



Message Vault FAQ

What does this product do?

This product provides easy, flexible voicemail archiving for the Cisco Unity Connection phone system platform. It enables secure, accountable policy-driven record retention of voicemail, along with the ability to search, filter, restore and report on those message records. You also have the ability to redact messages, archive Cisco Live Record recordings and the ability for end users to search and restore their own messages from the archive. (They cannot however delete or otherwise modify the message from the archive.)

Message Vault is available as either an on-premise server or as a cloud service for even greater deployment speed and flexibility. We also provide an API in the latest release so you can collect or distribute voicemail records to and from other systems.

Why do I have to be concerned about backing up voicemail records?

For a couple of reasons: First, voicemails are extremely common forms of communication, and often contain important information that should be saved. Like any other electronic record, if that message is accidentally deleted, it may be lost forever, or extremely labor intensive to restore from the voicemail system backup if it is possible to find the record in the message database.

Additionally, with the changes in the U.S. Federal Rules of Civil Procedures in 2006, voicemail messages became recognized as a discoverable electronic record. That means they fall under the same rules for document retention as any other relevant electronic record in regulated industries and can be expected to be requested during legal discovery. The new Dodd-Frank legislation is making this a significant consideration for financial institutions.

How can I quickly find specific voicemails?

The system has an intuitive interface where you input search parameters to narrow down the voicemails you would like to find. The search results are previewed on screen where the Administrator can select the voicemails for download, restoration back to the phone system, or send securely via email. An audit trail is kept of all activity. ***You even have the option to play and preview messages in your search list to make sure you have just the messages you want.***

Does this system enable me to do targeted message restoration?

Yes! Message Vault makes it easy to find and restore even just a single message quickly and efficiently. Instead of trying to pick through a backup of the entire message store's database files, administrators quickly search and locate the needed messages, select and restore them directly to the user's phone account.





It would be great if end users could restore their own voicemail messages instead of coming to IT. Is that possible?

Yes! Administrators can turn on the option to grant users access to their own message history. From there they can search and restore just their own messages. (They cannot delete a message.) There is also an Administrator controlled option whether they can also download or email those messages. This is a very popular feature because users can search for messages over long periods of time and many just preview them in Jabber or the web browser without even bothering to restore them to their phone system. Extremely convenient and alleviates big headaches for IT who used to have to search and restore from backup.

How can I tell when a message has been restored?

When a voice message is restored to the phone system, it will be flagged as new – triggering the Message Waiting Indicator and a new email message if unified messaging is in use. This will enable the user to quickly see the restored message. The original archived message's data remains unchanged and the restored message is not then re-archived.

What happens if a user deletes a voicemail?

Voicemails are archived as they arrive. *If a user deletes the voicemail, a copy will still be archived.* This is in contrast to a backup scenario, where the voicemail record could be deleted prior to the backup and missed.

Some information in voicemails is protected by regulation or policy. Do you have a way to protect that information?

Yes! Our Message Redaction feature is easy and intuitive for those situations where a voice message must be produced that contains sensitive information protected by policies, regulations or other legal reasons.

Can't I just archive voice messages via Unified Messaging with an email archiver?

We strongly recommend Message Vault for archiving functionality rather than trying to archive unified messaging for this purpose. Here's why:

Message Vault is a policy-driven voicemail archiving solution that runs in the background to capture and archive voice messages in real time. Unlike unified messaging, there is not the opportunity for messages to be deleted. More importantly the message store is contained within a single system. That can be extremely important for litigation, compliance and management.

Unlike finding voicemail in an email archive, Message Vault enables the easy search for records in seconds based on the original meta-data such as time, date, caller ID, etc. All activities are tracked with audit trail reporting.





We like to use Cisco LiveRecord for ad-hoc call recordings. Can Message Vault archive those records?

Yes! Message Vault recognizes LiveRecord files and will automatically archive and delete them based on policy. That in turn frees up space in the user's voicemail box. Because LiveRecord files can be so large, this is a big help to IT in managing the amount of storage allocated for voicemail boxes.

Speaking of storage – how much do I need to archive messages? I'm afraid of how big these files are.

Message Vault is extremely efficient. The file format your phone system will dictate just how efficient the file size is, but using the most common file types, you can save up to 2 MILLION voicemails per terabyte. As of this update, a terabyte is running an average of about \$500. So you can save a LOT of voicemails very inexpensively. The impact is less than popular office application files. Message Vault also includes a real-time storage usage meter on its administration console.

Can I provide differing levels of administrator access?

Yes. With Message Vault, multiple levels of access can be designated with differing levels of rights available.

What happens if the system goes offline for a period of time?

Message Vault will check for missed messages. If the Message Vault server is down it will automatically check for missed messages when the reboot is complete.

What kind of security features are built into this product?

There are several layers of security:

- The application can be configured to use "HTTPS" for an additional level of security into the application. (HTTPS is a protocol used by Web servers to transfer and display Web content securely. The data transferred is encrypted so that it cannot be read by anyone except the recipient.)
- As an alternative, Message Vault also supports TLS 1.2 encryption.
- Archived messages are encrypted and not playable until selected by Message Vault.
- Message Vault keeps an audit trail of all activity that even top level Administrators cannot edit.
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Does this system support Cisco's "Class of Service" toolset for managing users?

Yes. This enables administrators to use the popular interface from the Cisco platform with which they are already familiar.

Can Message Vault connect to other systems?

Yes! The Message Vault API makes it possible to either import additional .wav files for archiving (for example – cellphone messages) or enable the export of these records into larger systems.





What if we need to vary the hold length for specific records?

No problem. Message Vault allows for over-rides of group policies for specific accounts by an authorized administrator. So if you decide that you want to hold onto certain records for a different time period than the standard policy, this is easily accommodated.

Speaking of archiving, what if we want to change the location of our archives?

No problem. Message Vault has tools that enable you to easily migrate your archive location.

Got a question you don't see addressed here? Give us a call! We're here to help.



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