



## NowMessage™

### *Call Answering and Advanced Messaging Software Suite*

**NowMessage**, Common Voices' messaging software suite, provides leading edge, next-generation enhanced services for wireline, wireless, and broadband Carriers. As with all Common Voices' products, **NowMessage** offers a cost effective solution using a standards-based, open Web software architecture with off-the-shelf hardware and software components.



Along with standard messaging features for residential and business customers, **NowMessage** includes Web access to voice, fax and e-mail messages, as well as Instant Message notification and a voice command interface for hands-free use. End users can create and manage their Personal Address Books and send messages to anyone worldwide. They can also receive notification of new messages through their phones, Short Message Service or e-mail and can manage their services using the web or phone.

### **NowMessage Product Features**

- Unified Messaging
- Sending Messages
- Retrieving Messages
- Forwarding Messages
- Call Answering
- Placing Outgoing Calls
- Integrated Personal Address Book
- Message Notification
- Speech Recognition Support
- Multiple Mailbox Support
- Web Based Provisioning
- E-mail Text to Speech

### **Open Standards Design, Easy for Carriers**

Common Voices' expertise with Java/JSP, VoiceXML and other technologies makes it as easy for Carriers to update, expand and individualize their telecom systems without loss of either functionality or service availability.

Because **NowMessage** is designed using open standards and is implemented using Web technologies, Carriers reap many benefits not available with proprietary systems. Most importantly, these capabilities work across diverse legacy platforms and hardware systems, involve considerably less labor to install, increase service uptime and can be achieved with substantial financial savings.

## NowMessage Technical Features and Benefits

### ***E-mail Message Store (IMAP / SMTP / LDAP)***

- all messages stored in a standard E-mail message store
- messages deposited via SMTP and retrieved via IMAP
- subscriber profile information retrieved from LDAP directory
- integration with third party E-mail providers

### ***Common Hardware and Network Platforms***

- Java/JSP based—runs on wide variety of Hardware Platforms and works with hardware systems from all major suppliers, including Sun, HP/Compaq, and Intel
- leverages real-world stress testing and performance testing that Web and Application Servers have endured

### ***VoiceXML / Java / JSP Implementation***

- implemented entirely in Java/JSP and outputs VoiceXML as the presentation language for call flow to caller
- 100% VoiceXML compliant
- integration with other Web services

### ***Variety of VoiceXML Browser Implementations***

- tested with VoiceXML gateway implementations from VoiceGenie, BeVocal, Nuance, Pactolus and with our OpenLink™ browser
- additional VoiceXML compliant gateways can be qualified as required

### ***Inherently N+1 Redundant / Scalable***

- designed as Web application
- leverages design and implementation for redundant and scalable Web services
- software modules inherently N+1 scalable—ultimate flexibility for provisioning additional features, services, and subscribers
- no single points of failure

### ***No System Boundaries***

- presents "single system" image to subscriber through use of LDAP directory, and accepted Internet and Web protocols (IMAP/SMTP/HTTP)
- no system boundaries restricting features available or how features function

### **About Common Voices**

Common Voices is a communications software and professional services company that develops voice, video and enhanced services applications which solve customer service challenges and generate new sources of revenue for next generation VoIP, wireless and wireline carriers. The Company also provides hosted services and helps carriers manage network upgrades through its patent-pending migration capability that moves voice and data content between networks, disparate systems and even different operators.

Founded by a team of telecommunications industry veterans, the company has a seasoned management team with extensive experience working with carriers.

For more information, visit us at [www.commonvoices.com](http://www.commonvoices.com).



500 Rutherford Ave., Suite 104

Boston, MA 02129

Phone 617-286-1600

Fax 617-286-1601

[www.commonvoices.com](http://www.commonvoices.com)