

# CallXpress® 8

UNIFYING COMMUNICATIONS®

## How to Put Productivity into Overdrive...Without Overspending

In today's challenging environment, your organization needs to get more work done with less resources and time. That's exactly what CallXpress® 8 can help you do. This powerful Unified Communications platform turns your telephone system into a productivity tool. Your users and your business can communicate more efficiently, respond more quickly and cut down on wasted time.

So how does CallXpress help you and your company do more? CallXpress delivers a powerful suite of Unified Communications applications including advanced call processing, voicemail, unified messaging, personal assistant, fax, speech, and notification. These tools have been proven to enhance productivity of users and businesses.

Here's the best news. It's the most cost-effective solution on the market because it works with what you already have: your existing telephone system, e-mail system and data infrastructure. No other solution offers a higher level of interoperability. CallXpress allows you to leverage your existing investment and still increase productivity, rather than spend money to replace parts of your existing communications infrastructure.



## CallXpress® Platform



### Interoperability

TELEPHONY

E-MAIL

BUSINESS APPLICATIONS

PRESENCE<sup>†</sup>

<sup>†</sup>Integration into popular enterprise presence servers coming soon.

*CallXpress offers unprecedented interoperability and delivers advanced call processing, voicemail, unified messaging, personal assistant, fax, speech and notification capabilities. With CallXpress, an organization can protect and extend its existing data and telephony infrastructure investment – now and into the future.*

## Interoperability

- Supports over 250 Traditional TDM, IP-PBX, and Centrex Integrations
- Supports Multiple Telephony Integration Protocols Including SMDI, Digital Station Emulation, QSIG, CAS, DPNSS, SIP
- Simultaneously Integrates with Multiple Telephone Systems
- Supports Multiple and Disparate E-mail Clients and Stores
- Support for all Types of Data Network Topology

## High Availability and Deployment Flexibility

- Multi-server Architecture to Minimize Points of Failure
- High Availability Achieved Using Port Distribution Across Multiple Survivable Call Servers
- Optional Neverfail Fully-synchronized, Uninterrupted Hot Standby System Server for High Availability and an Optional Neverfail Fully-synchronized Warm Standby System Server for Disaster Recovery
- Database Replication Protects Against Database Failures within a Single CallXpress System
- Distributed, Centralized, Hybrid Architecture Support
- Supports Dialogic Media Gateway or Remote Survivable Call Servers for Multi-site Locations

## Administration

- Single Administration Interface for Voice, Speech, Unified Messaging, and Fax
- Global User Administration
- Supports Popular Single Point of Administration Tools
- Networking (AMIS, VPIM, Avaya Message Networking Server Support)
- Active Directory MMC Snap In
- Message Archiving, Retention Policy, Discovery, and Disposal (3rd party application required)

## Voicemail and Call Processing

- Full Set of Legacy Call Processing and Messaging Features
- Alternate Telephone User Interfaces (TUI) – Octel® Aria®, Octel Serenade® (VMX), Mitel® Nupoint with Centigram Interface, Avaya® INTUITY™ AUDIX®, Nortel® Meridian Mail
- Interactive Voice Response (IVR)
- Speech and DTMF Automated Attendant
- Message Notification
- Multi-language Support – US English, UK English, Arabic, Brazilian Portuguese, Danish, Dutch, European Spanish, Finnish, French, German, Italian, North American Spanish, Norwegian, Russian, and Swedish

## Unified Messaging

- Integrates E-mail, Voicemail and Fax into a Single View
- Unified Messaging (UM) Access via Web Interface, Speech or DTMF via the Telephone, E-mail Client, and any Mobile Device
- UM E-mail Client Integration (Microsoft® Outlook®, IBM® Lotus® Notes®, Novell® GroupWise®, Mirapoint®, Google™ Gmail™ or any IMAP4 Compliant E-mail System)

## Unified Messaging (Continued)

- Text-to-Speech
- Voicemail-to-Text (subscription to 3rd party service required)
- Addresses Unified Messaging Issues with Compliance, Confidentiality and Capacity
- Unified Messaging Architectures: Server-based, Client-based, Secure, and Simplified
- Unified Messaging Architecture Configurable per User
- Multi-language Client Support: Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Spanish and Swedish

## Personal Assistant

- Presence and Availability
- Find-me / Follow-me
- Contact Access and Dialing ("Call Bob Harris")
- Calendar Access and Management ("Get my appointments for today")
- Call Waiting (whisper notification)
- Call Recording
- Continuous Connection
- Acknowledge, Call Divert and Call Transfer
- Missed Call Message Notification

## Mobility

- Hands-free Mobile Access through Intelligent Voice User Interface (VUI)
  - Access and Message Management
  - Place Calls
  - Manage Incoming Calls
  - Maintain Mailbox Settings
  - Supported Languages: US English, UK English, and Australian English
- Single Number / Single Mailbox
- Unified Messaging
- Personal Assistant

## Fax

- True Unified Messaging with the Ability to Electronically Receive, Send and Manage Voice, Fax and E-mail at a Single Location
- With CallXpress Automated Attendant any Information Stored in a Fax Library is Available to your Customers Around the Clock
- Provides a Single Number for both Voice and Fax

## Notification

### NotifyXpress™ Outbound Call Notification

- Customized Announcements
- Reporting

### Message Notification

- MWI to the Telephone
- Outcall (Immediate or Daily)
- SMS
- E-mail

### CallXpress Multiple Servers

- 4 to 384 Ports on Multiple Servers, Network for Larger Capacity
- 1 System Server and up to 20 Call Servers
- Each Call Server Supports up to 3 Separate Telephony Integrations (1 IP + 2 TDM or 3 TDM), Maximum of 10 Telephony Integrations
- Maximum 40,000 Users, 20,000 of which can be Unified Messaging Users

### CallXpress Single Server

- 4 to 96 Ports on a Single Server, Network for Larger Capacity
- System Server and Call Server on a Single Server
- Supports up to 3 Separate Telephony Integrations (1 IP + 2 TDM or 3 TDM)
- Maximum 5,000 Users

### RightFax®

- Unlimited Fax Channels

### NotifyXpress

- Up to 48 NotifyXpress Ports

### E-mail Access

#### Client

- Microsoft Outlook XP, 2003, 2007
- IBM Lotus Notes R7.0, R8.0, R8.5

#### Server

- Microsoft Exchange 2000, 2003, 2007
- IBM Lotus Notes/Domino R7.0, R8.0, R8.5
- Novell GroupWise Server/Client 6.5, 7.0, 8.0
- Google Gmail, Mirapoint E-mail Server, and any IMAP4 compliant E-mail System

### Networking:

- VPIM, AMIS, Avaya Message Networking Server Support

### Operating System:

#### Server:

- Microsoft Windows® Server 2003
- Windows XP Professional (Voicemail only. Unified Messaging and Speech not Supported under Windows XP.)

#### Client:

- Windows 7
- Windows Vista™ Business
- Windows XP Professional

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