Mida Solutions

Mida VoiceOffice

Overview

Mida VoiceOffice is Mida eFramework application for advanced voice mailing. The system is integrated to the e-mail system and eventually to the SMS system for message notifications (Unified Messaging).

At its simpler configuration, it manages phone calls when users cannot answer: callers can record messages that users will be able to listen to from anywhere, simply using any device connected to the web.

The licensing scheme is based on the number of simultaneous voice channels needed in the system configuration. This scheme allows to obtain solutions not linearly related to the number of users, dynamically optimizing the use of these resources.

General features

Mida VoiceOffice allows callers to leave a message in the voice mail of the called person, when this one is not available. There are many configurations available for this product, simply setting them up through the PBX. An everyday life example is that the app does its work in case of busy or no answering user.

Users can access the service from **any device connected to the web**. Once they have logged in through a proper authentication, the available actions are:

- message playback with Web or telephone interface;
- recording new messages;
- delete old/listen messages;
- change personal PIN code;
- welcome message customization for each user;
- optional, recall of user (who recorded message)[1]

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[1] available only on some ip-pbx; please contact Mida Solutions for further details.

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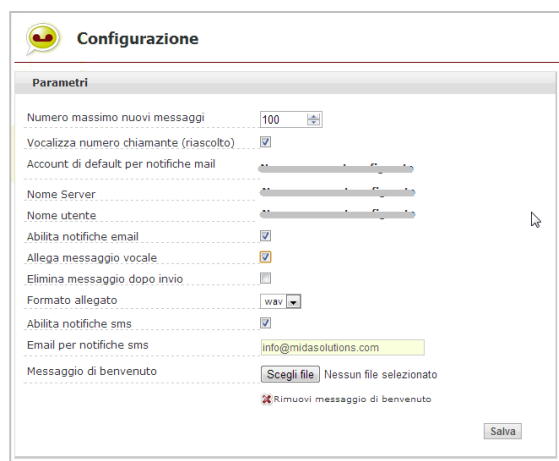For incoming messages, Mida VoiceOffice offers two different notification ways:

- by email: messages are recorded and (optionally) attached in WAV/MP3 format to users' email account
- by SMS: if this optional module is available, it is possible to send even a notification message to users' mobile number *

*in order to use this notification features an optional module (SMSNotify) must be added; please contact Mida Solutions for further details.

Administration interface

An easy to use WEB interface is available for system configuration and administration, allowing:

- System parameters and users' configuration
- Service monitoring
- VoiceOffice access, directly from the WEB interface (listen, download, tag and delete messages)
- Custom parameters configuration (welcome messages, notifications…)

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TECHNICAL INFORMATION

Mida VoiceOffice is part of the [Mida eFramework UC App Suite (www.midasolutions.com/products/)](www.midasolutions.com/products/).

To Ensure stable client server connections and a high quality service, the server hosting Mida eFramework virtual appliance has to be connected to the local LAN with proper QoS and guaranteed bandwith.
Mida server and client PCs have to be connected to the same LAN of the IP phones and of the IP-PBX(s). The server has to be reachable from the end-user PCs.

Software distribution

The server platform is distributed as preinstalled virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platforms and hypervisors are:
- vmware ESXi 4.x, 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida License is required to activate the Software. The Virtual Appliance is completely manageable from an easy and intuitive web portal.
Please refer to the hypervisor vendor documentation for further information.

Mida virtual appliance can be downloaded also from **www.midasolutions.com/download/**

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Other specifications

For details on Mida VoiceOffice compatibility with the most used web browsers, please refer to www.midasolutions.com/browsercompatibility/.

For further details, please refer to www.midasolutions.com/generalcompatibility/.

It is not guaranteed that the service is working properly in case of overlapped numbering plans (e.g. partitions or shared lines). Please contact Mida Solutions for further information.

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