

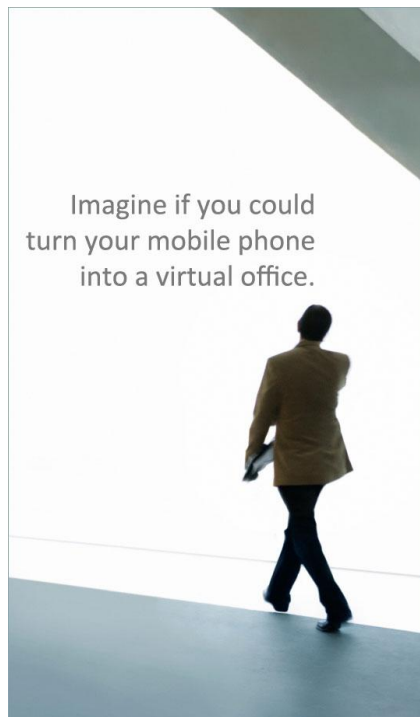
Personal Assistant from CallXpress®

Never Sick. Never Late. Never Asks You For a Raise.

In today's fast-paced world, we could all use some extra assistance to help us get through our day a little more efficiently. Put CallXpress Personal Assistant to work for you and increase both your productivity and customer satisfaction.

Whether you are in the office, in your car, stuck in an airport, or someplace else without an Internet connection, CallXpress Personal Assistant is at your service to:

- Listen to, create, change, or delete meetings and appointments
- Accept or decline meeting requests from others
- Call and manage your contacts
- Route calls to the most appropriate telephone based on your location and availability
- Notify you of missed calls
- Perform interactive call screening to divert an incoming call to another person, or acknowledge a call with a brief message that is played to the caller before they are transferred to your voicemail
- Transfer calls from your mobile phone to your office phone and vice versa
- Record a conversation



Harness the Power of Your Voice

Using state-of-the-art speech recognition technology, CallXpress Personal Assistant is driven through a speech interface that increases employee responsiveness. Voice-activated management simplifies the task and ensures continued productivity – and complies with the hands-free mobile phone laws enacted in many states and countries.

Calendar Management

CallXpress Personal Assistant lets you manage your Microsoft® Exchange® or Lotus® Notes® calendar through intuitive voice commands from anywhere. With just a quick call to CallXpress and a simple voice command, "Get calendar for today," CallXpress will tell you all about your meetings and appointments for the day. Retrieving past and future calendar events is just as

FEATURES

- Calendar Management
- Contact Management
- Contact Dialing
- Schedule-based Presence and Availability
- Find-me/Follow-me
- Missed Call Notification
- Advanced Call Screening
 - Acknowledge
 - Call Divert
- Call Transfer
- Whisper Call Waiting
- Call Recording

"The ability to give users access to voicemail messages from their e-mail client, click to call from their contacts, and engage in voice activated activities to manage messages and calendar events can make an enormously positive impact to user productivity."

Elka Popova
North America Program Director
Unified Communications
Frost & Sullivan

simple: *“Get calendar for... (tomorrow/next Friday/May 22nd)”*.

With CallXpress Personal Assistant, you can also create new appointments, create new meetings with multiple attendees, reschedule or remove an existing appointment or meeting, or accept/decline meeting requests from others.

Contact Management/Contact Dialing

Calling contacts has never been easier. No need to carry an address book, go online to look up a phone number, nor constantly sync your mobile phone with your Microsoft® Outlook® or Lotus® Notes® contacts. Simply login to your mailbox and tell CallXpress who to call - *“Call John Smith,”* then rely on CallXpress Personal Assistant to locate the phone number and dial the call.

Schedule-based Presence and Availability

Leverage the Find-me/Follow-me capabilities of CallXpress Personal Assistant to automatically route calls to the most appropriate telephone based on your current presence. For example, when your presence is ‘Mobile,’ CallXpress sends calls directly to your mobile phone instead of your office phone. As a result, more connections are completed and your users can communicate more efficiently and respond quickly to customers.

Missed Call Notification

It’s often useful to know who called, even if the caller doesn’t leave a message. CallXpress Personal Assistant can notify you who called when a message is not left. Missed call notices include the date and time of the call, as well as the caller’s name and phone number. Notices are either deposited in your voice mailbox for retrieval using a phone or a web browser, or can be sent to your e-mail address. An example in your e-mail client would read *“Missed call from an outside caller at (949) 699-0000 matching your contact Joe Smith.”*

Advanced Call Screening

When the phone rings, the virtual CallXpress Personal Assistant announces the caller and gives recipients options for priority handling, such as *“Acknowledge”* or *“Divert”* the call.

Using the patented Acknowledge feature of CallXpress Personal Assistant, when an incoming call is presented, you have the option to record a message for the caller to hear before they are placed into your voicemail. *“Hi Bob, I’m in the middle of something that I can’t break away from. Go ahead and leave me a brief message and I’ll give you a call back in a few minutes”*. To ensure that you don’t forget to call Bob back, CallXpress Personal Assistant delivers a copy of your acknowledgment recording to your mailbox to serve as a reminder to fulfill any commitments you may have made.

Another option for handling incoming calls that you can’t take is to *“Divert”* the call to another employee or operator. This enables users to provide the highest level of service to customers and colleagues.

Call Transfer

Whether for personal convenience or to comply with government regulations, CallXpress Personal Assistant lets you perform a completely hands-free call transfer. If you are constantly on the go, you can easily transition between your mobile phone and office phone as you enter or leave the office. When you’re in the car where your hands are tied to the wheel, Personal Assistant lets you keep your eyes on the road while transferring a call to another person within your organization, allowing you to handle customer inquiries more efficiently.

Call Recording

Organizations may require the ability to record a call for various reasons: i.e. security issues, legal requirements, sharing of information, or monitoring the quality of telephone interactions. CallXpress Personal Assistant allows you to record your conversation so that you can listen to what was said at a later time.

Whisper Call Waiting

When you're on a call, CallXpress Personal Assistant can discretely enter the line and whisper to you that another call is coming in. Meanwhile, the person you are talking to is unaware that this is happening as only you hear the announcement.

About AVST

CallXpress Personal Assistant helps turn your mobile phone into your virtual office. Companies large and small have turned to CallXpress from AVST because of its dependability and unparalleled interoperability. CallXpress delivers advanced call processing, voicemail, unified messaging, personal assistant, speech, fax, and notification to help organizations increase user and business productivity.

For nearly 30 years, AVST has been shaping the evolution of communications, with more than 10 million users worldwide that have relied on CallXpress. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered. To learn more visit www.avst.com.

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