



CX-E Cloud

Worry-Free Cloud Migration Meets Enterprise-Class UC Applications

Is today's cloud-first world driving you to a hosted environment? While it's an easy fit for startups or small companies, for medium and large enterprises – with existing premise telephony investments – migrating to the cloud requires careful planning. AVST is here to help.

With CX-E Cloud from AVST, you can preserve your capital, slash operational costs and migrate to the cloud over time.

Backed by 35+ years of experience and innovation, CX-E Cloud delivers enterprise-class UC applications hosted in secure data centers that are financially backed with a 99.999% SLA. Worry-free migration starts here.

THE SKY'S THE LIMIT - PRODUCTIVITY APPS AT YOUR FINGERTIPS

CX-E Cloud changes the game for businesses looking for best-of-breed UC applications: Voicemail, Automated Attendant, Unified Messaging, Mobile Client, Speech-Enabled Personal Assistant, Call Center, IVR, and Notification. CX-E Cloud gives your organization the same enterprise-grade features trusted by Fortune 500 companies, the largest public and private universities, and leading healthcare organizations around the world.

With over 20 million users worldwide, AVST is Unifying Communications®.

Why CX-E Cloud				
<p>Applications</p> <p>Enterprise-Grade UC Applications</p>	<p>Interoperability</p> <p>Future-Proofs UC Investments: Premise to Cloud</p>	<p>Fixed Pricing</p> <p>Monthly Pricing, OPEX</p>	<p>Reliability</p> <p>Tier III Data Centers 99.999% SLA</p>	<p>Security</p> <p>High Security to Keep CX-E Safe</p>

DON'T LEAVE YOUR CRITICAL IT TELEPHONY INVESTMENTS BEHIND

CX-E Cloud integrates with all major IP telephony solutions – Avaya, Alcatel-Lucent, BroadSoft, Cisco, GENBAND, Microsoft, Mitel, ShoreTel or Unify – no matter where they are located, premise or cloud. CX-E Cloud enables the centralization of its voice, mobile, collaboration, and business process applications across an evolving telephony environment.

THE PEACE OF MIND YOU DESERVE - WORRY-FREE CLOUD INFRASTRUCTURE

Security. Data Protection. High Availability. It's more important now than ever before to know your business is protected. Rest assured, CX-E Cloud is hosted in tier III data centers from Intermedia. Guaranteeing 99.999% uptime, the data centers hosting CX-E Cloud have SSAE16 Type II compliance, are SOC 2 audited and aligned with ISO 27001, utilize redundant electrical and cooling infrastructure, verified levels of physical security, redundant internet service providers, and backups are performed nightly.

CX-E CLOUD FEATURES

Voice

Automated Attendant

- Speech and DTMF Automated Attendants
- Handles Complex Call Processing Flows Across Multiple PBX Brands
- Intelligent Call Routing Capabilities
- Unified Name Directory Utilizing Speech or Dial by Name
- Supports Multiple Time Zones
- Supports Different Menu Announcements: Holidays, Work Hours, Peak Calling Times

Voicemail

- Industry-leader in Voicemail; 1,000+ Features
- 35+ Years Continuous Development
- Alternate TUI
 - » Octel Aria / Serenade
 - » Avaya Intuity AUDIX
 - » Nortel Meridian Mail / CallPilot
 - » Mitel Centigram
 - » Adomo
 - » Active Voice Kinesis/Repatee
- Voice Networking
- Multiple Extensions Per Mailbox
- Auto & Trusted Log-In
- Multiple Greeting Support
- User Controlled Message Presentation
- Call Recording
- Speech-to-Text
- Web Client
- Message Notification
- Variable Length Dial Plans
- Automatic Message Forwarding
- Message Notification via MWI, Call Out, Email, Text
- Only Enterprise-Class Independent Voicemail Solution for Microsoft Skype for Business

Unified Messaging

- Delivers UM to Multiple Email Systems (*Premise and Cloud*)
- Supports Multiple Email Servers Simultaneously
- Most Flexible Storage Options to Meet Security, Compliance and Confidentiality Requirements
- Integrates Email and Voice Messages into a Single View
- Secure Voice Messages via Mobile Client and Web Client
- Voicemail-to-Text (*3rd party service*)
- Text-to-Speech
- Localized Clients

Mobility

Mobile Client

- Secure Mobile Client for Android and iPhone
- Place, Receive, and Manage Business Calls
- Single Number Reach
- Basic Call Screening: Accept and Send to Voicemail
- View and Manage Voice Messages

Call Completion

- Calendar-Based Call Routing
- Presence Status Call Routing
- Location-Based Call Routing (*Geofencing and WiFi*)
- User Schedule Call Routing

Secure Messaging

- Private Voice Messages Cannot be Forwarded Internally or Externally
- Restricts Web Client Message Streams so Copies are not Retained or Forwarded Externally
- Supports TLS for Message Encryption
- Supports Secure RTP
- Strong Password Enforcement

Personal Assistant

- Speech-Enabled: "Call John Smith", "Get New Email"
- Presence Integration with Calendar/IM to Inform Callers of User Status
- Advanced Call Screening: Accept, Send to Voicemail, Acknowledge, Transfer to Another Person/Device, Record Call
- Multi-Lingual Support

Collaboration & Business Process

Call Center – TeamQ®

- Informal Call Center
- Automatic Call Distribution (ACD)
- Uniform Call Distribution (UCD)
- Agent Desktop Control with Informative Screen Pops
- Agents Control Workflow – Pull Calls, Reserve Calls, Redirect Calls and Decide When Available
- Supervisor Interface
- Reports
- Economically Priced, no CTI Connection Required on Telephone System
- Call Recording

IVR – UCConnect®

- UCConnect, .NET Open Development Framework to Build Custom IVR Applications
- Pull Information From: SAP, Oracle, Microsoft SQL and More to Deliver 24/7 Access to Information over the Phone

Notification – NotifyXpress®

- Call and Text/SMS Notification Services
- Communicates Pre-Recorded Announcements
- Customized Announcements (*Dates, Numbers, Monetary Amount, Names*)
- Reports

Interoperability

Telephony

- Delivers IP telephony Integrations to Alcatel-Lucent, Avaya, BroadSoft, Cisco, GENBAND, Microsoft, Mitel, ShoreTel and Unify
- Simultaneously Supports up to 10 PBX Types on a Single System

Email

- Delivers UM to Multiple Email Stores and Clients
- Supports Microsoft Exchange, Office 365, Google Gmail or any IMAP4 Compliant Email Server

Database

- Open Development Framework for Business Process Enablement
- Web Services for Integration into Web Portals, Directories and Applications
- Interactive Voice Response (IVR)
- Outbound Notification Services
- Click-to-Call

Multi-tenancy

- Up to 100 Tenants
- Helps Reduce Hardware, Maintenance and Licensing Costs
- Tenants are Completely Separate (Silo) No Interaction

INTERMEDIA HOSTED DATA CENTERS

Reliability

Availability

- 99.999% Uptime with a Financially Backed SLA
- Tier III Data Center
- Best-of-Breed Compute, Storage, Network and Virtualization Components
- Redundant Electrical and Cooling Infrastructure

Compliance

- SSAE16 Type II Compliant Data Centers
- SOC 2 audited Annually
- ISO 27001 Aligned

Security

Firewalls

- VMware vShield Edge firewalls
- Self-Service Firewall Management
- 5-Tuple Stateful Inspection Firewalls
- Inbound and Outbound Connection Control

Physical Security

- Highly Secure and Reliable Data Center Facilities
- Internal and External Closed Circuit Television (CCTV) Surveillance
- Biometric Scanners Control Access to Data Center Floor
- 24x7 On-Site Security Staffing

Network Security

- Fully Isolated Tenant Network for Each Customer
- Integrated Perimeter Firewall and Site-to-Site VPN Services
- VPNs Facilitate Hybrid Cloud Scenarios Between Premise and Cloud-Based Environments

