



UNIFIED MESSAGING

The Office of Information Technology is preparing for a campus-wide replacement of UTSA's voicemail mailbox system in February 2014.

OIT will offer Unified Messaging (UM) to simplify your everyday communications by letting you manage all of your messages using a PC or a phone.

You'll spend less time retrieving and managing messages from multiple sources.

Unified Messaging will allow you to:

- View voicemail messages from your UTSA email account.
- Read a transcript or listen to your voicemail in your email.
- Listen to your email messages over the phone (via text-to-speech conversion), so you can reply instantly.
- Reply to email messages by creating a voicemail message that the system attaches to an email message.
- Restore deleted voice messages (just like email).
- Access messages from anywhere at any time.

These convenient features will make it easier than ever to access your voicemails.

Status update:	Pilot is deployed in OIT and testing is underway.
Cutover date:	February 10, 2014
Delivery details:	Phased rollout starting February 1. (500 users at a time in alphabetical order) Replaces Cisco voicemail system.
Retention policy:	Old voicemails can be accessed for 30 days following cutover. The Cisco system will be completely deactivated after 90 days.