

# VPIM -

## Voice Profile for Internet Mail:

Making Internet voice mail solutions real.

CT-Expo 98, Los Angeles, CA

March 3-5, 1998

Sponsored by:

- Active Voice,
- Alcatel,
- Applied Voice Technology,
- Centigram,
- Lucent Octel Messaging Division.
- Comverse,
- Nortel,
- Priority Call,
- Siemens,



# Voice Profile For Internet Mail (VPIM)

Combines

Wide spread use and acceptance of Internet  
with

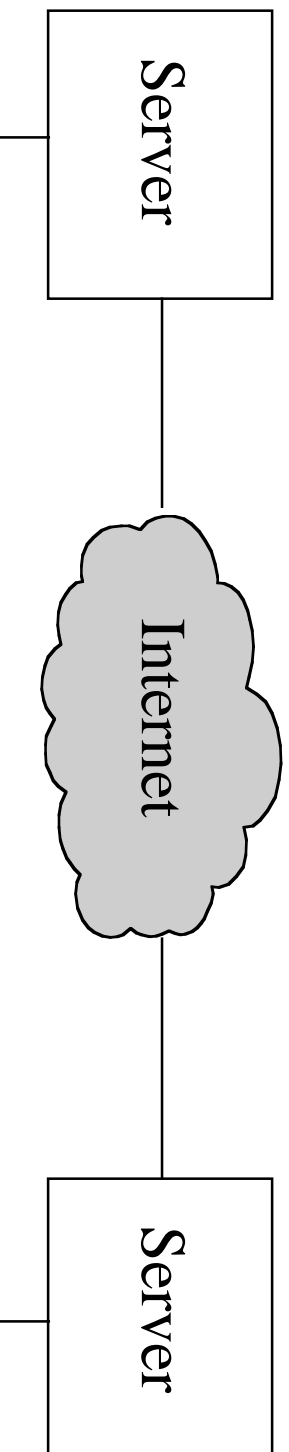
Ease of use and access of Voice Mail

Filling an important gap in a complete  
Unified Messaging solution



# What is VPIM?

- **A Server to Server Protocol:**
  - Voice Message Server to Voice Message Server.
  - Enables voice/fax message systems to use Internet.
- **Does not specify how applications function:**
  - Presentation method is defined by each server.
  - Enables many different kinds of applications.



Different Presentations

Different Applications



# VPIM Benefits

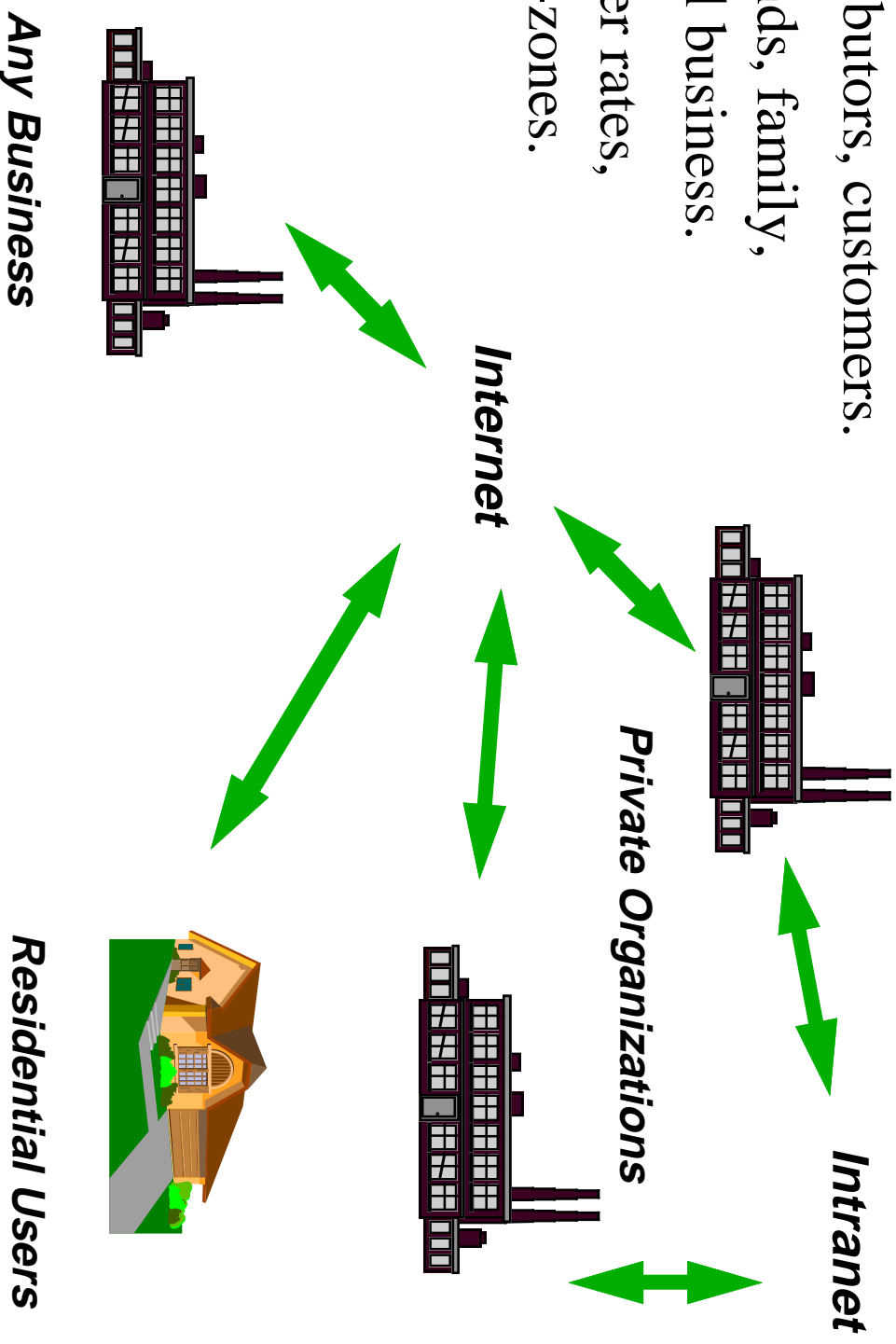
- **Intentional messaging between open communities**
  - Enables “intentional messaging” for voice and fax.
  - Reply, forward, create of messages
- **Migration path to Unified Messaging**
  - Provides an installed base of, tens of millions of users.
  - Leverages existing systems, standards & infrastructure.
- **VPIM does not dictate what servers should do!**
  - phones, systems, desktops, Internet services
  - Multiple applications and interfaces possible.
- **Result is greatly extended reach**
  - Spans Intranets, Extranets, and the Internet.
  - Allows use of current accepted ways of doing business.



# VPIM Constituencies

Any system anytime:

- Co-workers, suppliers, distributors, customers.
- Friends, family, small business.
- Lower rates, time-zones.



# VPIM Recent History

- **VPIM Work Group**
  - Worked on concept since 1993
  - Work continued as an EMA discussion group 1994
  - Formal VPIM Work Group created February 1996
  - Internet RFC 1911 Published February 1996.
- **EMA Spring '96 Demo - Concept focus**
  - 5 vendors interworked systems via VPIM to evaluate and prove the concept and approach.
- **EMA Spring '97 VPIM Demo - Product focus**
  - 9 vendors with real products demonstrated VPIM
  - Also evaluate and prove VPIM Directory concept.
- **EMA Spring '98 VPIM - User Trials (Anticipated)**



# VPIM Current & Near Future Status

- **17+ vendors actively supporting in 97 products.**

- Active Voice, Alcatel, AVT, Comverse, Centigram, CTIIS, IBM DirectTalk, IRdG, Lucent Octel Messaging Division, Microsoft, Nortel, Priority Call, ReadyCom, Siemens, Tecnomen, Unisys, and TMA (a network that includes PacBell, Bell-Atlantic, Ameritech, and Bell Canada.)
- Represents 70% of US Voice Message Industry and 31 Million Voice Mail Boxes\*. Products & Services in over 100 countries.
- Support by other key vendors anticipated

\* In-Stat 1996 market figures for North America

- **Spring 98 for end-user site trials**

- Trials at user sites planned. Will demonstrate both Intranet and Internet usage.
- Some sites may include shared directories.
- European and Asian trials likely - benefits of cost and time difference.

- **Actively seeking additional participants**

- See if your equipment could be upgraded to support VPIM.

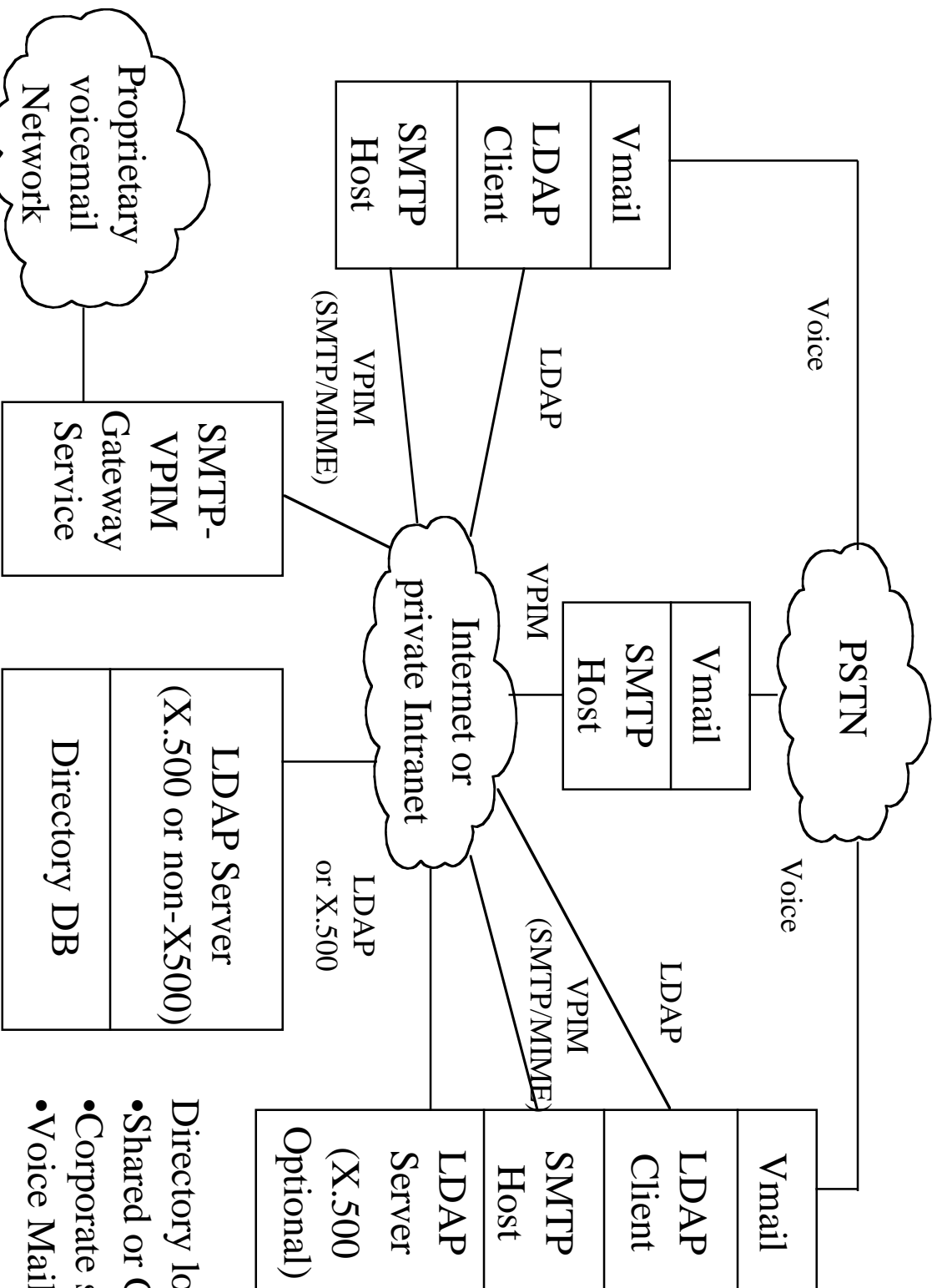


# VPIM Architectural Approaches

- **Extend current voice/fax systems.**
  - Gateway into proprietary network protocols.
  - Native Internet SMTP support.
- **Partnerships with other message solutions**
  - Cross retrieval, notification, selective forwarding.
  - Integrated/Universal messaging.
- **Both GUI and TUI interfaces**
  - System admin, user admin, message access.
- **Client-Server desktop messaging support**
  - Can be supported with POP3, IMAP4, HTTP
  - VPIM “Helper Apps” on desktop with audio player/recorder or with access to phone.



# The VPIM world in microcosm



- Directory locations:
- Shared or Global
  - Corporate service
  - Voice Mail Gateway



# What you should do next

- Participate in VPIM Work Group efforts
  - VPIM group in the European EMA (EEMA)
  - VPIM in North American EMA
  - VPIM corporate trials this year
- Develop a strategy for Unified Messaging
  - Include open directories & VPIM in these plans
- Request VPIM in your Purchase Requests
  - Mail servers: VPIM via gateway or native.
  - GUI clients: request VPIM helper application
  - Directories: require VPIM and LDAP support.



# VPIM References

- VPIM Technical & Information Contacts
  - Glenn Parsons, Northern Telecom (VPIM Work Group Leader)
    - Phone: +1-613-763-7582      Fax: +1-613-763-2697
    - Email: Glenn.Parsons@Nortel.ca
  - Bern Elliot, Vanguard Communications (Voice Committee Chair)
    - Phone: +1-215-985-2292      Fax: +1-201-605-5085
    - Email: BELLiot@Vanguard.net
- VPIM Work Group
  - Exploder Lists
    - Voice Messaging Committee: vm-l@ema.org
    - VPIM Work group: vpim-l@ema.org
      - to subscribe send a message to requests@listmail.ema.org with subject 'subscribe'
  - EMA Home page: <http://www.ema.org/vpim>
  - EEMA (Europe) Home page: <http://www.eema.org/vpim>



# **VPIM**

**Voice Profile for Internet Mail**

An EMA Work Group