

Case Study 3 – School – Unified Messaging

Scenario:

- 120 staff
 - 90 Teachers
 - 30 Administration staff
- 40 Handsets
- 30 channel ISDN 200 number range
- Linux Pop3 email server
- Minimal use of fax
- All teachers have lap top computer and email account

Project Brief:

Most schools share the same challenge when it comes to voice messaging within the school environment. This challenge comes from the fact that generally there are many more teachers than there are phones, which creates the dual problem of a) how do teachers get notified that they have messages and b) how do they retrieve their messages.

Solution:

Using the CorriDOR Unified Messaging solution solved both of these problems for this example school.

All teachers have their own email account and access to a computer, or most commonly their own laptop.

The CorriDOR can therefore send received voicemails to the teacher's email account and the teacher do not have to use the telephone to get their messages, but play it back via the multi-media on their laptop / PC. When the teacher logs on to their computer they will get the notification from their email account of any new messages.

Summary

The CorriDOR System offers an easy to manage solution to a School's messaging requirements with many additional benefits such as web based access to voicemail usage reports and the potential to add on Call Accounting for the reporting of all telephone call traffic through the School.

Many Schools are already using this solution and the general agreement is that it 'fundamentally changes for the better the way that they manage their messaging'.