T3 Telecom Software, Inc.

Powering comprehensive unified communications solutions.

T3main®

MANAGE COMMUNICATIONS
THE SMART WAY

T3 Telecom Software designs innovative voice messaging, unified messaging and call routing environments to meet our customer's unique, and evolving, business environments and goals. We look to future trends and offer cutting-edge solutions, while providing a core set of comprehensive messaging functionality. With a flexible, open architecture and a unique *building blocks* approach, our products work within organizations of all sizes and infrastructure complexities.

Streamlining Your Messaging Approach

Just because your organization is complex doesn't mean your messaging solution has to be. With the T3main® you can have a streamlined approach that cost-effectively shares messaging across the enterprise and ensures all locations have the same secure and reliable solution in place. We are uniquely positioned to help you manage complex infrastructures and environments through unified messaging, networking and integration capabilities.

Creating an Efficient Organization

How you reduce the cost of live agent support while maintaining highly professional and responsive service is a constant balancing act. Even today there remains a need to support customers and employees through efficient and quality telephone assistance. T3main has the *building blocks* that allow you to implement message management solutions, call centers, and directory assistance environments that meet the needs of your organization.

Designed to Bring You Into the Future

You need a solution that is designed to support you today and well into the future. T3main allows organizations to complement their previous investments in both traditional TDM and VoIP environments with a robust messaging and telephony application.

At its very core, T3main incorporates an open architecture and technically advanced foundation built on Linux to leverage reliability and a low cost of ownership. A modularized set of standards-compliant messaging capabilities can be enhanced through our *building blocks* approach to build a fully customized telephony application.

T3main is SIP-enabled to offer the functionality, flexibility and scalability of the platform in a software-only application. It lowers costs by reducing the number of required servers and hardware, and creates a more stable environment in geographically distributed organizations by providing flexible installation options.

FREEDOM OF CHOICE

T3main works within an extremely flexible environment, avoiding vendor-lock in and allowing you to choose solutions from multiple providers.

- Hardware independent: runs on a variety of processors and servers
- Client/Server independent: POP3 and IMAP server can be used with any email client environment and email server
- SIP-enabled: supporting VoIP, TDM, and mixed environments
- PBX independent: serial, in-band, SIP, QSIG, DPNSS, ISDN or digital ports integration
- Linux foundation: providing reliability and low cost of ownership
- Highly secure: T3main can be configured to run behind an internal firewall and uses standard Linux, as well as internal, security and licensing mechanisms
- Scalable: manages 2 to 120 connections per server and up to 10 million users / 999 nodes

T3main includes robust, feature-rich components that provide the building blocks for a fully customized and scalable solution.

Unified Messaging

Unified Messaging provides instant access to voice, email and fax messages from any location with the tools you already use day-to-day. Fully-featured unified messaging functionality allows users to work within a single environment, minimizes administration headaches, and supports existing IT investments as well as any future architecture requirements. With theT3main you can choose one or multiple configurations to deploy your unified messaging architecture while maintaining flexibility in the future should infrastructure needs change.

Speech Recognition

Speech recognition enables highly reliable speech recognition from telephones, cell phones and speaker phones. More intuitive than a touch tone interface, speech recognition allows callers to use simple and intuitive voice commands to get immediate access to the information they need, decreasing operational costs and increasing customer satisfaction.

With T3 voice control, spoken commands are used to navigate the voicemail box. From sending and reviewing messages to setting personal options, traditional touchtone voicemail is turned into a voice-activated experience.

Automated Attendant

Through this easily customizable component, multiple auto attendants can be triggered by the criteria important to you, such as time/date or DID parameters. Further flexibility allows mailboxes to be reached by multiple aliases ensuring that callers can always find the person or department they need. Tenanting extends these capabilities by allowing different departments or companies in a single location to set up customized prompts and have secure, private user directories and extensions.

Interactive Voice Response and Scripting

T3main incorporates an interface that allows you to program highly customized applications at a low cost. Front-end a call center or provide callers with important information such as driving directions, a store locator, or a more complex application that links to an external database and allows callers to schedule and cancel appointments. Hooks from the scripting language can run external programs and create full IVR applications.

Fax

Fax allows you to configure a centralized fax server as a shared resource on T3main. T3main delivers faxes to your email as a PDF or TIF document. Outgoing capabilities allow users to send documents as faxes from any Microsoft® Windows® or Mac® application, monitor the process of fax documents, and maintain activity logs. Fax-on-demand stores documents allowing callers to easily retrieve them from the system.

Voice Biometrics (Viometrics®)

Speaker verification helps protect you and your customers by reducing and managing the risks associated with providing remote services. Viometrics allows you to use a convenient, non-intrusive, and cutting-edge technology to authenticate a person's identity based on his unique vocal pattern. No longer a technology of the future, speaker verification, or voice biometrics, is increasingly used by organizations that provide access to sensitive systems.

Voice Transcription (T3vT®)

T3vT converts voice messages to text (visual voicemail) so that voice messages may be read through an email inbox or as a text message to a handheld device. These messages may then be archived, searched, copied and printed, just like any email.

Call Distribution (T3iQ®)

T3iQ enables sophisticated automatic call distribution scenarios through an *intelligent queuing* mechanism. Expanding upon the automatic call distribution capabilities of your PBX that queues and transfers caller to live agents, T3iQ provides additional layers of call distribution functionality that takes care of callers. Callers know their position in the queue, their expected wait time, and can leave a message or even request a call back at a convenient time.

Outbound IVR (T3iCall®)

T3iCall helps you strengthen relationships with your customers by providing them with the information they value. T3iCall lets you easily disseminate messages to an audience of any size to communicate emergency notifications, status updates, or personalized reminders quickly and consistently.
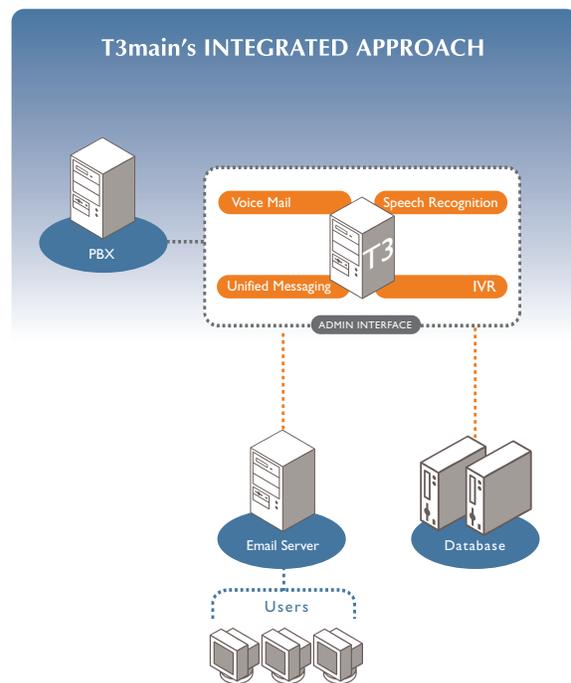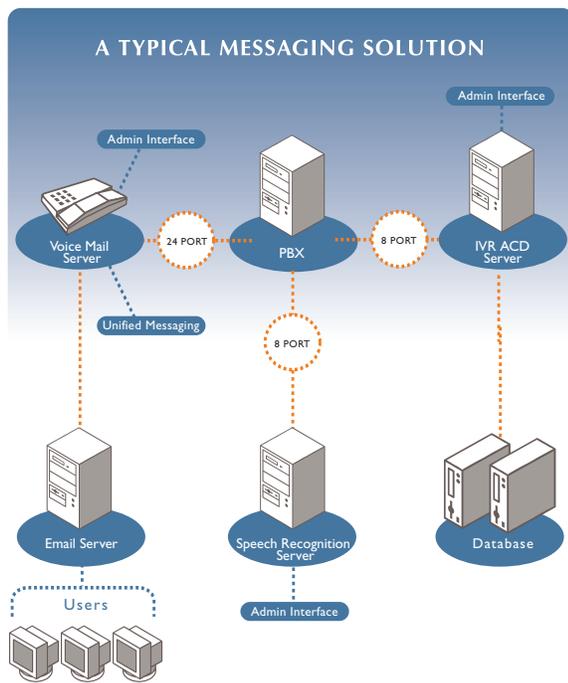
Direct Cluster Networking

DCN minimizes unplanned as well as planned system downtime resulting from hardware failure, network outage or system maintenance. DCN employs a unique cluster configuration of redundant and fully synchronized nodes. Each node maintains a complete T3main voicemail application, database and file system that resides on a single machine, rather than leveraging shared storage which can be affected during a node or network outage.

T3main's Integrated Approach

The T3main mitigates costs and administration complexities by sharing resources and ports across all application components and by allowing voice, fax, IVR and announcer capabilities to use any available resource.

Unlike the T3main, typical messaging solutions require separate servers for each component, including interactive voice response (IVR), speech recognition and fax capabilities. Resources must be purchased for each component, and are then often under-utilized.

A TYPICAL MESSAGING SOLUTION

Admin Interface

Admin Interface

Voice Mail Server — 24 PORT — PBX — 8 PORT — IVR ACD Server

Unified Messaging

8 PORT

Email Server

Speech Recognition Server

Database

Users

Admin Interface

T3main's INTEGRATED APPROACH

PBX

Voice Mail | Speech Recognition
Unified Messaging | IVR

T3

ADMIN INTERFACE

Email Server

Database

Users

About T3 Telecom Software, Inc.

Since 1991 T3 Telecom Software has been designing innovative messaging solutions. We provide a comprehensive unified communications product with scalable and reliable voice messaging, unified messaging, and call routing environments, enabling organizations to communicate effectively.

Looking to future trends to offer cutting-edge solutions, we also put strong emphasis on our core set of comprehensive messaging functionality. Our solutions, built on Linux for maximum flexibility and performance, fit effortlessly into a VoIP, traditional TDM PBX, or hybrid strategy while enabling customers to leverage their existing infrastructure investment. Unique clustering and networking capabilities and a distributed architecture allows multi-site organizations to standardize on one solution for their telephony services needs.

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