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## AVST Launches

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## Second-Generation Enterprise Communications Application

FOOTHILL RANCH, Calif. – Applied Voice & Speech Technologies Inc. introduced CallXpress® 7.0, the latest version of its flagship unified communications solution. Through advanced voice messaging, unified messaging, speech-enabled auto attendant and personal assistant capabilities, CallXpress 7.0 is designed to address the evolving communications requirements of today's workforce. The new platform offers improved mobility, productivity and customer service.

As workforce dynamics continue to change and workers require real-time access to the corporate voice and data infrastructure, the need to mobilize and unify the message inbox is growing rapidly.

Designed for seamless integration with virtually any switch (PBX) on the market, CallXpress is the only switch-independent ECA solution in the industry that scales to meet the requirements of medium and large enterprises. Using the CallXpress ECA solution, medium to large enterprises can upgrade their communications applications with the latest unified messaging and speech-enabled capabilities without the financial burden of replacing their existing infrastructure.

Adding improved flexibility, usability and scalability, CallXpress 7.0 includes the following key feature sets:

- **Speech Recognition** — CallXpress 7.0 offers a speech-enabled call management and personal assistant module which provides next generation auto attendant and call completion capabilities and a "hands free" speech interface for the mobile workforce.
- **IMAP Support** — With version 7.0, in addition to integrating with Microsoft Exchange and Lotus Notes, CallXpress now supports Internet Message Access Protocol RFC Standard 2060 to provide unified messaging to customers that use IMAP compatible e-mail servers, like GroupWise 6.5.
- **Mixed Environment Capabilities** — CallXpress 7.0 is designed

to perform well in a mixed environment. In addition to enabling users to access the enterprise communications infrastructure via a telephone, computer or speech interface, an enterprise can configure CallXpress to deliver specific features on a user by user basis, thereby allowing individuals on the same phone system to receive the optimal feature set for their work environment.

- Notification — AVST's CallXpress 7.0 enables mobile workers to receive notification of voice, fax and e-mail messages at up to nine phone numbers including pagers, mobile phones and SMS-enabled devices.

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