



# CX-E Premise

Broadest UC Interoperability to Future-Proof Your Business

## FUTURE-PROOF TODAY AND TOMORROW'S UC CHOICES

Considering an upgrade to your IT infrastructure but worried that your mixed UC landscape won't allow you to make it happen?

If you have multiple vendors – Avaya, Cisco, Microsoft – all playing an important role in your IT environment, why switch? You don't need to. If you'd like it all to work together for a powerful Unified Communications (UC) solution, AVST can help.

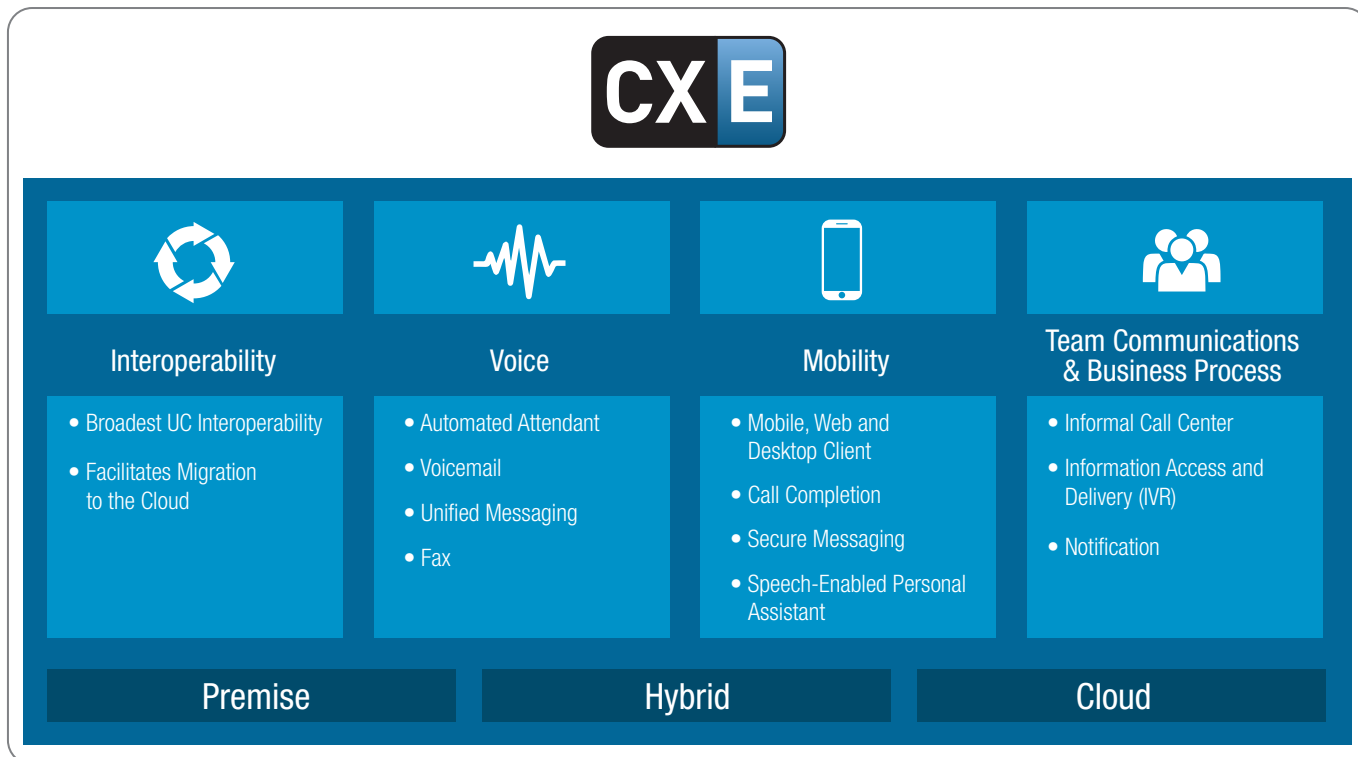
CX-E is ideally suited to ease the transition to your digital future – no matter what your UC landscape is today, or how it will look in the future. Premise or cloud, it all starts with CX-E interoperability with all major PBX and email platforms, instant messaging, calendar, mobile devices, and enterprise databases.


CX-E's interoperability unifies your communications. There is no other UC platform that offers this level of interoperability. Make the most of today and tomorrow's UC investments and transition to the Cloud, IP and Skype for Business over time. CX-E will lead the way.

## ENTERPRISE-CLASS UC APPLICATIONS

With over 35 years of continuous development, CX-E delivers enterprise-class UC applications including Voicemail, Unified Messaging, Mobile Client, Personal Assistant, Automated Attendant, IVR, Call Center, Fax and Notification. Put it all together and you have mission-critical UC applications that enhance any telephony system.

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



**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
- Unlimited Voice Mailboxes
- 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, Voicemail and Fax into a Single View
- Secure Voice Messages via Mobile Client and Web Client
- Voicemail-to-Text (*3rd party service*)
- Text-to-Speech
- Localized Clients

**Fax**

- CX-E Tightly Integrates with the Leading Fax Solutions: XMediusFAX and RightFax
- CX-E Mobile Client and Web Client Fax Access
- Delivers Fax to CX-E for Unified Messaging
- Telephone Access to Fax Messages

**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

**Team Communications 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**

- 400+ Traditional TDM, IP-PBX, Centrex and IP Centrex Integrations
- Telephony Integrations to Avaya, Alcatel-Lucent, BroadSoft, Cisco, GENBAND, Microsoft, Mitel, NEC, ShoreTel, Unify and More
- Multiple Protocols: SIP, SMDI, Digital Station Emulation, QSIG, CAS
- 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

## SPECIFICATIONS

**Maximum Capacity**

- Up to 800 ports; Network for Larger Capacity
- Up to 3 System Servers (*database*) and 20 Call Servers (*application*)
- Up to 60,000 Users
- TeamQ – Up to 50 Teams and up to 25 Agents per Team with a Maximum of 250 Agents Total
- NotifyXpress – Up to 48 Ports

**Multi-tenancy**

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

**Presence**

- Federated Presence to Calendar: Microsoft Exchange/Office 365 and Google Calendar
- Federated Presence to Microsoft Skype for Business
- Federated Identity: Web Client Supports Single Sign-On using SAML with Microsoft Active Directory

**Operating System**

**Server:**

- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2 (*64-bit*)
- Microsoft Windows Server 2008 R2 (*64-bit*)

**Client:**

- Windows 10 (*32-bit & 64-bit*)
- Windows 8.1, 8 (*32-bit & 64-bit*)
- Windows 7 Professional (*32-bit & 64-bit*)
- Windows Vista Business (*32-bit*)

**Administration**

- Single Point of User Administration
- Mobile Administrative Client
- Networking (*AMS, VPIM, Avaya Message Networking Server Support*)
- SNMP
- Active Directory MMC Snap In
- User Initiated Password Reset
- IPv6 Support
- Message Archiving (*3rd party*)
- Migration Wizards for Kinesis and Repatee for Windows

**Email Access**

**Server:**

- Microsoft Exchange 2016, 2013, 2010, 2007
- IBM Notes/Domino R9.0, R8.5, R8.0
- Google Gmail, GroupWise, Mirapoint Email Server, Office 365 and any IMAP4 compliant Email System

**Client:**

- Microsoft Outlook 2016, 2013, 2010, 2007
- IBM Notes R9.0, R8.5, R8.0

**Resiliency**

- Business Continuity Achieved Using Call Servers Across Multiple Locations
- High Availability, Fully-Synchronized Hot Standby System Server with Port Distribution Across Multiple Call Servers
- Disaster Recovery, Fully-Synchronized Warm Standby System Server
- Virtualization – VMware vSphere and Microsoft Hyper-V
- Redundant Server Components
- Built-in System Reliability