

# Interaction Message Indicator™

## Voice mail message alerts for Microsoft® Exchange Server 2007

**Interaction Message Indicator (IMI)** monitors Microsoft Exchange Server 2007 unified messaging mailboxes for the presence of voice mail messages. When a new voice mail message is detected, IMI sets the Message Waiting Indicator (MWI) on the user's desktop phone. Once all voice mail messages have been reviewed, IMI extinguishes the Message Waiting Indicator.

### For all phone systems

The standalone Interaction Message Indicator application is engineered to work with third-party phone systems, along with the VONEXUS *Enterprise Interaction Center™* IP PBX software and *Customer Interaction Center®* IP application suite from Interactive Intelligence.

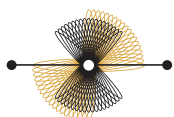
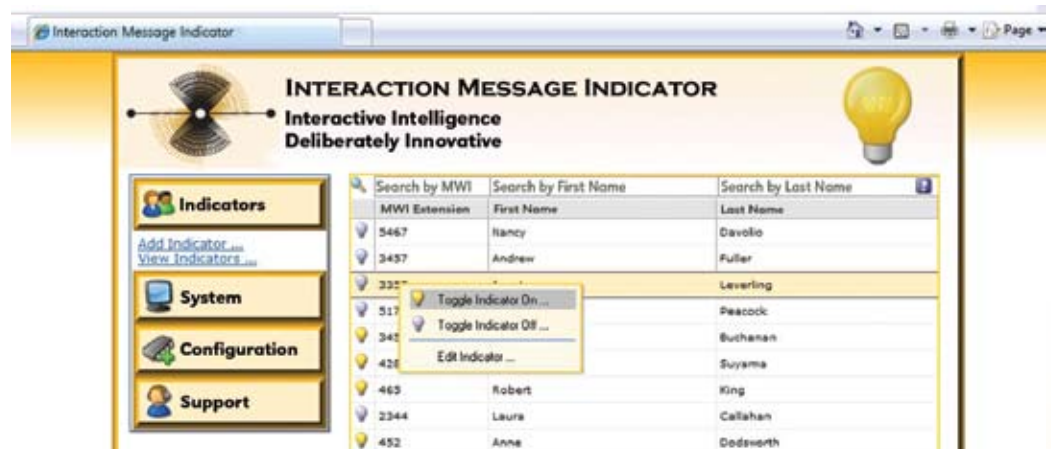
### Software requirements

Operating System: Windows® 2003 Server  
Mail Platform: Exchange 2007 unified messaging

- Message Waiting Indicator (MWI) functionality for Microsoft Exchange 2007 unified messaging users
- High-performance application
  - Developed in C++ for scalability, reliability
  - Standards-based, leveraging the SIP communications protocol
- Cost-effective standalone solution
  - Communicates directly with Active Directory® and Exchange
- Easy Web-based administration
  - Setup, monitoring and reporting
- Communicates with IP gateways and SIP-enabled IP PBXs
  - Update the MWI for related endpoints

### Easy administration

IMI's Web interface simplifies setup, administration, monitoring and reporting.



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## How Interaction Message Indicator works

In integrating with Active Directory and Exchange, Interaction Message Indicator (IMI) monitors Exchange 2007 mailboxes for the presence of voice messages. The IMI application controls SIP-based Message Waiting Indicators accordingly.

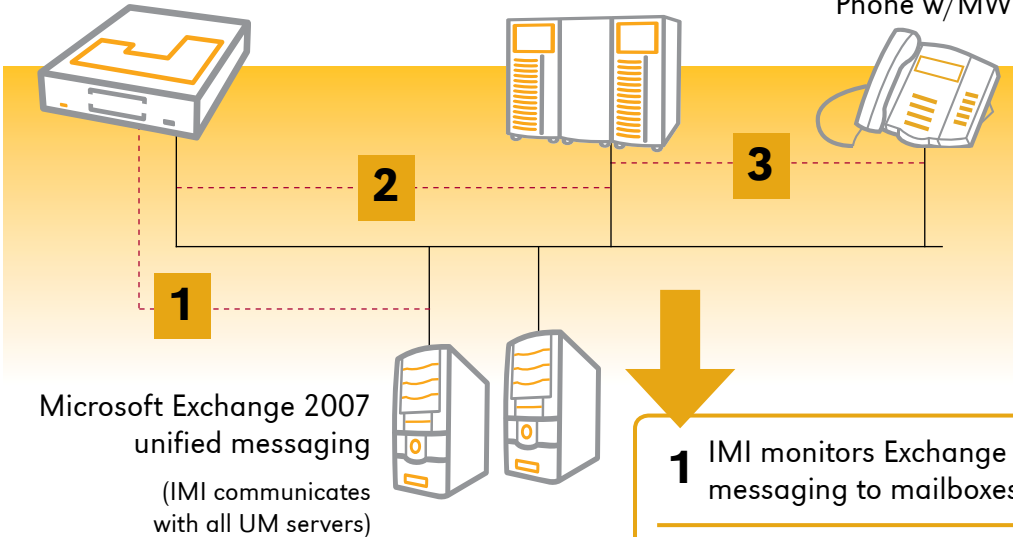
The standalone IMI application also allows Message Waiting Indicators to always be in complete synchronization with the Exchange user mailbox voice message state, while IMI's intuitive Web-based administrative interface simplifies setup and administration, along with monitoring and reporting.



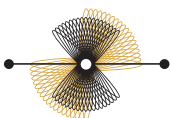
Interactive Message Indicator

PBX or IP PBX

Phone w/MWI



- 1 IMI monitors Exchange 2007 unified messaging to mailboxes for voice mails
- 2 IMI controls SIP message appropriately (SIP gateway may be required)
- 3 PBX toggles phone MWI on/off



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Solutions that are modular in nature, built with proven, award-winning products that push the edge of technology to deliver a truly best-of-class offering.

At Interactive Intelligence, it's what we do.

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