VOICE MESSAGE MIGRATION SERVICES FOR AVAYA PLATFORMS

MESSAGE MIGRATION

Migrating to a unified messaging platform is often challenging. To ensure your project goes smoothly, be sure to include Mutare in your message migration planning and execution. That way after the system cuts over, users will still have access to the important voice messages they had before cut over, and your business will operate better. Mutare Voice Message Migration services are available for a variety of projects including:

- Legacy platform migration (i.e. Octel to Avaya Aura Messaging or Modular Messaging)
- Flattening and consolidation (i.e. many MM systems to one)

RECORDED NAMES, GREETINGS AND PASSWORD MIGRATION

In most instances of flattening and consolidation, Mutare can copy over recorded names, greetings, and user passwords from an old Modular Messaging release to a new Avaya Aura Messaging. Migration capabilities vary by source and target so check with your Mutare representative for specific details on our application.

HOW IT WORKS

Prior to the upgrade, Mutare will run the Voice Message Migration service to copy messages, and, where feasible, copy names, greetings, and passwords to the Mutare application server Upon completion of the voicemail system upgrade, the application will push copied information to the new voicemail system. The diagram below illustrates the flow of messages from the source system to the target.

REQUIREMENTS

- Windows 2008/2012 server - virtual servers are supported. Note: Octel migration requires a Windows 2000 server running Octel Designer.
- Legacy systems support Octel and Intuity.
- Target systems supported include Avaya Communication Manager Messaging, Modular Messaging and Avaya Aura Messaging.
- Remote access is required and VPN access is preferred.

1 Voice Messages are Pulled from the Source System

2 Messages are Mapped to the Target Mailbox on the New System

3 Migrated Messages are Now Available in the New Mailbox

The service can copy all mailboxes or any subset of the mailboxes the enterprise chooses.

ABOUT MUTARE

Through unified communication technology Mutare creates customized software that makes communication easy, secure and efficient, with solutions for speech to text transcription, smart notification, secure mass notification, contact centers and more.