



Voice and Fax Messaging

The Teligent Voice and Fax Messaging solution is provided as basic services to the Teligent Next Generation Messaging System, which supports services ranging from traditional voicemail to advanced multi-media messaging services. Using the service provisioning interfaces the operator or service provider can configure and run different end user offerings concurrently on the same system. These end user offerings can be class of service flavours, e.g. simple and advanced voice mail, with and without fax, or different services, e.g. voice mail, fax mail, video mail or missed call notification.

As the Teligent Voice and Fax Messaging base upon to the Teligent NGMS full-featured mailbox solutions, the voice and fax mail handling is fully integrated in the single mailbox concept. The mailbox subscribers have one access to the mailbox that can store any type of message regardless of media type, e.g. voice, fax, video and email messages.

Voice Messaging

The Teligent Voice Messaging service provides the subscriber with a voice mailbox and PIN connected to the telephone number. When someone wants to call the subscriber, they dial the telephone number as usual. If there is no answer, the call is routed to the mailbox.

The system answers the call either with a personalised message or a default message and then invites the caller to leave a message after the tone. When a voice message has been received, the system can alert the subscriber by SMS, outcall, e-mail or message waiting indicators or even delivery the message directly to the phone using an MMS.

Voice and Fax Messaging features

- Personal mailbox and PIN
- Fixed/mobile Internet and IVR controlled
- SMS, Email, pager alerts

The subscriber can access the voice mailbox from any DTMF phone. When calling from the telephone number connected to the mailbox, the system does not request a PIN. If calling from another telephone the subscriber calls his personal number, interrupts the message with a DTMF tone and enters the PIN.

After a message has been played, the subscriber will be informed of when it was received. By pressing a DTMF number the subscriber may erase the message, otherwise it is saved for a number of days designated by the operator.

While listening to a message, the subscriber can press a single button to call the sender back, or have the number of the caller delivered as an SMS, provided that the CLI is known.

Fax Messaging

When a fax message has been received, the system can alert the subscriber through various means, for example message waiting indicators. In order to retrieve, save or delete faxes in the mailbox, the subscriber calls his personal number and enters the PIN. The subscriber will hear how many new and/or old faxes there are in the mailbox. He will also hear when the faxes were received, the number of pages of the faxes and, if possible, from which number the faxes were sent. The system also informs the subscriber of the amount of undelivered faxes.

The subscriber decides which fax number he wants the fax to be delivered to. If there are several fax messages in the mailbox, the subscriber can choose to send all of these to one fax or to send them to different faxes.

The subscriber may define pre-set fax number for easy access of sending or forwarding. The subscriber can also auto-forward faxes to a pre-set number.

IVR Controlled

An extensive voice menu gives the subscriber information on the status of the mailbox, i.e. how many new or saved/old voice/fax messages there are in the mailbox.

In the voice menu, the subscriber may change the personal settings, e.g. personal message or PIN. The subscriber may also forward messages to another voice mailbox.

Optional Web Interface

Optional end-user web interface offers user-friendly message handling, where end users may change personal settings and handle message retrieval or composing a new fax.

One Platform for All Solutions

All Teligent Telecom solutions are based on the Teligent P90/E platform. This platform delivers outstanding scalability and flexibility to each and every application and will also combine them to create advanced and easy-to-customise solutions.



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