



# CallCenter

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## CallXpress Updates Comm Combo

04/20/2004, 11:00 AM ET

Applied Voice & Speech Technologies has launched CallXpress 7.0, an enterprise communications application (ECA) that combines advanced voice messaging, unified messaging, speech-enabled auto attendant and personal assistant capabilities.

The company says that CallXpress 7.0 addresses the growing requirement for today's workforce to have real-time access to the corporate voice and data infrastructure.

"Anytime-anywhere communications for the workforce and 24/7 access to the entire enterprise communications infrastructure are driving forces behind AVST's second-generation communications applications," said Hardy Myers, AVST President and CEO. As voice and data converge, unified messaging solutions will ultimately replace voice messaging as the messaging platform for the enterprise, the company maintains.

CallXpress 7.0 is designed to integrate with virtually any PBX on the market. It scales to allow medium to large enterprises to upgrade their communications applications with the latest unified messaging and speech-enabled capabilities without the financial burden of replacing their existing infrastructure.

Key features of CallXpress 7.0 include:

- a speech-enabled auto attendant call completion and personal assistant module providing "hands free" interface;
- notification of voice, fax and email messages at up to nine mobile devices;
- Internet Message Access Protocol (IMAP) support;

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