

Avaya Unified Communications Boost Employee Productivity and Safety with Freedom of Speech

Submitted by: FleishmanHillard Fishburn

Tuesday, 29 April 2008

Avaya Unified Communications Boost Employee Productivity and Safety with Freedom of Speech

-- Avaya unified messaging now includes a speech-enabled user interface to all messages, calendars, tasks, and more -- at no additional cost

For Immediate Release Monday, April 28, 2008

INTEROP - Las Vegas - Booth 1843 – Members of the growing mobile workforce can keep their eyes on the road and safely stay connected to the office using speech commands and their own, “personal assistant,” Avaya Inc. announced today. The ‘freedom of speech’ is now provided at no additional cost with the company’s latest version of Avaya’s industry-leading unified messaging platform, and is another step in democratising unified communications.

Avaya Modular Messaging 4.0 now includes the Avaya one-X® Speech interface to a personal assistant, providing hands-free access to calling and conferencing capabilities, voice, email and fax messaging, enterprise directories and databases, calendars, contacts and task lists – from any telephone. Avaya one-X Speech helps improve responsiveness and safety for employees on the road by eliminating the need to read messages or to text-while-driving.

"Unified Communications is about converging features such as our award winning Modular Messaging and one-X Speech applications, said Mary Dunlop, vice president, Unified Communications Product Management, Avaya. "Our goal is to ensure cost effective solutions where companies and employees benefit from improved collaboration, responsiveness and simplified access to the wide range of communications used today."

Using speech commands with Modular Messaging 4.0 and one-X Speech, employees instruct the personal assistant to:

- Access and manage all messages, including read emails via text to speech and reply with an attached .wav file; search for messages by person, date or time.
- Launch calls and conference calls by simply speaking the names of the people they want to call
- Create or review appointments, send meeting requests and manage tasks
- Allow callers to leave a message or opt to “find” the person they are calling

Avaya one-X Speech incorporates industry-leading, natural language speech recognition technologies from Nuance Communications, a leading provider of speech and imaging solutions and an Avaya DevConnect program member.

“As consumer behavior evolves, technology must evolve as well to provide options for users to stay connected, while keeping safety paramount to mobile communications,” said Mike Thompson, VP and General Manager of Mobile Speech at Nuance Communications. “By implementing speech recognition technology from Nuance to its one-X Speech messaging platform, Avaya is bridging the communication gap for users that need access to information any time, anywhere.”

Avaya Modular Messaging 4.0 with Avaya one-X Speech adds speech access for IBM Lotus Domino 7.0, and upgrades compatibility with Microsoft Exchange 2007 and Internet Explorer 7. In addition, users can now record up to nine optional greetings – and each one in up to three different languages with the new multi-lingual call answer feature. Callers only hear a greeting in their preferred language. Avaya Modular Messaging 4.0 with one-X Speech is now globally available in English, and can be purchased separately or as part of the Unified Communications Editions suite of products.

Villanova University – “most wired” campus moves up to unified messaging and hands-free access
An Avaya customer that’s already experiencing the benefits of Avaya Modular Messaging is Villanova University. Villanova made a campus-wide transition to Modular Messaging from its Octel voice mail system to move up to unified messaging with speech-enabled access.

“We have a number of administrative staff and faculty that travel frequently, in addition to those who commute to Villanova’s campus in the Philadelphia metro area,” said Bob Mays, director, IT, Villanova University. “Avaya Modular Messaging with speech access helps them stay current with their messages and meeting whether they’re on campus or remotely”

About Avaya Modular Messaging

Based on open, industry standards, Avaya Modular Messaging provides a natural migration path from legacy Intuity Audix and Octel messaging systems to vastly expanded capabilities and bridges traditional analog, TDM, IP and SIP-based communications environments. Modular Messaging can integrate with more than 15 different PBXs from ten different manufacturers can be used in single-site to global networked configurations.

The unified messaging solution provides customers with a single inbox, a single server, single administration and single directory. In addition to unified access to messages, the Avaya messaging applications support the use of a single number for voice, fax, and TTY calls, offers integrated find-me/follow-me services, and advanced call-me and notify-me capabilities.

###

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP telephony, unified communications, contact centers and communications-enabled business processes. Avaya Global Services provide comprehensive service and support for companies, small to large. For more information, visit the Avaya Web site at

<http://www.avaya.com>.

About Nuance Communications, Inc.

Nuance (NASDAQ: NUAN) is a leading provider of speech and imaging solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit www.nuance.com.

Finola Urquhart
Avaya Media Relations
Tel: +44 (0) 207 395 7154
Email: avayauk@fleishman.com