



UNIFYING COMMUNICATIONS

CallXpress® Unified Messaging for GroupWise®

OVERVIEW

OVERVIEW

Unified communications solutions from AVST put companies in charge of business communications, allowing individuals to manage all messages-voice, fax and e-mail -from the Novell GroupWise Inbox or over the telephone. AVST solutions also power speech-enabled call management and extend messaging access to devices such as mobile phones, pagers, personal digital assistants (PDAs) and web browsers.

AVST CallXpress enables GroupWise users to play voice messages and receive faxes as easily as managing e-mail messages. When out of the office, users simply dial into the CallXpress system and access all voice, fax and e-mail messages from any telephone with just one phone call; CallXpress reads GroupWise e-mail messages using text-to-speech technology. For viewing messages, users forward e-mails to the nearest fax machine or forward fax messages to print through any fax machine. All these advantages are possible by connecting CallXpress to the company's existing business tools, the LAN, PBX, computer, telephone and an IMAP compliant e-mail server.

USER FEATURES

Anytime, Anywhere Access

With CallXpress, GroupWise users will never miss another important message. CallXpress provides access to all incoming messages: voice, fax and e-mail from the phone or a GroupWise Inbox.

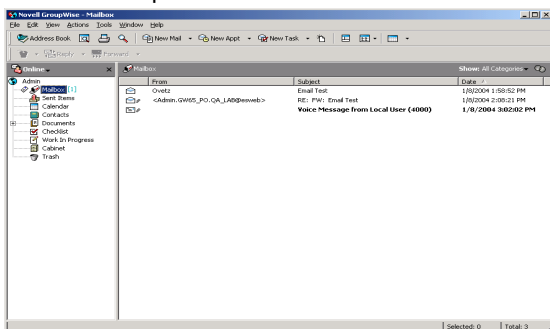
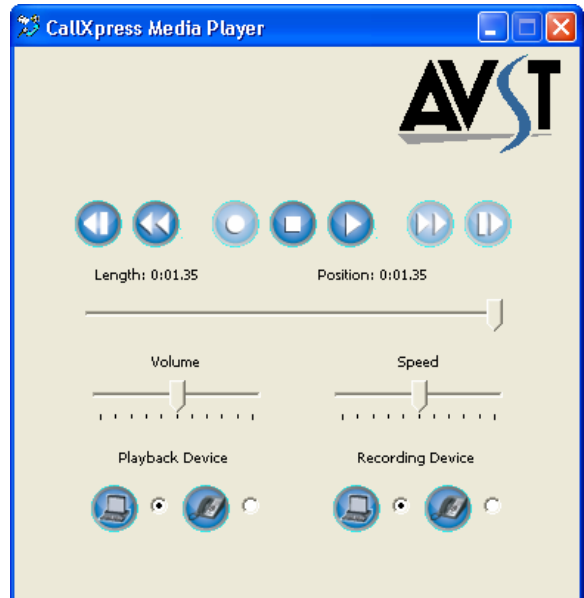


Figure 1: GroupWise Inbox – One location for both voice and e-mail messages

Easy to Use

Within GroupWise, voice messages appear as .WAV file attachments to an e-mail message. Messages are

played using the standard media player or the CallXpress media player. Using the CallXpress media player, there are options to listen, pause, stop, fast forward and rewind the recording. Users can also select to play messages over desktop speakers or the privacy



of their telephones.

Figure 2: Optional CallXpress Media Player – Listening to voice messages

Users receive fax messages within their GroupWise Inbox utilizing the market-leading fax server, RightFax®, or another fax server.

CallXpress Speech Server

CallXpress Speech Server includes Seneca® technology which helps businesses streamline and accelerate the management of inbound and outbound phone calls with voice-activated commands. Features include find me / follow me and virtual assistant applications.

ADMINISTRATION FEATURES

Invest in Your Future with Scalable Technology

CallXpress supports thousands of users on a single Microsoft® Windows® Server platform and includes the option to manage subscribers from Active Directory.

Network Multiple Systems

The networking module links multiple offices, whether



located in one city or spread across the world. CallXpress supports both analog and digital networking formats as well as the industry standard Audio Messaging Interchange Specification (AMIS) and Voice Profile for Internet Messaging (VPIM) profiles for networking with other vendor messaging systems.

Support for Multiple Integrations by a Single CallXpress Server

Companies can simultaneously implement a combination of dissimilar traditional circuit-based PBXs or an IP telephone system with CallXpress. CallXpress supports one to three dissimilar circuit-based PBXs or one circuit-based and one packet-based switch.

Global User Administration

Administrators of multiple networked CallXpress systems can centrally and simultaneously manage subscriber and distribution list databases from a single global view. Additions, changes and deletions of subscriber mailboxes and distribution list mailboxes are performed via the administrative client application. Administrators in a Citrix environment can maintain the CallXpress software easily on the Citrix server.

Single Message Store

CallXpress enables organizations to better leverage existing GroupWise infrastructure by bringing voice, fax and e-mail into a single message store.

Over 250 Integrations with IP and PBX Switches

As an open product that works in both IP and analog environments, CallXpress integrates with more than 250 IP and circuit switched PBX's, providing the flexibility needed to implement unified messaging in the enterprise environment.

SNMP Support

Simple Network Management Protocol (SNMP) allows CallXpress to communicate with system management applications such as HP OpenView®, allowing administrators to manage large, globally distributed environments from a central location.

FEATURES FOR GLOBAL ENTERPRISES

Fax Functionality

CallXpress integrates with the RightFax fax server and other fax servers, allowing users to generate and send faxes from any software application, receive and review faxes from a desktop computer, and provide customers with a 24-hour library of fax documents.

Message Notification

With one phone call, users hear the number of new voice, fax and e-mail messages in the GroupWise Inbox. Users can listen to all messages marked urgent or any specific type of message. The CallXpress smart message notification system can be set to call any number when a specific type of message arrives in the Inbox.

Short Message Service

CallXpress supports Short Message Service (SMS) and Cascade Notification for users who require notification of incoming voice, fax and e-mail messages while on the road.

AVST UNIFIED COMMUNICATION SOLUTIONS

CallXpress helps your company manage all communications and improve customer service and employee productivity while reducing costs. CallXpress provides access to all received messages together through the telephone or computer, in the office or on the road.

REQUIREMENTS

GroupWise Server Requirements

- GroupWise version 6.5 or 7.0

Operating System:

- Server: Microsoft Windows Server 2003, Windows XP Professional, Windows 2000 Server and Professional
- Client: Windows Vista® Business, Windows XP Professional, and Windows 2000 Professional

FOR MORE INFORMATION

For over 25 years, AVST has been shaping the evolution of communication, with more than 40,000 systems installed worldwide. Our award-winning CallXpress solution has been unifying communications for companies all over the world. So as the world of enterprise communications advances, you can rest assured that AVST has your future covered. To learn more visit www.avst.com or contact us at +1.949.699.2300.

