



# Converged Intelligent Messaging

Service Providers across the globe are aggressively driving to reduce energy costs, shrink footprint and consolidate central offices. Too often the focus is only on core switching platforms, leaving aging or obsolete messaging platforms untouched. These elements are often deployed on legacy platforms that are end of life, inefficient and ill-suited for today's mobile centric subscriber.

Ribbon Communications' Converged Intelligent Messaging (CIM) offers service providers a compelling way to lower costs while enabling messaging services that differentiate their offer from the pack. Use the CIM platform to move to commercial off-the-shelf hardware, software-based media servers, modern management tools and Linux. CIM is also available for NFV deployments. Use the CIM platform to dramatically reduce footprint, power consumption and maintenance/support issues.

CIM platforms are deployed in some of the world's largest service providers – fixed, mobile and converged – with and without IMS. Ribbon offers a progressive roadmap of new services as well as proactive support by Ribbon's services teams.

## Intelligent Messaging

Fixed and Mobile Devices

Residential and Business Subscribers

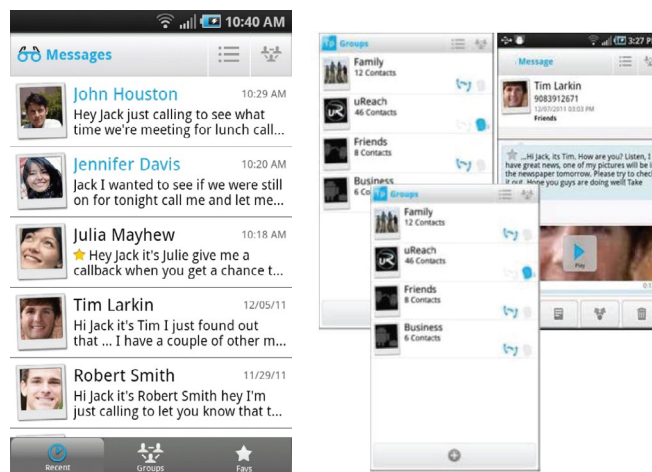
Ribbon Converged Intelligent Messaging seamlessly blends voice mail, automated attendant services, and fax messaging services with next generation intelligent messaging services, including voice to text, web portals and intuitive mobile applications.

The CIM platform supports visual messaging applications for smartphones, as well as native clients on iPhone and on legacy Blackberry so converged operators don't need to deploy and manage separate solutions. A robust set of fax services can assure that business users in key industries such as healthcare, law and real estate can make a smooth transition to hosted business services. Users can instantly check messages from the phone, web, from e-mail or their smartphone. Voice-to-text option makes it easy to read and respond to messages without ever picking up the phone.

With Ribbon Converged Intelligent Messaging, subscribers don't need to turn to OTT providers to get modern mobile messaging services, CIM helps keep the relationship and revenue in your network.

## Proven Platform – In-network or in the Cloud

The CIM architecture is highly scalable, geo-redundant, and can support even the largest deployments. Multifaceted networks are no problem as CIM can be simultaneously deployed in an IMS network, soft switch-based network, as well as interconnect with existing SS7 and TDM networks. The CIM solution is field proven, with millions of mailboxes deployed in both fixed and mobile service providers. It can be deployed in-network or acquired as a cloud service.



Visual Voicemail's Compelling User Experience

Customizable user interfaces and robust professional services offers make it easy for service providers to migrate subscribers without expensive notification and training programs, quickly extend new services to subscribers and meet competitive threats or create incremental revenue opportunities.

## Complete Messaging Platform

**Fixed, mobile and converged providers**  
**Residential and business subscribers**

### Unified Voice Messaging

#### *Advanced Voicemail*

- Access via: traditional TUI, web, speech, mobile client
- Transcription integration
- Robust notifications: MWI, SMS, MMS, email, pager
- Return call with rebound
- Enterprise groups with personal and system distribution lists
- Multiple greetings and “zero-out” option
- Administrative and user self-service portals

### iPhone & Blackberry Native Visual Voicemail

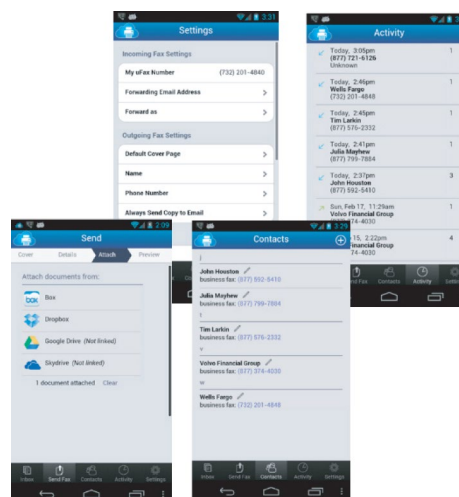
- Enables native visual voicemail clients for Apple, Blackberry and Open Mobile Terminal Platform (OMTP) devices
- Supports OMTP and Apple's OMTP extensions
- Can be used to supplement existing platforms

### Mobile Clients for Smart Devices

- Android and iOS
- No dialing - one-touch to listen
- Voice-to-text transcription of voice messages
- Share messages via email and SMS
- Custom greetings, group greeting, individual caller greetings
- Unique find-me feature for fewer missed calls
- Option to integrate with Facebook - displays avatar and most recent status when call is received

### Automated Attendant - VirtualReceptionist

- Multi-level menu trees with time of day and holiday scheduling
- Dial by number and by name directory
- Multiple hunting options to reach groups/teams
- Custom prompts and greetings
- Auto fax-detect with automatic conversion to PDF and delivery via email
- Easy browser-based what-you-see-is-what-you-hear setup
- Leverages desktop application to show real-time information, enabling a live receptionist to professionally answer calls on behalf of others



**Business Fax Smartphone Client**

### Fax Messaging - BusinessFax

- Send, receive and view faxes by email, on a smartphone phone, or the web
- Send faxes using the smartphone camera
- Fax files from Dropbox, OneDrive, Google Drive, or Box cloud services
- Share faxes with others by forwarding via email
- TeamFaxing allows send and receive for up to 50 users on one account
- Fax encryption with password protection
- Scheduled delivery
- Professional cover page templates

### HIPAA Compliant

In compliance with healthcare organizations to exercise best practices in administrative, physical security, and technical security.

### Ribbon Support

Ribbon provides comprehensive support for all its products, applications and solutions. Technical support, hardware repair or replacement, access to software releases and software upgrades are part of a Ribbon support agreement. “Always On” for configuration, technical support and service continuity.

**Contact Us**

We are here to help. Let us know if you are interested in a quote or if you have any questions.