

Message Archive

Permanent Archive Solution for Voicemail

Mutare's [Message Archive](#) for Avaya Aura™ Messaging, Modular Messaging and Communication Manager Messaging automatically copies and stores all messages on your voicemail system to a server for permanent storage and easy retrieval. Especially useful for compliance and legal applications, Message Archive is an indispensable tool for any enterprise requiring an ongoing and permanent record of voicemail activity. Protect your important communications and streamline your administrative processes with Message Archive, just one of Mutare's many innovative Business Continuity Solutions.

About Message Archive

The Message Archive application works with Avaya voicemail systems. Once installed on the application server, Message Archive works in the background, continually cycling through subscriber voicemail boxes for new content. All new messages, including audio files and header information, are copied and saved to the application server.

Benefits

- Provides automatic and continuous archiving without disruption to normal voicemail functions
- Creates a secure and permanent record of all messages, even those that have been deleted
- Can access all selected mailboxes without requiring user passwords
- Assures continual compliance with record-keeping requirements



Right from the start, the application has done exactly what it's supposed to do, and that is to make life easier for us and make us more responsive to our customers."

Chris Bremer
Keys Energy

Administration

The Message Archive solution includes access to a web site for simple archive administration. Through the Message Archive web interface, administrators can:

- Select which mailboxes will receive the archiving service
- Review archiving activity
- Access archived messages using flexible search criteria (by date, time, ANI/caller ID etc.)
- Play back messages from the desktop
- Forward copies of selected messages by email

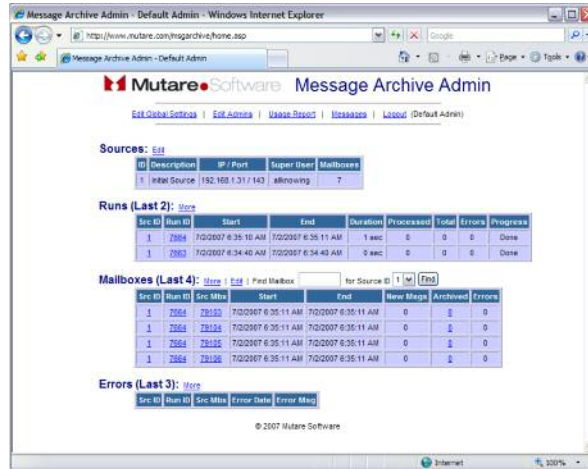
Requirements

- Works with Modular Messaging system release 3.1 or later, CMM release 5.2 or later, and Avaya Aura™ Messaging 6.0 or later.
- Requires remote access to the application server and access to any data necessary for the application.

Other Innovative Mutare Solutions

[EVM Plus giSTT Speech to Text](#)

EVM Plus provides unified, one-stop access to voice and fax messages from your email inbox. Add giSTT speech to text and receive a text transcription of the voicemail message in the body of the email delivery.



[Enterprise Notification System](#)

A broadcast application for rapid delivery of messages to targeted lists of recipients.

[Message Mirror/Rescue](#)

Automatically copies all messages and related information from the production MM for CMM to a standby server, either geo-redundant MM or another storage device on the customer LAN or in the cloud.

[Mailbox Escalation/Message Monitor](#)

Two administrative tools to improve responsiveness, track voicemail box activity and meet service level agreements for critical voice mailboxes.

[Out Caller](#)

Automates outcall campaigns (appointments, delivery notices, collections calls).

[Password Reset](#)

Puts secure mailbox password reset capabilities in the hands of the individual employee or helpdesk.

Through the Message Archive website, administrators select archive settings and mailbox preferences as well as gain access to all archived files.

About Mutare

Mutare is an independent software developer driven by a passion to make information access easier. Mutare delivers strategic solutions for unified communications, contact center administration and self-service automation. The key to Mutare's success is delivering a common user experience across communication platforms and end user devices without dependence on software clients. Mutare hybrid UC solutions leverage existing IT infrastructure and bridge to the future. For more information visit us on the web at www.mutare.com.



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