


A New Voice Mail System for Penn



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Key Reasons for Change

- Today's Octel Voicemail system is old and expensive to support (vendor EOL/EOS)
- It does not have good disaster recovery capabilities
 - In a failure, we'd be out for at least 12 hours, and
 - the data recovery would be only partial,
 - the new voice mail system can recover rapidly with very complete data
- The new system is the one designed for the new *PennNet Phone* service that will be used throughout Penn over the next few years
- A migration by all users to the new voice mail system now brings us back to "one voice mail community"



Differences

- There will be differences in features and functionality
- In some cases, it will be less feature rich
- But it will allow PennNet Phone users some very advanced online access to messages and features



Timing

- New voicemail is in production use now for 1500 PennNet Phone users
- New voicemail is in pilot now for 100 campus users of traditional phones
- For most traditional phone users, rollout is being targeted for early in CY2008 (actual date not yet determined)
- For advanced voicemail applications, migration will take place in late spring or early summer CY2008
 - eg., Menus, Transfer Mailboxes, Listen-only mailboxes



Pricing/Financial impact

- No price change for voicemail users using traditional phones
- Voicemail for PennNet Phone users is available at lower cost
 - Access by Phone or Email for \$3.00/month
- Details available at
 - <http://www.upenn.edu/computing/isc/networking/rates/voicemail/voicemail.html>



Resources

- New Voice home page:
- <http://www.upenn.edu/computing/voice/>

- *New Voice Mail System Coming* page:
- <http://www.upenn.edu/computing/voice/voicemail/>

- *New Voice Mail System FAQ* page
- <http://www.upenn.edu/computing/voice/help/newvoicemail.htm>

- Voicemail rates
- <http://www.upenn.edu/computing/isc/networking/rates/voicemail/voicemail.html>