Unifying Unified Voice Messaging

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What is Unified Messaging?
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
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
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-Unifiying Unified Voice Messaging at LISA XXII?
Telephones are Web Browsers
? Questions ?

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