DONOMA UNIFY 8.5.1 FOR GROUPWISE

FREQUENTLY ASKED QUESTIONS

What does Unify do?

Unify for GroupWise delivers your voicemail from your Cisco phone to your Novell GroupWise in-box as an email. You can simultaneously get your voicemails on your PC, your smartphone, or even via the web. Unify remembers and updates what you do with each message and you only have to touch it once.

What else can I do with a voicemail message delivered via Unify?

You can forward that message via email, attach additional documents or your can save the voicemail for future reference.

What's the difference between forwarding voicemail and what Unify does?

You might be tempted to just forward voicemail messages from your phone system to an email folder, but here's why Unify is so much better:

♦ **You only touch it ONCE.** Unify automatically updates your message status. Whatever you do to the message is updated automatically at all the possible message touch-points. Message forwarding leaves you lots of copies to clean up later—wasting valuable time and creating more work, not less. It becomes a state of confusion.

♦ **Messages arrive in your inbox.** Not a separate folder you have to remember to check.

♦ **Messages are available on your smartphone.** Most smartphones synchronize only the main email folder. That's why Unify's inbox integration is so powerful. When you are out of the office, your messages are right there with you.

♦ **Message Delivery is guaranteed.** Unify checks to make sure messages are delivered from your voicemail system to your email. Every time. Guaranteed. Even if a server goes offline for a period of time (maintenance, power outage, etc.) you can be sure that as soon as the server is back online, your messages will be delivered.

♦ **Messages can be tracked through your systems from arrival to delivery.**

Is Unify easy to use?

Extremely. Because it becomes an email, your voicemail looks like another email message in your inbox. Open it to listen, respond and take action on that message in seconds.

How does the managed support work?

Middleware connectivity solutions can get orphaned when it comes to support. To alleviate this issue, our maintenance & support also includes proactive monitoring of the application, notification if we see hardware issues on the Unify server, coordinated installation of patches and latest updates, as well as administering moves, adds and user changes. Our team keeps things running smoothly so IT barely has to think about it.

What if I have a team of people? Can a group be notified when a message comes in to a particular line?

Yes.

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How can I manage & archive my voicemail messages?

Because Unify converts your voicemail messages into an email message, you can archive voicemail using your existing email archiving solution, or for extended message administration & real time archiving you may want to consider adding Donoma's Message Vault solution. Message Vault ensures policy-driven record retention & compliance. It also provides a great toolset for locating and managing voicemail messages based on flexible criteria.

What is the scalability?

Unify supports up to 10,000 users per virtual machine, up to the maximum of 100,000 users supported by Cisco's Unity Connection platform.

How is security handled?

The Administration tool is web-based traffic is encyrpted with transport layer security (TLS/SSL)

What is the latency?

If all the servers (Donoma Unify, GroupWise Server and Unity Connection Server) are on the same network; and there is a high message volume, message synchronization can take 2-5 seconds. If there is a period of inactivity, (no new voice message processing/synchronization) there could be a delay of up to 20 seconds as the software goes into a rest cycle.

If the servers are not on the same network the latency between the servers needs to be added to the time it takes for message synchronization.

How much bandwidth is consumed?

The amount of bandwidth consumed by Donoma Unify 8.5 is dependent upon the codec used and the utilization of Cisco Unity Connection. Donoma Unify consumes a maximum of 10 concurrent connections to Cisco Unity Connection and Novell GroupWise Using a G711 codec a 1 minute voice message is 480K in size. The amount of bandwidth consumed from Donoma Unify to Cisco Unity Connection for 10 messages would be 4800K. Allowing for a message header, the amount of bandwidth consumed from Donoma Unify to GroupWise would be 6000K. During internal testing, our product matches the Cisco bandwidth requirements for similar products.

Is High Availability supported?

Yes we support High Availability failover through VMWare.

Is the product localized?

Localization is available. Please contact your sales representative for more information.

How is support handled?

Donoma Software provides managed support and updates to our products via an annual maintenance.

Support from Donoma Software is available Monday through Friday from 8:00 AM to 5:00 PM US Eastern Time.

Toll free in US & UK: (866) 814-3513

Other locations: 1 (540) 443-3398

Contact us via email: support@donomasoftware.com

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