



UNIFYING COMMUNICATIONS

CallXpress[®] – The Solution for Legacy Voice Mail Replacement

DATASHEET

CallXpress reduces staff training, minimizes cost, and offers more productivity.

Your organization has probably considered replacing your aging voice mail system. Maybe it has become too costly to maintain, simply reached end of life, or your organization is looking to migrate to IP telephony. While your business could benefit from the increased functionality of a new voice mail system, you have two major concerns—retraining and cost. Can migrating to a new voice mail interface be quick and easy for your employees, without frustrating them or losing valuable time retraining? And will the increased functionality of new applications, such as mobility and unified messaging, really be worth the expense?

The Solution: CallXpress from AVST

With over 25-years building communication applications, AVST has helped thousands of companies to replace first-generation voice mail systems. The CallXpress system provides you with a secure upgrade path without overextending. To help minimize the full cost of transitioning from an older voice mail system, CallXpress is designed with these features:

- Modular licensing lets you start with advanced call processing and voice mail functionality and build on future features such as unified messaging, notification, fax, and speech-enabled personal assistant.
- CallXpress mimics the Telephone User Interface (TUI) command structure of the most popular first-generation voice mail systems including, Octel[®] Aria[®], Octel Serenade[®], Mitel[®] NuPoint with Centigram interface, Nortel[®] Meridian Mail, and Avaya[®] INTUITY[™] AUDIX[®]. And you can mix multiple TUI emulations on a single CallXpress system.
- Advanced call processing features are available such as automated attendant, IVR, and find-me follow-me.
- The IP Telephony Future-Proofing Guarantee protects your investment and lets you move to IP telephony on your own schedule.

Minimizing User Training

To help minimize user training, CallXpress offers a variety of interfaces that mimic your existing voice mail interface. That means your employees will use the same keystrokes they use now to access and process their messages. So user training on the new voice mail system will be minimal. CallXpress offers an alternative Telephone User Interface (TUI) that mimics the Octel Aria, Octel Serenade, Mitel NuPoint with Centigram interface, Nortel Meridian Mail, and Avaya INTUITY AUDIX. In fact, AVST is the world leader in TUI emulations. In addition, CallXpress supports integration to over 250 telephone systems, allowing CallXpress to be implemented as a standard throughout the enterprise.

Serving Your Customers Better

CallXpress offers the most robust voice messaging and call processing feature set available including customized front-end call handling, personal menus and advanced message notification. With the CallXpress automated attendant, CallXpress acts as a virtual call center, routing incoming calls and providing your customers round-the-clock access to everything from pre-recorded information and faxable documents to account inquiries and survey questionnaires. It can even support these applications in a variety of different languages if your company serves a multilingual customer base.

Providing Anywhere, Anytime Access to Messages

CallXpress provides your employees with 24/7 access to all of their messages—voice, fax and e-mail. All types of messages are available through your mobile phone via text-to-speech or computer desktop via Microsoft[®] Outlook[®], IBM Lotus[®] Notes[®], Novell[®] GroupWise[®], or IMAP4-compatible e-mail system. When you have advanced accessibility like this, increased productivity and greater efficiency are a given.

Making Faxes More Convenient

AVST's integrated fax solution, RightFax[®], lets you conveniently receive and store incoming faxes in your mailbox. You can also view and send faxes directly from your desktop, which saves you valuable time. If you already have a fax server, CallXpress can also integrate with most fax solutions that support email gateway functionality.



Automating Outbound Calls

AVST offers a notification application called NotifyXpress™ that places outbound calls based on external events. NotifyXpress gives you the ability to tie notification into your business processes. This could be anything from appointment reminders to schedule changes to emergency messages. NotifyXpress helps strengthen customer relationships by proactively reaching out and providing information that your customers value.

Using Speech Commands to Streamline Communication

Powered by simple voice commands, the CallXpress Speech Server, powered by Seneca® technology, uniquely connects callers to you, and you to important information. With intuitive voice commands, there's no need to learn or memorize keypad procedures. Incoming callers simply say the name of the person or department they're trying to reach, and the call is delivered to the appropriate extension. If the line goes unanswered, the caller can tell the system to try alternate numbers or to locate the person or department. In addition, speech commands allow employees to listen to e-mail messages and fax headers over the phone, using text-to-speech technology. Using the phone, employees can send e-mail messages or reply to them – the e-mail contains a .wav file attachment of the recorded message. Users can also automatically place phone calls by speaking the name of a Microsoft Exchange Contact, or by speaking the desired phone number to call. In addition, users can access and maintain their Microsoft Exchange Calendar via speech commands over the telephone.

Unique Features Make Administration Easier

CallXpress contains built-in features to help system administrators manage the system with ease, and plan for the future of your organization.

Unified Messaging Architecture

Four architectures of Unified Messaging are offered: Server, Client, Secure and Simplified. Choose the architecture — or mix of architectures — that best fits your company's storage, access and security needs. You can deploy any type and mix of unified messaging on a system, as well as mixing unified messaging and traditional voice mail users on the same system. CallXpress has a flexible design that facilitates growth and helps manage your approach to compliance and confidentiality.

Networking and Global User Administration

CallXpress meets your scalability challenges and consolidation objectives through sophisticated system networking and global user administration capabilities. With this handy feature, administrators can manage the subscriber and distribution list databases of all CallXpress servers from a single, global view.

Multiple IP-PBX and PBX Support

CallXpress has the unique ability to leverage both legacy and new IP telephone switching infrastructure. Not only does this help you reduce costs and provide you with productivity-enhancing services, it also allows you to transition your legacy telephone switching environment at your own pace.

IP Telephony Future-Proofing Guarantee

If you have purchased a TDM-based integration from AVST, you are eligible for a free IP integration when you're ready to transition to IP. That way, your current investment is protected and you can move to IP on your own schedule. As the industry leader in PBX interoperability with over 250 PBX and IP-PBX integration, and the ability to support multiple integrations on a single CallXpress system, you can rest assured that AVST has your future covered.

Technical Specifications

Number of Voice Ports:

- 4-192 ports per server – up to 20,000 users on a single server, network for larger capacity

Number of Speech Ports:

- 4-48 speech ports per server – up to 10,000 users on a single server

Number of Unified Messaging Clients:

- Supports up to 10,000 users on a single server, network for larger capacity
- Supports Server-based, Client-based, Secure, and Simplified unified messaging architectures
- Offers clients in: Danish, Dutch, English, French, German, Italian, Norwegian, Spanish, Swedish and Finnish

Number of Fax Channels:

- 1-120 channels per server

PBX Integrations:

- Supports over 250 traditional and IP-PBX integrations
- Supports up to 3 circuit-switched PBX integrations per CallXpress
- Supports 1 circuit-switched PBX integration and 1 IP-PBX integration per CallXpress

E-mail Access:

Client

- Microsoft Outlook XP, 2003, and 2007
- IBM Lotus Notes R6.5, R7.0, R8.0

Server

- Microsoft Exchange 2000, 2003 and 2007
- IBM Lotus Notes/Domino® R6.5, R7.0, R8.0

- Novell GroupWise Server/Client 6.5 and 7.0
- Mirapoint® e-mail server 3.6
- Any fully IMAP4 compliant e-mail system

Other Access Options:

- Citrix MetaFrame Server 3.0

Networking:

- VPIM/AMIS networking

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 be assured that AVST has your future covered. To learn more visit www.avst.com or contact us at +1.949.699.2300.