

## Announcing Stratagy ES Unified Messaging and Text-to-Speech Feature Groups

Managing increasing volumes of communications efficiently is absolutely critical in today's fast-paced business and technological environments. We at Toshiba are pleased to announce the release of two new optional Feature Groups for the Stratagy Enterprise Server (ES) that will help you manage your communications and to stay well informed at all times. The two new features are Unified Messaging (UM) and Text-to-Speech (TTS). With the release of these new Feature Groups, the MVP and IVR Application Suites offer users the ability to retrieve their voice, fax, and e-mail messages from within their e-mail client inbox screen. They also enable users to hear their e-mail messages or selected information from a computer database read back to them.

### Unified Messaging (UM) Feature Group

Unified Messaging brings together a variety of message types in a single, easy-to-use interface. Stratagy ES UM enables users to retrieve their voice, fax and e-mail messages from within their e-mail client inbox screen. For this reason, Toshiba strongly recommends Stratagy ES systems that will be equipped with UM be ordered with Windows NT® Server. (See Stratagy ES Software Platform Configurations on page 8 of the *Stratagy ES General Description* for details.)

To use UM with the Stratagy ES, the requirements are as follows:

- ◆ The MVP Application Suite must be present on the Stratagy ES.
- ◆ The UM feature must be electronically activated by Toshiba using the Stratagy Activation Module (SAM) installed on the back of the Stratagy ES.
- ◆ To include the fax features with the UM and obtain complete UM functionality:
  - ◆ The Fax Server Feature Group must be enabled on the system.
  - ◆ A Dialogic D/41ESC or D/160SC-LS voice board and either model of the GammaFax board must be installed.

In addition, the following must be electronically activated by Toshiba using the SAM on the back of the Stratagy ES:

- ◆ The Unified Messaging Feature Group (SES-FG-UM). The UM Feature Group includes five free UM client seats.
- ◆ Additional UM client seats offered in increments of 25 or 50 (SES-UM-25-SEATS or SES-UM-50-SEATS). Each seat enables Unified Messaging privileges for one mailbox. These seats are *not* concurrent, which means each seat is permanently assigned to a mailbox. So if 25 users want UM privileges, 25 seats will be required.

## Microsoft Outlook Integration

The Strategy ES has a proprietary integration designed to work with Microsoft® Outlook® 98 or 2000 (earlier versions of Outlook and Outlook Express are not supported). With this proprietary integration, Strategy ES voice and fax messages are displayed along with e-mail messages in the Outlook Inbox screen.

When an e-mail message is selected, the operation is typical to any e-mail reader. The user can see from the Inbox what messages have arrived, what type they are, who sent them, when they were sent, and how long they are.

When a voice message is selected, a Toshiba designed message window is automatically presented that enables voice playback through the multimedia speakers of the user's Personal Computer (PC), or if desired, through the user's telephone.

When a fax message is selected, the preloaded fax viewer software is launched with the fax image loaded. The fax viewer software can be any Tagged Image File Format (TIFF) compatible software of the user's choice.

**Important!** *Strategy ES proprietary Microsoft Outlook integration is only supported on Windows® 98 or higher, and Outlook 98 and Outlook 2000.*

## Internet Protocol Integration

The Strategy ES sends voice and fax messages to any e-mail service that supports the Simple Mail Transfer Protocol (SMTP) and POP3 Internet protocols. With this integration any e-mail client that supports SMTP/POP3 (e.g., Eudora Pro™, Netscape Messenger) receives Strategy ES voice and fax messages as e-mail messages with either audio (voice messages) or image (fax messages) file attachments. Though not as proficient as the Outlook integration, the IP integration provides limited UM capabilities for users who want to use an e-mail client other than Outlook.

## Text-to-Speech (TTS)

The TTS feature converts text into voice. This is used to read your e-mails and other selected information via a telephone.

### Notes

- TTS is not configurable with the ProLine/2V™, Dialog/4™, or D/160SC-LS™ voice boards.
- Automatic Speech Recognition (ASR) and TTS can alternate as resources, but can not be used at the same time on the same voice port.

## TTS for IVR Applications

TTS for the IVR Application Suite enables your Toshiba IVR application to “read” selected information from a computer database to the IVR users.

Sample IVR applications include:

- ◆ Database look up and retrieval
- ◆ Help desk and technical support lines
- ◆ Telephony-based catalog sales
- ◆ Real estate listings
- ◆ Electronic bulletin boards/Web pages
- ◆ Telemarketing/call center
- ◆ Notifications systems
- ◆ On-line data entry/query

TTS capabilities for the IVR Application Suite are delivered in two possible configurations, host-based and Antares-based.

When the TTS option is host-based, the resident processor within the computer provides the processing power for TTS. This option functions only with a D/41ESC voice board. Host-based TTS can support up to eight ports of TTS per system.

When the TTS option is Antares-based, the Antares board has Digital Signal Processors (DSPs) that perform all processor functions for the TTS application. This option requires the presence of a D/41ESC or D/160SC-LS voice board and an Antares board. Antares-based TTS supports up to 12 ports of TTS per system.

#### **Important!**

- ◆ *Only the IVR basic system 400 MHz processor can be used for Antares-based configurations.*
- ◆ *IVR systems using the host or Antares-based TTS feature group require an additional 128MB RAM.*

## **TTS for MVP – TTS/Email Feature Group**

The TTS/Email Feature Group enables e-mail messages to be read back to users via the Telephone User Interface (TUI). The TTS/Email Feature Group requires the Strategy ES to be equipped with MVP and the UM Feature Group.

With the TTS/Email Feature Group, individual mailbox users that have e-mail addresses can have their e-mail messages read to them. Each mailbox can be configured independently to query any e-mail service compatible with SMTP/POP3 for messages. If messages are present, Strategy ES announces how many e-mail messages there are and offers the user the option to listen to the text body of the e-mail message. The Strategy ES advises a user of how many lines of text are included in the message. This gives users an idea of how long the message is so they can decide if they want to listen to the entire message.

It also gives users that do not have immediate access to their local network, the Internet, or even a computer, the ability to check for important e-mail messages from anywhere in the world, using a telephone.

TTS/Email capabilities for the MVP Application Suite are delivered in a host-based configuration. The resident processor within the computer provides the processing power for TTS. This option functions only with a D/41ESC voice board.

## **Hardware Update**

All Strategy ES systems shipped after December 1, 2000, are equipped with 15GB hard drives that have been formatted and offer a maximum voice storage capacity of 900 hours. Available voice and/or data application storage is dependent upon hard drive size, installed software to support some Feature Groups (e.g., Fax Server, ASR) and customer applications.

The Strategy ES is also available as a rack-mountable chassis for both the MVP and IVR Application Suites (part numbers SES-MVP-SVR-RAC and SES-IVR-SVR-RAC). They are equipped with a Pentium II, 400 MHz CPU, three PCI slots and six ISA slots. This configuration is recommended when your system will be supporting multiple CPU-hosted features (ASR and TTS).

The Strategy ES IVR Model A system can also be ordered with a Pentium II, 400 MHz SBC (part number SES-IVR-SVR-UPG) for use in processor intensive applications, such as ASR or TTS.

## Documentation

**Note** Some documents listed here may appear in different versions on the CD-ROM, FYI, or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

- ◆ *Stratagy Enterprise Server User Guide*
- ◆ *Stratagy Enterprise Server Quick Reference Guide*
- ◆ *Stratagy Enterprise Server Installation and Maintenance Manual*
- ◆ *Stratagy Enterprise Server System Administrator Guide*
- ◆ *Stratagy Enterprise Server Library CD-ROM*

For *authorized users*, Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all current Stratagy ES documentation and enables you to view, print, and download current publications.

### Stratagy ES Advisor CD-ROM

A new release of the end-user tutorial called Stratagy ES Advisor is available on CD-ROM and is packaged with every Stratagy ES shipped. The tutorial can be used as a learning tool for the new user or as a refresher course for existing Stratagy ES users.

The Stratagy ES Advisor program covers general topics—such as play messages, send messages, etc.—that are applicable to all models of Stratagy ES systems. The tutorial is separated into two sections: the Telephone User Interface (TUI) and Unified Messaging. Both presentations interact with the viewer in order to provide a better understanding of how the Stratagy ES works.

Additional copies of Stratagy ES Advisor can be purchased from your Dealer Sales Representative.

## Pricing and Availability

The Unified Messaging and Text-to-Speech Feature Groups are currently available and can be ordered via the normal procedures. Pricing information is available in the Stratagy Authorized Toshiba Dealer Price Book (March, 2001) on FYI Internet.

With this upgrade for Release 2 software, labeled *Production Release 022301*, all Stratagy ES systems (both MVP and IVR platform applications) can be configured for UM and TTS Feature Groups.

To upgrade existing Stratagy ES systems with these new features see the installation instructions found in Chapter 15—Maintenance and Upgrades in the *Stratagy ES I&M Manual*. The installation includes loading the Software Component Update 26 (or higher) found on the Stratagy ES Software CD-ROM.