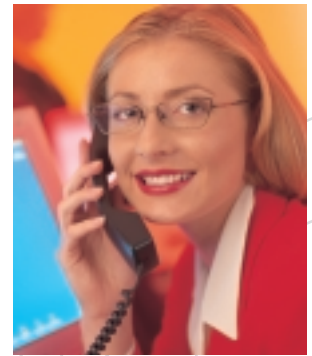




# Radian Telecom



**uCMC**  
*unified* Coral Message Center



## Message Handling Made Easier

In an environment of heightened competition and increasingly complex business communications, message handling just got easier and more cost-effective.

The *unified* Coral Message Center (*uCMC*) from Tadiran Telecom can help your company increase productivity and improve customer communications by consolidating voicemail, email and faxes\* onto a convenient browser-based platform. Designed to work with your Coral® communications system, this full-featured voicemail system provides a full range of functionality via a telephone or PC.



**Consolidate voicemail, fax and email onto a single browser-based platform**



## Improve Productivity Throughout the Organization

The *uCMC* provides a unified architecture for managing all message types through a familiar, easy-to-use Windows® Internet browser. With the flexibility to retrieve voicemail messages on a PC or through any telephone, both onsite and offsite employees can improve responsiveness to customers and others within the organization. Road warriors can retrieve faxes\* in their email boxes and print later when they have access to a printer.

The *uCMC* allows you to simplify administration and lowers your total cost of ownership by providing a single point of programming and management. All you need is an Internet browser on any PC, and you can perform adds, moves and changes just once for each employee's voice and email accounts.

\*future feature

## Flexible Voice Messaging

The *uCMC* is a practical investment for today and into the future. You can activate any number of mailboxes now and grow without limit as your business needs change. Custom Call Routing (CCR) capabilities are virtually unlimited as well, allowing you to build an endless number of menu levels for providing information and allowing callers to navigate to their desired extension. You can customize your CCR greetings for business and off-business hours with the peace of mind that you have complete coverage any time of the day.

There's no need for employees to miss connecting with customers when traveling or working off site. With *uCMC*, you can personalize your voice mailbox and access voicemails using any Internet connection, ensuring the best customer service and responsiveness at all times.



***uCMC Media Player*** – The Media Player can be user configured to auto play on a multimedia PC or telephone extension. To use, simply click on an e-mail to display text messages or play voice messages. Other features include user profile administration, access to message details, message text, and addressing – fully integrated with Microsoft Outlook.

## Bottom-Line Benefits

- Ensure fast message handling and client satisfaction even during high-volume calling periods
- Enhance customer service by eliminating lost messages and curbing “phone tag”
- Improve response to customers by using a PC or telephone to receive and respond to messages
- Enhance productivity by enabling employees to respond quickly to messages, making them available for other tasks
- Enable mobile employees to keep in touch seamlessly from any location
- Save time and resources with simple browser-based administration

## System Highlights

- Direct integration with Microsoft Outlook
- System Administration using Internet Explorer
- Mailbox Administration using Internet Explorer\*

\*Future Feature



**System Status Screen** – From this screen, a system administrator can access and manage mailbox administration, Custom Call Routing (CCR), system data such as Class of Service, holiday schedules, PBX profile settings, group lists and mailbox links setups.

**uCMC**  
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**State-of-the-Art Features**

- APDL integration with Coral
- Assignable network voicemail administrator
- Auto attendant
- Automatic message cleanup
- Automatic nightly back ups
- Boss group forwarding
- Broadcast announcements
- Browser administration
- Call screening
- Call supervision
- Custom Call Routing (time sensitive greetings)
- Custom Call Routing (menus)
- Customizable menu options
- Customizable reports such as port statistics, blockages, etc.)
- Definable delivery type (immediate, future)
- Dial by name
- DTMF administration
- End of recording alert
- Envelope information
- Expert mode
- Forward messages via email
- Group lists – private and public
- Guest mailboxes
- Holiday greetings and actions
- Intercom paging
- Linking mailboxes
- Linking mailboxes to custom call routing menus
- Listen and dial to caller using incoming ANI
- Mailbox – scheduler
- Mailbox linking (direct, with or without greeting, supervisor)
- Message delivery options – normal, urgent, confidential etc.
- Message intercept
- Message playback, skip, save and forward
- Modem – remote access for programming (optional)
- Network monitoring of activity
- Non-receipt notification
- Operator menu options (Each CCR can have its own operator)
- Operator scheduler (time, day and date)
- Paging and PageQ integration
- Pager notification
- Programmable Class of Service
- Programmable message playback order
- Programmable MWI
- Programmable outcall notification
- Programmable time and date
- Programmable trunk access code
- Proof of delivery notification
- Real time system status
- Remote changing of operations mode
- Remote administration (TCP/IP)
- Remote shutdown
- Remote system greeting maintenance
- Security code – system and personal
- Silent monitor
- Silent monitor record length
- Single digit menus for personal mailboxes
- Temporary greeting – system and personal
- Trunk specific greetings and routing
- Undelivered message notification
- Unified Messaging Integration – POP3 / SMTP
- Variable extension length
- Variable mailbox length
- Whisper page integration



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