

Messaging Interaction Center™

Voice mail. Unified messaging. Enhanced messaging.
One fully-integrated software solution

Messaging Interaction Center (MIC) provides voice mail, unified messaging and enhanced messaging functionality for every user in your enterprise—and does so from a single software-based platform that easily replaces outdated legacy hardware systems.

The MIC platform is architected as a fault-tolerant solution scalable to hundreds of thousands of users and multiple sites, making it ideal for medium- to large-scale organizational deployments. And whether meeting needs for standard voice mail or for advanced needs with enhanced messaging, MIC future-proofs your technology investment as an IP-based system and application suite.

For every messaging need

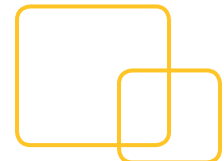
In a word, the MIC platform is *flexible*. Install it as a voice mail system, operating as a standalone voice mail server, or configure a single MIC server for voice mail as well as unified messaging and enhanced messaging.

Advanced features such as speech-enabled Interactive Voice Response (IVR), rules-based call routing and hands-free speech-enabled access also extend messaging capability for users.



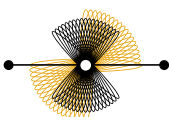
True unified messaging in one inbox

Use MIC's Unified Messaging to manage voice mails, e-mails, faxes, call recordings and notifications from a single inbox. Users can also leverage a telephony user interface (TUI) to access the same information via the phone.



Voice mail	<ul style="list-style-type: none"> ■ Voice mail features for every user ■ Personal and system distribution lists ■ Telephone User Interface (TUI) emulations of the most popular legacy voice mail systems
Unified messaging	<ul style="list-style-type: none"> ■ True unified inbox for all voice mails, e-mails, faxes, call recordings and notifications
Enhanced messaging	<ul style="list-style-type: none"> ■ Status and presence management ■ Find-me/ Follow-me ■ Rules-based call routing ■ Microsoft Exchange Calendar access, including TUI-driven access over the phone
Fax	<ul style="list-style-type: none"> ■ Desktop faxing ■ Inbound faxing ■ IVR faxing

System features	<ul style="list-style-type: none"> ■ Emergency outbound notification ■ Speech-enabled IVR and auto attendant <ul style="list-style-type: none"> ■ Access phone menus with simple voice commands, or via traditional DTMF dialing ■ Live conferencing ■ Text-to-Speech
Mobility	<ul style="list-style-type: none"> ■ Anytime/anywhere access: business, home or mobile phone, Web browser, PDA ■ Hands-free speech-enabled TUI access for message and presence management via the <i>Interaction Mobile Office™</i> module



Messaging Interaction Center

Powerful. Flexible. **All-in-one** messaging throughout your enterprise.

System features

The feature set in *Messaging Interaction Center* is built on Interactive Intelligence's core Interaction Center Platform® multi-channel event processing software. Since 1994, this single, powerful platform has allowed organizations worldwide to handle e-mail and voice mail messages, faxes, telephone calls, digital and alphanumeric pages, and IVR- and Web-based interactions.

Scalable

- Tested to more than 250,000 mailboxes
- Support growth by adding servers

Flexible

- Web-based single-point administration
- Supports multiple PBXs and e-mail platforms in a single environment
- Single-site and multi-site configurations
- "Anywhere" access

Reliable

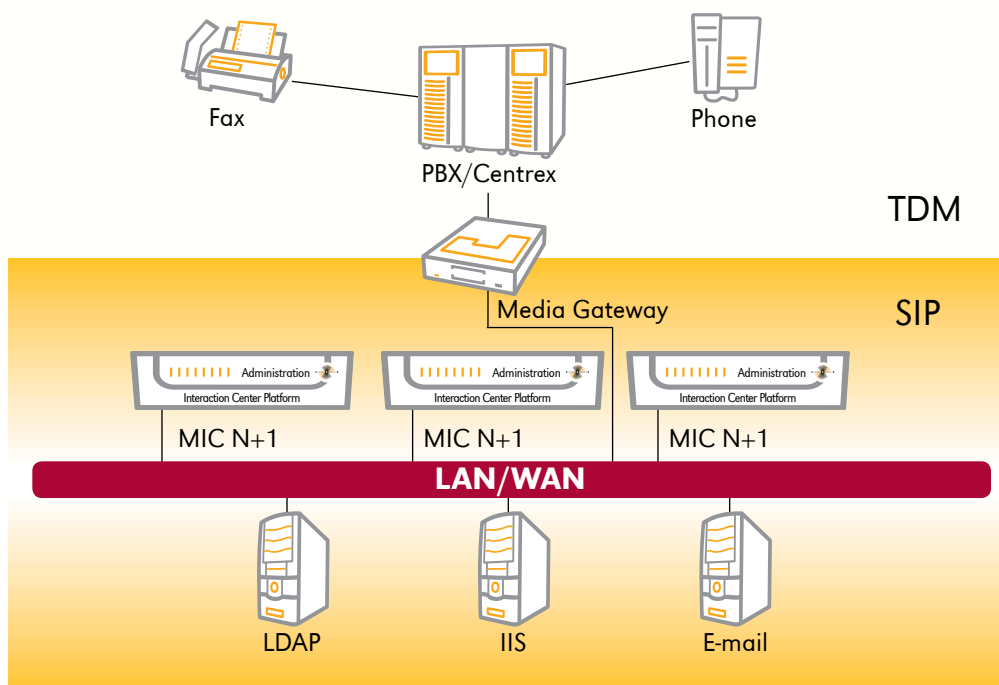
- True N+1 architecture
- Redundant message store
- Server-side Message Waiting Indicator (MWI)

Customizable

- Powerful graphical application generator tool to create IVR applications
- TUI modifications via a standard XML editor

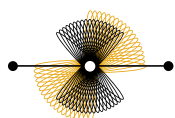
Standards-based

- Inherent SIP architecture for VoIP, easy migration from legacy environments
- LDAP directory support



Along with its messaging flexibility, Messaging Interaction Center's unique open platform adapts to virtually any IT infrastructure — including multi-site configurations.

IT teams also appreciate MIC's single browser-based interface to centrally provision users and administer the MIC system, along with its built-in graphical application generator to easily create, customize and deploy IVR applications.



INTERACTIVE INTELLIGENCE® | Deliberately Innovative

Interactive Intelligence® provides the most innovative products and services available today for the contact center, enterprise IP telephony, and enterprise messaging.

Solutions that are modular in nature, built with proven, award-winning products that push the edge of technology to deliver a truly best-of-class offering.

At Interactive Intelligence, it's what we do.

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