

Unifying Unified Voice Messaging

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What is Unified Messaging?

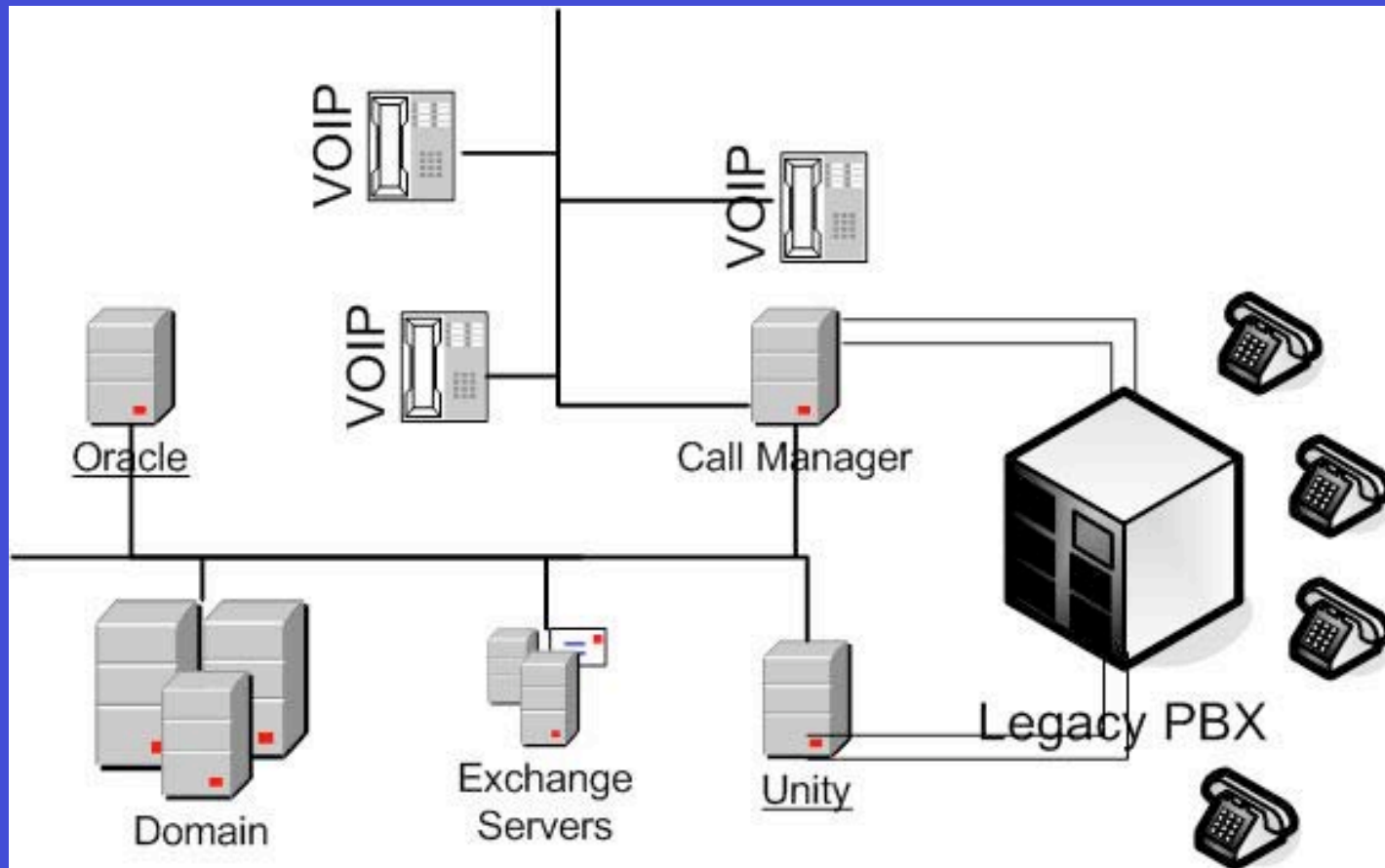
The screenshot shows the Microsoft Outlook 2006 interface. The title bar reads "Inbox - Microsoft Outlook". The menu bar includes "File", "Edit", "View", "Go", "Tools", "Actions", "Help", and "Adobe PDF". The toolbar contains icons for "New", "Reply", "Reply to All", "Forward", "Send/Receive", "Find", and a search box. The left pane shows "Mail" folders, including "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 center pane shows the "Inbox" list, arranged by date, with a "Today" section containing messages from Burns, Eleanor A (11:27 AM), Unity Messaging System - UNITY2 (11:07 AM), Sys Admin magazine (10:34 AM), and Adam S. Moskowitz (6:15 AM). A "Yesterday" section contains a message from A_Dickison@usenix.org (Wed 5:08 PM) and a message from Williams, Otis (VoiceMail) (Wed 8:34 AM). An "Older" section contains a message from Bill LeFebvre (5/24/06). The right pane shows the details of the selected message: "Message from Williams, Otis (VoiceMail)", "Williams, Otis (VoiceMail)", "To: Finke, Jon E", and "Attachments: VoiceMessage.wav (252 KB)". The status bar at the bottom indicates "7 Items" and "All folders are up to date. Connected".



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

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



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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?

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Telephones are Web Browsers



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? Questions ?

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