

# 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 seamlessly with third-party phone systems. And IMI easily integrates with the 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.

### Key features

#### Advanced call functionality

- Message Waiting Indicator (MWI) functionality for Microsoft Exchange 2007 unified messaging users

#### High-performance application

- Developed in C++ for scalability and reliability
- Standards-based, leveraging the SIP communications protocol

#### Cost-effective standalone solution

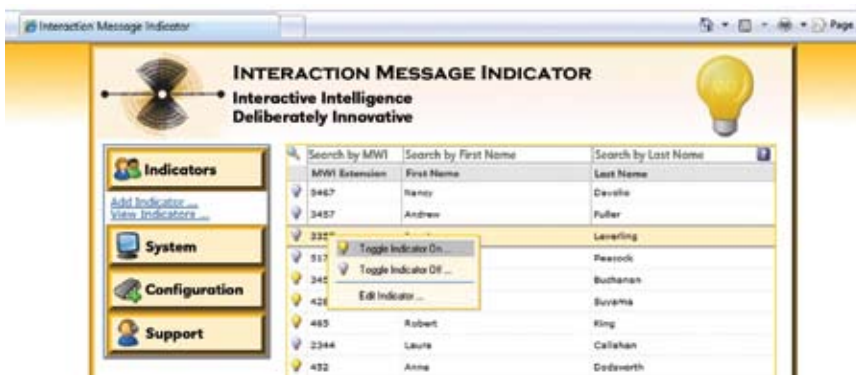
- Communicates directly with Active Directory® and Exchange

#### 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

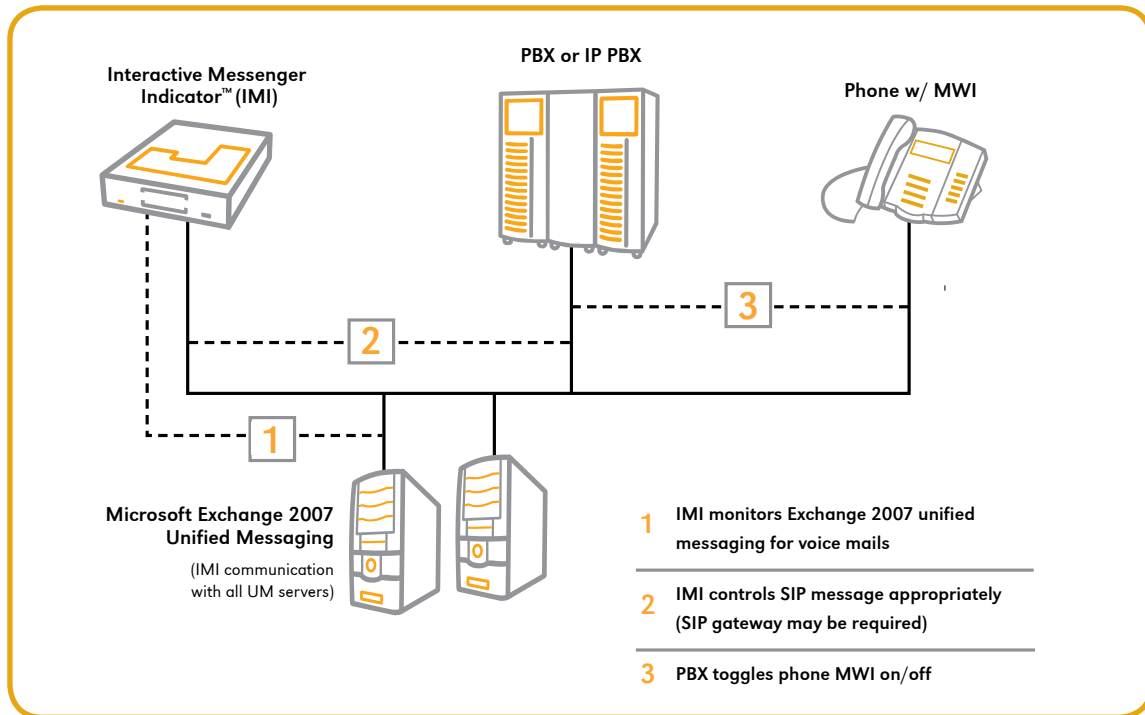


## How Interaction Message Indicator works

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.

### Interaction Message Indicator™



## INTERACTIVE INTELLIGENCE®

Interactive Intelligence offers unified business communications solutions for contact center automation, enterprise IP telephony, and enterprise messaging, based on our open standards, all-in-one software suite. More than 3,000 organizations worldwide currently benefit from our premise-based and hosted solutions, which include value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

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