



## Legacy Voicemail Retirement

Regardless of make or model you can migrate and upgrade your end-of-life or legacy voicemail platform with Esna Officelinx™. Officelinx is a SIP-based solution that will flatten, consolidate and simplify your messaging infrastructure and retire dedicated servers and obsolete technology in voice messaging, auto attendant, IVR, and call trees with a single licensed software solution.

Officelinx is a robust communication and collaboration platform that ensures voicemail continuity, includes unified messaging and offers advanced collaboration capabilities such as presence, instant messaging, click-to-call and mobility without any changes to your existing phone system.

Officelinx is PBX independent and integrates with traditional and IP-based phone systems individually or at the same time. Officelinx High Availability (HA) version ensures voicemail continuity. Our distributed architecture over multiple servers provides true active redundancy, massive scalability and disaster recovery. Officelinx leverages VMware vSphere to ensure scalable and always available communication services.

### With Officelinx you can:

- Reduce capital expenditure and leverage existing phone systems
- Replace aging hardware with 100% software-based solutions that can operate on a virtual server (VMware)
- Migrate users all at once or in phases with minimal disruption
- Replicate Telephone User Interface (TUI) and configure the TUI system wide, by organizational unit or individual user
- Scale your messaging system to more than 30,000 users



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### Officelinx voicemail and unified messaging features include:

- Online web based password reset
- Multiple telephone user interfaces (TUI)
- Multi-tenant or multi-attendant interface
- 99 personal greetings, schedule enabled
- Location based routing
- Calls and availability can follow enterprise calendar (Exchange or Google)
- Multi-lingual interface
- Unlimited Auto-Attendant trees
- Multiple recordings and greetings per language
- Read, unread and saved message sorting
- Urgent messages
- Message notification
- Message waiting indicator
- Group and distribution list messaging
- Automatic message forwarding
- Private message designation
- SMS message notification
- SMTP message notification
- Future delivery messages
- Fast forward, pause and rewind
- Call back to sender
- Undelete message
- Record conversations
- Multimedia and multi-destination distribution lists
- Fax tone detection
- Call screening
- Call queuing (basic)
- Default language selection by user
- Default language selection by caller
- Shared extension support
- Multiple time zone support
- Custom display name format
- SMTP message forward with smart links
- Bi-directional synchronization between the PBX and email applications (Exchange, Notes, GroupWise, Zimbra, Office 365, Google)
- Voicemail retrieved from email or smartphone extinguishes the Message Waiting Indicator (MWI) on the desk phone
- Voicemail delivered as MP3 audio files
- Resolve messages to contacts and identify callers by name (Exchange and Google)
- Call history integration with email (requires CTI enabled on PBX)
- Ability to escalate from a voice message to a live call



## Legacy Voicemail Retirement

### GO BEYOND THE BASICS TO COMPLETE COLLABORATION WITH OFFICELINX.

If you want to offer your users more than just basic voicemail and unified messaging, Officelinx provides a rich set of collaboration tools that can help them to get work done faster, improve productivity and make their jobs more enjoyable. With Officelinx your users can collaborate with others anytime, anywhere right within the applications they use on a daily basis like email or your CRM system.

Officelinx integrates real-time communication tools such as instant messaging, video, presence, click-to-call and geo-location inside cloud-based business applications such as Google Apps, Salesforce.com, Office 365 and Zimbra, as well on mobile smartphone devices running Android, iOS, Windows Mobile and Blackberry.

### Officelinx Collaboration features include:

- **Rich Presence:** Easily see when people are on or off the phone and if they are free or busy.
- **Click-to-Call:** “Click” on any number or extension and place calls right from any web application or web page inside a Chrome browser. Calls are sent to any phone including mobile devices.
- **Instant Messaging:** Chat one-on-one or with a group of people regardless of the application you’re working in. You can even share or find the location of others right within your chat session.
- **Integrated Fax:** Send and receive faxes right from your inbox or smartphone. Faxes can be automatically sent and organized in Google Drive\*.
- **Location Awareness:** Use your smartphone’s network services to route calls to different devices based on your physical location.
- **Find Me / Follow Me:** Use a single unified number that calls the right phone regardless of your location.
- **Follow Your Calendar:** Greet callers and route calls to different devices or voicemail based on your free/busy status in your calendar\*.
- **Fixed-to-Mobile Convergence (FMC):** Seamlessly move calls from one phone to the other. Begin a call on your mobile phone and move it to your desk phone without interrupting the call.
- **Complete Mobility:** Integrate your smartphone with your company’s phone system or PBX and manage mobile calls as if you are in the office. Place callers on hold, transfer calls, send calls to voicemail and take calls out of voicemail all from your mobile device.

\*Works only with Google Apps



## GET STARTED TODAY



Esna has a Certified Partner network in over 30 different countries. Officelinx is available in multiple languages including English-US, English-UK, French, Spanish, Dutch, Italian and German. Contact us to find your local partner who can assist in retiring your end-of-life or legacy voicemail system and migrate to Officelinx.



## To contact Esna you can:



- | Email us at **SALES@ESNA.COM**
- | Call us in the US and Canada at **800 565 3762** and say "sales"
- | Call us in the UK at **+44 (0) 20 3002 6798** and say "sales"
- | Call us internationally at **+905 707 9700** and say "sales"
- | Visit us **ONLINE**

### **SUPPORTED LEGACY SYSTEMS**

- | Octel Aria
- | Octel Serenade (VMX)
- | Nortel CallPilot
- | Nortel Meridien Mail
- | Avaya Intuity Audix
- | Avaya Aura Messaging
- | Avaya Modular Messaging
- | Repartee

### **USER SCALABILITY**

- | 25-30,000+

### **PHONE/PBX INTEGRATION**

- | SIP, Analog, T1

### **MOBILE OS SUPPORT**

- | Android
- | iOS
- | Windows Phone
- | Blackberry

### **FAX CHANNELS**

- | 1-16



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