

DONOMA UNIFY 8.8 FOR GMAIL

FREQUENTLY ASKED QUESTIONS



What does Unify do?

Unify for Gmail integrates voicemail from your Cisco phone to your Gmail in-box with dynamic synchronization of messages. You can simultaneously get your voicemails on your PC, your smartphone or the web. Unify remembers and updates what you do with each message, and **you only have to touch it once**. Additionally, with the 8.8 release, message transcription is available with our Speech2Txt options.

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

You can forward that message via email, attach additional documents or you can save the voicemail for future reference. You can also use call controls available to return calls right from each message. You can also return calls within the message or reply back to a colleague via email.

What's the difference between Speech2Txt and Speech2Txt+?

Speech2Txt offers up to 30 seconds of transcription. For those organizations preferring a longer transcription option of up to 5 minutes, we offer Speech2Txt+.

What is the accuracy of the message transcriptions?

Each message will arrive with a confidence factor of High, Medium or Low transcription confidence. The accuracy of the transcription is impacted by the quality of the voicemail recording, which in turn may be impacted by accents, line distortion or background noise.

Will Speech2Txt slow down delivery of my voicemail or synchronization of message status?

For messages less than 30 seconds, we have seen no measurable delay. For messages longer than 1 minute, there may be a short delay, but so far less than 20 seconds. There is no delay in the synchronization of the message status with the MWI light on the phone as that is a separate process.

Can I get my voicemails delivered to my smartphone?

Unify for Gmail supports all the major mobility endpoints including Android, iOS, Blackberry and Windows Phone.

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.



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Do you support users on Multiple Domains?

Yes. We support users across primary, secondary and sub-domains, as long as they are affiliated with the same GSuite account.

What is the scalability?

For the on premise edition, Unify supports up to 3,000 users per virtual machine, up to the maximum of 100,000 users supported by Cisco's Unity Connection platform. For the cloud based version, we take care of the servers and scaling and support up to Unity Connection's limits.

How is security handled?

Data is encrypted at rest and in transit. All passwords/passphrases are encrypted using AES256 and user accounts are validated using SHA256. The web-based Administration interface is encrypted. Voicemail messages remain within your systems and associated security controls.

Do you support Active Directory?

Yes. When Active Directory is synchronized with Cisco Unity Connection, Donoma Unify supports Active Directory updates. This makes provisioning of new accounts even more automated.

Is High Availability supported (for on-premise)?

Yes we support High Availability through VMWare.

Got a question you don't see addressed here? Give us a call! We're here to help.

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