dial in. Users simply use the controls on their phone.

Notifications

For supported IP phones, the message waiting indicator light will notify users of the presence of new voicemail. Users can also receive IM or text message notifications informing them of the arrival of a new voicemail or faxes into their inbox.

Language Support

Oracle Beehive Voicemail services are offered in English, French, Spanish, Portuguese, German, Italian, Japanese, Korean, and Mandarin Chinese. In addition, support for bilingual and multilingual facilities is provided.

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PSTN and PBX Integration

The Oracle Beehive Voicemail services are based on SIP and VoiceXML which allows you to easily tie Beehive into your organization's existing telephony infrastructure.
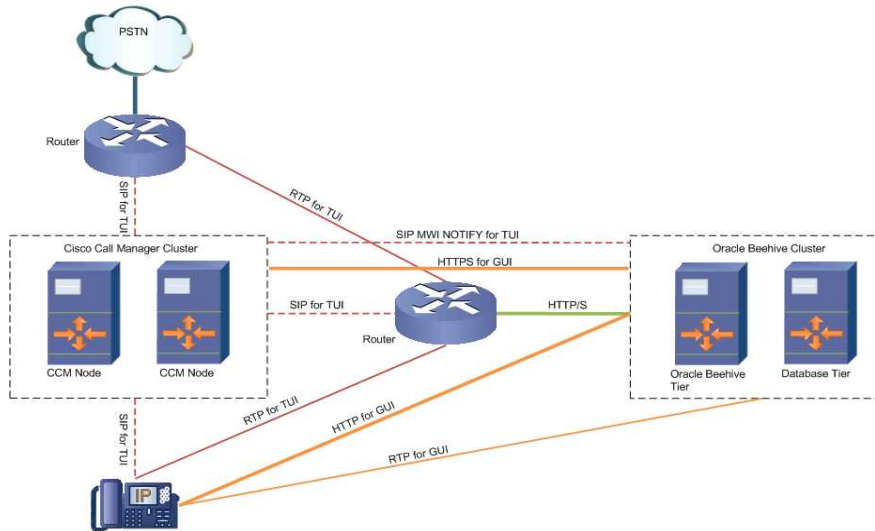
ISDN Q.SIG to SIP routers also enables support for a wider range of legacy infrastructures.
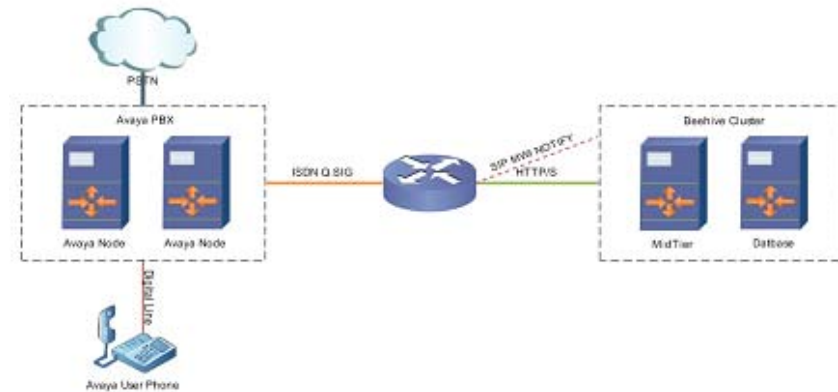
Contact Us

For more information about Oracle Beehive, please visit oracle.com/beehive or call +1.800.ORACLE1 to speak to an Oracle representative.

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