



Georgia Technology Authority

www.gta.georgia.gov

Unified Messaging to replace aging voice mail systems

GTA will soon begin replacing the state's outdated voice mail systems with a Unified Messaging service that will make it easy for state employees to manage messages of all kinds.

Unified Messaging can meet agency needs now and in the future because it works with both Centrex and Voice over IP. It combines different ways of communicating — including voice mail, faxes, calling cards, conference calls and automated attendants — in a single system and makes them all easier to manage. The service will be especially beneficial to mobile employees and teleworkers.

The new service makes it possible to receive voice and fax messages in a single mailbox that's accessible through a user's desk phone, cell phone, e-mail or Internet-enabled personal digital assistant. Users can also retrieve their voice and fax messages through their e-mail. They can edit their directory information and manage advanced calling and notification features over a secured Web site or by phone or Internet-enabled wireless device.

Unified Arts will provide the new service and bill agencies. GTA awarded the contract for Unified Messaging on May 30, 2006, to Unified Arts, one of 10 companies responding to an RFP in March 2006.

Your agency may choose to manage its own Unified Messaging accounts. Using a secure Web site, you'll be able to add and delete accounts and to assign different types of messaging services to employees based on their business needs. GTA can also manage your agency's accounts for a fee.

The basic Unified Messaging service includes the following features.

30-message Central Inbox for voice mail and faxes.

Follow Me — Forward incoming calls to any phone at any time.

On The Road Response — Respond to voice mails by phone or computer while you're on the road.

Message Notification — Receive notifications on your PDA, cell phone or pager when new voice or fax messages arrive in your mailbox.

Multiple Greetings — Record several greetings for use at different times of the day.

Call Whisper — Receive announcements for incoming calls while on an outbound call or conference call. Choose to speak with the incoming caller, send the caller to voice mail or let the caller join your current call.

Virtual Fax Machine — Receive all your faxes in your inbox and save a copy on your computer for future reference.

These additional services are available for an extra fee.

Conference Calling Without Reservations — Set up a conference call at any time over the Web or by phone.

Calling Card — Make long distance calls from anywhere and automatically charge them to your Unified Messaging mailbox.

Auto-attendant — Update your auto-attendant in real time using a secure Web site that converts text to speech. You can also build and reorganize the flow of your auto-attendant on-the-fly at any time.

Cost/Equipment

The cost of the basic Unified Messaging service will be substantially less than agencies currently pay just for voice mail, and agencies do not have to purchase new equipment. Unified Messaging will provide agencies with a more comprehensive and flexible service while saving an estimated \$2 million per year statewide.

- **Mailbox (30 Messages) Includes Fax - \$3.50 per month**
- **Mailbox optional features:**
 - **Conference feature includes 300 minutes per month - \$0.25 per mo. And \$0.02 per minute over 300 minutes**
 - **Calling Card - \$.05 per minute**
 - **Auto Attendant- \$105.00 per port per month**
- **Unified Arts will bill agencies**

Implementation

The conversion to Unified Messaging will take place in phases over the next 12 months. GTA and Unified Arts will work together to share information with agencies about the service and to plan each agency's migration.

In addition, GTA and Unified Arts will host product demonstrations around the state and discuss administration, service support and billing.

Training

Training will be provided to your technical staff before converting to the new service. Your agency will also receive information to share with all employees to explain the Unified Messaging service.

For additional information, agencies are asked to contact their GTA account manager.

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