



UNIFYING COMMUNICATIONS

# CallXpress<sup>®</sup> for IBM Lotus<sup>®</sup> Notes<sup>®</sup>

DATASHEET

## With Unmatched Flexibility, CallXpress Unifies Communications for Users of Lotus Domino<sup>®</sup> and Notes

Companies using IBM Lotus software have been relying on CallXpress from AVST because of its seamless interoperability, dependability and unparalleled flexibility. With over 40,000 installations worldwide and the platform's 25 year lineage of telephony/IT interoperability, CallXpress delivers advanced call processing, voice mail, unified messaging, notification, fax and speech-enabled personal assistant capabilities. It allows users to receive and respond to messages anytime and anywhere, which gives employees the power to communicate and collaborate more productively. If your company is looking to reduce costs, increase efficiency and stay connected to your customers, then CallXpress is exactly what you need.

### Increased Productivity

#### Unified Messaging

CallXpress provides your employees with 24/7 access to all of their messages—voice, fax and e-mail. All messages are available through your mobile phone via text-to-speech or your computer via IBM Lotus Notes. When you have advanced accessibility like this, increased productivity and greater efficiency are a given.

#### Personal Assistant

The CallXpress speech server with Seneca<sup>®</sup> technology instantly turns any telephone into a powerful hands-free speech portal. Using intuitive speech commands, users can quickly and easily take/place calls, manage messages, change system preferences and locate numbers.

#### Rules-Based Notification

In the office or on the go, your employees are never out of touch with CallXpress. The instant new voice or fax messages arrive, the recipient is immediately notified via e-mail, pager, phone call or SMS text messages. CallXpress also supports administrative alerts via SNMP or e-mail to inform system administrators of the health of your CallXpress system.

### Customized Efficiency

#### Advanced Voice Mail

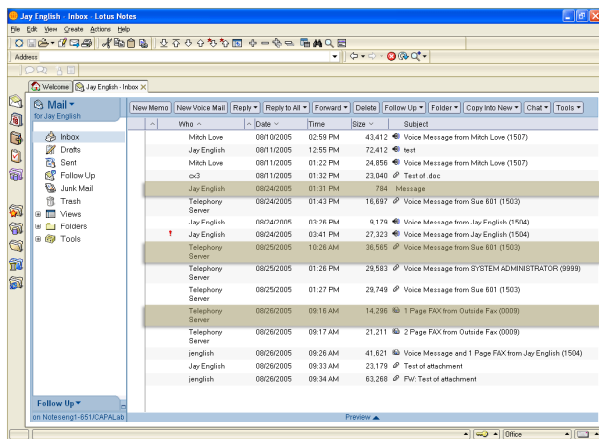
At the core of CallXpress is an advanced voice mail system that answers your calls when you can't. Thanks to a flexible telephone user interface that can emulate the TUI for Octel<sup>®</sup> Aria<sup>®</sup>, Octel Serenade<sup>®</sup>, Mitel<sup>®</sup> NuPoint with Centigram interface, Nortel<sup>®</sup> Meridian Mail, and Avaya<sup>®</sup> INTUITY<sup>™</sup> AUDIX<sup>®</sup>, CallXpress provides a seamless migration to first-generation voice mail systems. CallXpress also supports voice mobility by providing single number and single mailbox support for users who have both a PBX extension and mobile phone.

#### Automated Attendant

Advanced call processing capabilities allow CallXpress to act as a virtual call center, routing incoming calls and providing your customers round-the-clock access to everything from pre-recorded information and faxable documents to account inquiries and survey questionnaires. It can even support these applications in a variety of different languages if your company serves a multi-lingual customer base.

#### RightFax<sup>®</sup>

The integrated fax solution lets you conveniently receive and store incoming faxes in your mailbox. You can also view and send faxes directly from your desktop, which saves you valuable time.



E-mail

Voice

Fax



## Administration

### *Unified Messaging Architecture*

Four architectures of Unified Messaging are offered: Server, Client, Secure and Simplified. Choose the architecture or mix of architectures that best fits your company's storage, access and security needs. CallXpress allows administrators to deploy any type and mix of unified messaging on a system, as well as allowing your administrator to mix unified messaging and traditional voice mail users on the same system. CallXpress has a flexible design that facilitates growth and helps manage your approach to compliance and confidentiality.

### *Networking and Global User Administration*

CallXpress meets your scalability challenges and consolidation objectives through sophisticated system networking and global user administration capabilities. With this handy feature, administrators can manage the subscriber and distribution list databases of all CallXpress servers from a single, global view.

### *Multiple IP-PBX and PBX Support*

CallXpress has the unique ability to leverage both legacy and new IP telephone switching infrastructure. Not only does this help reduce costs and provide you with productivity-enhancing services, it also allows you to transition your legacy telephone switching environment at your own pace. CallXpress supports over 250 traditional PBX and IP integrations, providing a secure migration path into the world of IP telephony.

## Technical Specifications

### *Number of Voice Ports:*

- 4-192 ports per server – up to 20,000 users on a single server, network for larger capacity

### *Number of Speech Ports:*

- 4-48 speech ports per server – up to 10,000 users on a single server

### *Number of Unified Messaging Clients:*

- Supports up to 10,000 users on a single server, network for larger capacity
- Supports Server-based, Client-based, Secure, and Simplified unified messaging architectures
- Offers clients in: Danish, Dutch, English, French, German, Italian, Norwegian, Spanish, Swedish and Finnish

### *Number of Fax Channels:*

- 1-120 channels per server

### *PBX Integrations:*

- Supports over 250 traditional and IP-PBX integrations
- Supports up to 3 circuit-switched PBX integrations per CallXpress
- Supports 1 circuit-switched PBX integration and 1 IP-PBX integration per CallXpress

### *E-mail Access:*

#### *Client*

- IBM Lotus Notes R6.5, R7.0, R8.0

#### *Server*

- IBM Lotus Notes/Domino R6.5, R7.0, R8.0

#### *Operating System:*

- Server: Microsoft Windows Server 2003, Windows XP Professional, Windows 2000 Server and Professional
- Client: Windows Vista® Business, Windows XP Professional, and Windows 2000 Professional

## For More Information

For over 25 years, AVST has been shaping the evolution of communication, with more than 40,000 systems installed worldwide. 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.