



UNIFYING COMMUNICATIONS

# CallXpress<sup>®</sup> Speech Server

DATASHEET

## Increase and Simplify Real-Time Communication for Customers and Employees

A recent study<sup>1</sup> shows 75 percent of incoming business calls don't reach intended recipients. Callers are stuck leaving voice mails or attempting to locate contacts via the operator.

Not surprisingly, such a low success rate doesn't suffice in today's competitive marketplace. The solution is effective call management as an integral component of a unified communications system.

Applied Voice & Speech Technologies, Inc. (AVST) is the leading independent developer of unified communications solutions. Our flagship product, CallXpress<sup>®</sup>, delivers proven technology with 25 years in the messaging market and 38,000 systems installed worldwide.

The CallXpress Speech Server includes Seneca<sup>®</sup> technology, a speech-enabled call management module. The CallXpress Speech Server dramatically improves the success rate for person-to-person calls through a voice-driven automated attendant system. This is one of many capabilities that lead to boosted mobility, productivity and improved customer satisfaction. The CallXpress Speech Server allows users to:

- Complete all calls in one call
- Respond to voice, e-mail and fax messages any time, anywhere
- Focus on profitable tasks rather than unproductive rounds of phone tag

As a vital component of the CallXpress unified communications solution, the CallXpress Speech Server is a suite of integrated, scalable tools designed to help businesses streamline and accelerate the management of phone calls, voice messages, e-mails and faxes.

Produced on the principle that every call counts, it simplifies communication for productive results.

### **Powerful, Voice-Activated Communication**

The CallXpress Speech Server is built on award-winning voice-user interface tools for communication, messaging and content access. It speech-enables common office technologies, such as voice mail, e-mail, fax, PBX features and groupware.

Powered by intuitive voice commands, the CallXpress Speech Server quickly connects callers to employees and employees to information. For instance, users may take calls and manage voice, fax and e-mail messages on a cell phone while driving to work, in a completely hands-free mode. Voice-activated management simplifies the task and ensures continued productivity even as countries and U.S. states legislate hands-free cell phone use.

### **One-Call Productivity**

Using voice commands, callers may direct the CallXpress Speech Server to locate an employee, call another contact or leave a message—all in one call. Employees, on the other hand, may set it to redirect calls from the office to any alternative location. As a result, more connections are completed more quickly, whether users are in the office or on the road. Since recent studies demonstrate a correlation between response time and financial performance, increased productivity with the CallXpress Speech Server leads to cost savings and profitable customer relations.

### **Cost-Effective Integration**

The CallXpress Speech Server extends the capabilities of CallXpress, but also leverages other existing software and hardware investments. The module may be configured to integrate with and enhance virtually any voice mail system. It also offers tailored, scalable configurations and compatibility with most PBX or KTS systems.

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<sup>1</sup> AT&T study

## Customized Efficiency

The CallXpress Speech Server expands CallXpress systems with automated attendant features and voice-activated capabilities, including dialing, e-mail, voice mail and fax.

### *Receptionist Component*

Answering and managing calls around the clock, the CallXpress Speech Server's automated attendant reduces costs, increases productivity and improves the efficiency of call delivery.

Voice-activated options are easily accessed by callers. For instance, when a customer dials the main number, he or she simply tells the CallXpress Speech Server the name of the desired person or department. It delivers the call without menus to wade through or keys to punch.

Voice controls also direct the automated attendant to:

- Try alternate mobile or home "locate" numbers
- Leave a message
- Direct the call to another contact

Within the office, the attendant announces callers and gives recipients capabilities for priority handling. The CallXpress Speech Server patent-pending "acknowledge" feature provides a unique call screening option. In addition to basic accept or reject call options, employees may record a customized message to be played to callers in recognition of the call.

### *Dialing Component*

The dialing module eliminates paper company directories and encourages effective communication with important contacts. Using the CallXpress Speech Server, users can reach co-workers and up to 500 personal address book contacts by simply saying their names.

### *E-mail Component*

E-mail is just a phone call away. CallXpress and the CallXpress Speech Server module enable users to access their inboxes anywhere. Users may listen to messages via text-to-speech capabilities, then reply or record a new message to be sent as a .wav file e-mail attachment.

### *Exchange Calendaring*

Through the Exchange Calendaring feature, you can check calendar schedules for any given day, as well as create, accept, decline, and reply to meeting requests.

### *Voice Mail Component*

The CallXpress Speech Server enables users to review, copy and forward voice messages via voice commands. In addition, if it has identified Caller ID information or if the caller leaves a phone number with a message, users may return the call by telling the CallXpress Speech Server to "call back."

### *Fax Component*

With the CallXpress Speech Server, every employee can be assigned a personal fax number, eliminating the need to buy or rent expensive fax machines. Incoming faxes are routed into the recipient's message inbox and can be printed, copied or forwarded on-demand, even from a remote location.

### *Generate Text E-mails through Voice Commands*

This patent-pending feature allows Microsoft® Exchange® users to send preconfigured text messages such as call me, gone until time, out of the office, etc. with variables for date and time, user name, and phone number all through simple voice commands.

### *Specifications*

- Runs on Microsoft Windows 2003® Server for maximum stability.
- Supports configurations ranging from 4 ports to 48 ports, 5,000 user mailboxes and 10,000 auto-attendant names.
- Installs on a dedicated computer that uses an Intel® Dialogic® card to connect to the PBX or KTS and a network interface card (NIC) to connect to the network.
- Provides localized prompt sets and TTS options for UK and Australian markets.

## For More Information

For 25 years, AVST has been shaping the evolution of communication, with more than 38,000 customers. 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](http://www.avst.com) or contact us at +1.949.699.2300.

