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.

<table>
<thead>
<tr>
<th>Status update:</th>
<th>Pilot is deployed in OIT and testing is underway.</th>
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<tbody>
<tr>
<td>Cutover date:</td>
<td>February 10, 2014</td>
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| 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. |