

Unifying Unified Voice Messaging

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What is Unified Messaging?

The screenshot displays the Microsoft Outlook 2006 interface. The window title is "Inbox - Microsoft Outlook". The menu bar includes "File", "Edit", "View", "Go", "Tools", "Actions", and "Help". The toolbar contains icons for "New", "Reply", "Reply to All", "Forward", "Send/Receive", "Find", and a search box. The left sidebar shows the "Mail" folder tree with "Favorite Folders" (Inbox (1), Unread Mail (9), For Follow Up, Sent Items) and "All Mail Folders" (Mailbox - Finke, Jon E, Deleted Items (827), Drafts, Inbox (1), Junk E-mail, Outbox, Sent Items). The main pane shows the "Inbox" with messages arranged by date. The selected message is from Williams, Otis (VoiceMail), dated Wednesday, 8:34 AM. The message content shows the sender's name, the recipient "To: Finke, Jon E", and an attachment "VoiceMessage.wav (252 KB)". The status bar at the bottom indicates "7 Items" and "All folders are up to date. Connected".

Message from Williams, Otis (VoiceMail)
Williams, Otis (VoiceMail)
To: Finke, Jon E
Attachments: VoiceMessage.wav (252 KB)

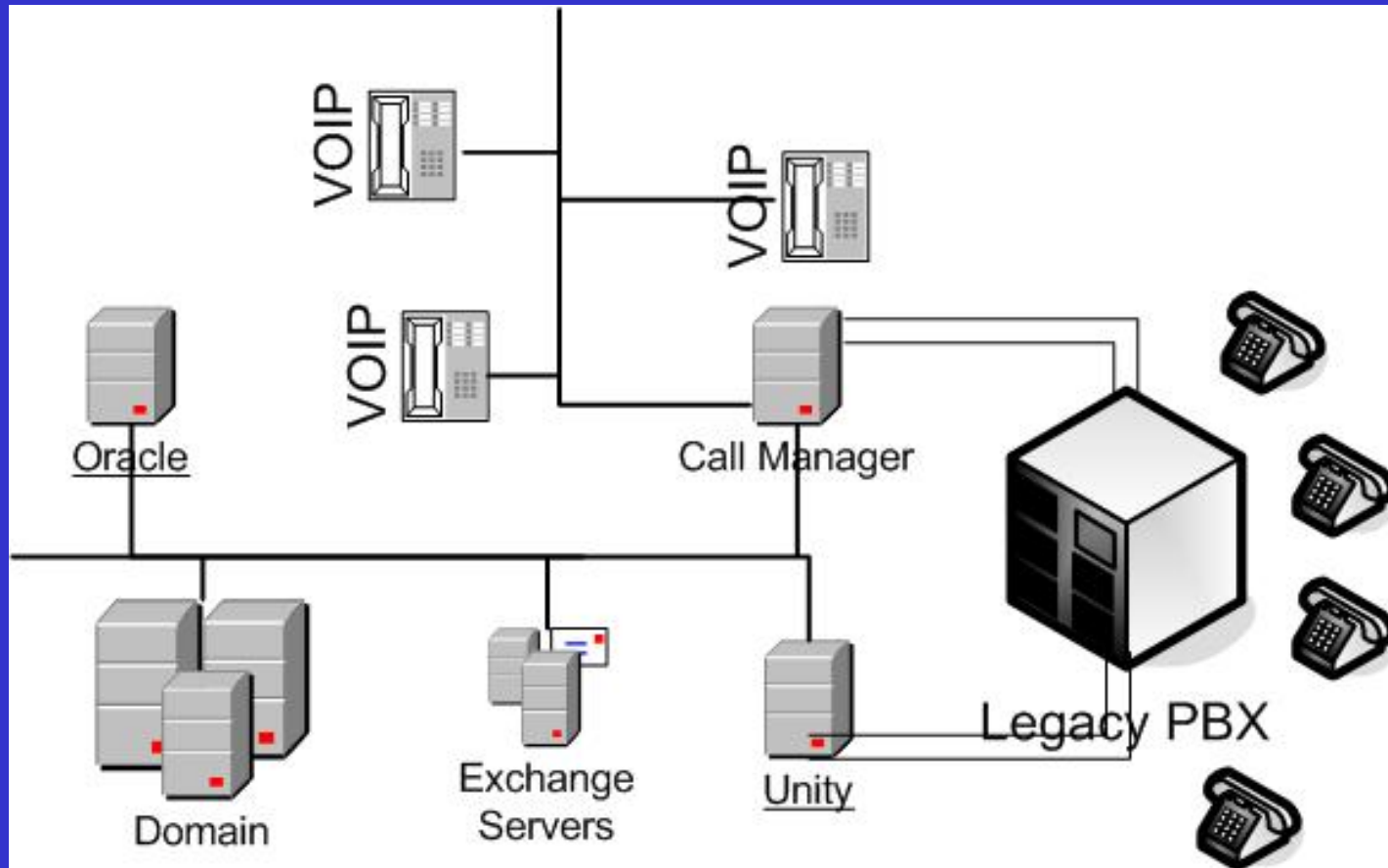


How did we get here?

- 12 year old voicemail system died
 - 10 day outage
 - Voicemail evaluation project got hot
- Sales Folks said “Hey, you already have Exchange installed, big savings there!”
- President approved emergency funding
- No one asked the Exchange Folks
 - Crash Exchange/Domain Deployment



System Configuration



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First Try: Stand Alone

- Some configuration from old system
- New system used for testing prior to cutover
- Hard Cutover – messages not moved
- Voicemail only – no Unified Messaging
 - Separate domain controllers, exchange server
- Provisioning tied to existing IdM system
 - Avoid use of Unity GUI tools



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Second Try: Real Email Domain

- Migration Tool
 - Remap mailbox names
 - Fix call handler names
- No Hard Switchover
 - Preserve Pins, Greetings
 - Preserve messages



Actual Cutover

- Heavily Scripted
 - Timelines, work assignments, checkpoints
 - Communications plan and person.
- Upgrade went well
- Almost
 - Some mailboxes slipped back to the old system!
 - Forgot to define when we are “done”
 - Getting MWI correct very tricky



Message Waiting Indicator



Still Not Unified!

- Pilot group – 15 people or so
- Unified users must be Exchange users
 - Policy/Support issues
- Mixed Environment
 - Hide voicemail only from address book
 - Unified reply or forward to non unified mailbox
 - Won't read text if voice attachment.
- Version Deadlock
 - New version needs Windows 2003
 - Interface cards only certified for Windows 2000



Results

- Nice to get second chance
- Student voicemail
 - Opt in - 17% requested service.
 - Saves antivirus license costs
- Need to solve mixed mode reply before widespread deployment
- Is this Telecom or Email
 - Exchange maintenance broke MWI



Futures

- Expand Unified Offerings
 - Use advanced features
- Voicemail is now email
 - Who supports it?
 - Culture Clash
 - Exchange 2007
- Re-Unifying Unified Voice Messaging at LISA XXII?



Telephones are Web Browsers



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? Questions ?

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