

CallXpress® – The Solution for Legacy Voicemail Replacement

Reduces Staff Training, Minimizes Cost, and Offers More Productivity

Your organization has probably considered replacing your aging voicemail system, either because it has become too costly to maintain, simply reached end of life, or you are looking to migrate to IP telephony. While your business could benefit from the increased functionality of a new voicemail system, you have two major concerns—retraining and cost. Can migrating to a new voicemail interface be quick and easy for your employees, without frustrating them or losing valuable time retraining? And will the increased functionality of new applications, such as mobility and unified messaging, really be worth the expense?

The Solution: CallXpress from AVST

With nearly 30 years building communication applications, AVST has helped thousands of companies to replace first-generation voicemail systems. CallXpress delivers advanced call processing, voicemail, unified messaging, personal assistant, speech, fax, and notification to help organizations increase user and business productivity.

CallXpress provides you with a secure upgrade path without overextending. To help minimize the full cost of transitioning from an aging voicemail system, CallXpress is designed with these features:

- Modular licensing lets you start with advanced call processing and voicemail functionality and build on future features such as unified messaging, notification, fax, and speech-enabled personal assistant.
- Meet your scalability challenges and consolidation objectives through sophisticated system networking, global user administration and virtualization capabilities.
- CallXpress mimics the Telephone User Interface (TUI) command structure of the most popular first-generation voicemail systems including, Octel® Aria®, Octel Serenade®, Mitel® NuPoint with Centigram interface, Nortel® Meridian Mail, and Avaya® INTUITY™ AUDIX®. And you can mix multiple TUI emulations on a single CallXpress system.
- Advanced call processing features are available such as automated attendant, IVR, and find-me/follow-me.
- The IP telephony Future-Proofing Guarantee protects your investment and lets you move to IP telephony on your own schedule.

“CallXpress ranked #1 as the primary voicemail system most used.”

Source: Respondents to Voice Report's 2009 National PBX Survey

FEATURES

- Nearly 30 years of advanced call processing and voicemail features
- Sophisticated system networking and global user administration capabilities for scalability and consolidation
- Choose to use the TUI command structure from Octel Aria, Octel Serenade, Mitel NuPoint with Centigram interface, Nortel Meridian Mail, and Avaya INTUITY AUDIX
- Manage your PBX and voicemail system from a single interface
- Add Unified Communications features at your own pace with modular licensing
- Transition to IP telephony when you're ready, with an IP-future proofing guarantee

Minimizing User Training

To help minimize user training, CallXpress offers a variety of interfaces so your employees can use the same keystrokes they use now to access and process their messages. CallXpress offers an alternative Telephone User Interface (TUI) that mimics the Octel Aria, Octel Serenade, Mitel NuPoint with Centigram interface, Nortel Meridian Mail, and Avaya INTUITY AUDIX. In fact, AVST is the world leader in TUI emulations.

Serving Your Customers Better

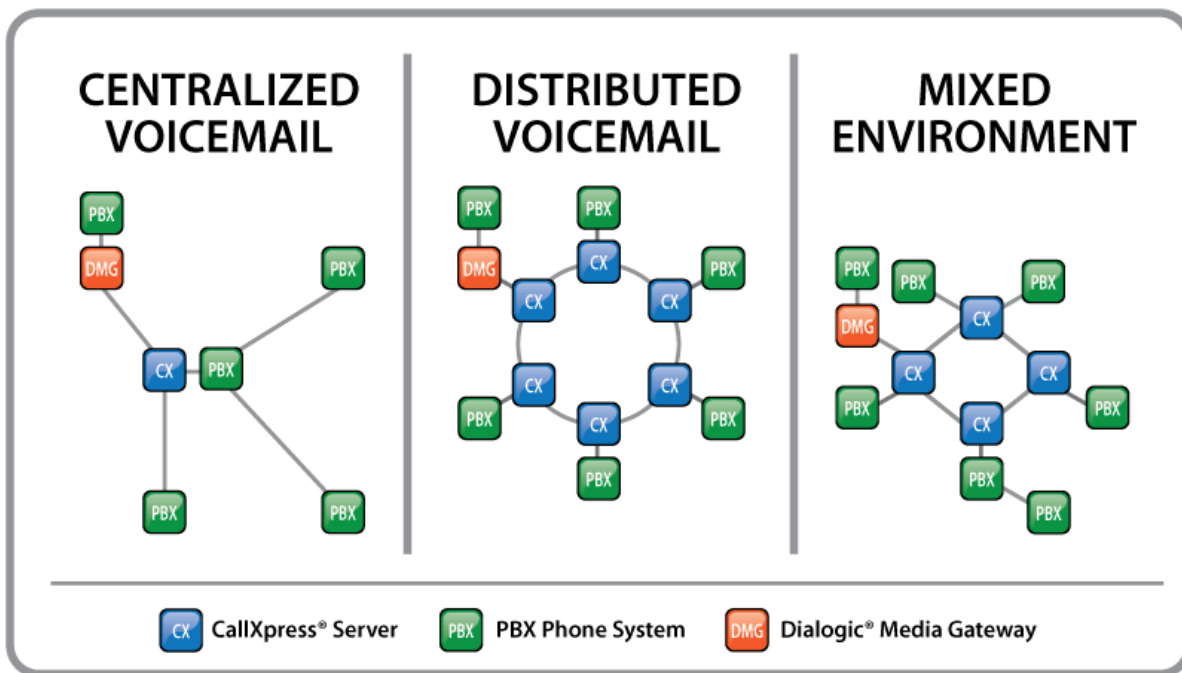
CallXpress offers the most robust voicemail and call processing feature set available including customized front-end call handling, personal menus and advanced message notification. The CallXpress automated attendant acts as a virtual call center, routing incoming calls and providing your customers with 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 multilingual customer base.

Unique Features Make Administration Easier

CallXpress contains built-in features to help system administrators manage the system with ease, and plan for the future of your organization.

CallXpress Fits All Types of Infrastructures

You may have one PBX and one voicemail system per physical site – or you have a centralized voicemail platform. No matter whether your telephony infrastructure is distributed, centralized or a hybrid of the two, CallXpress offers advantages over competitors’ products, by allowing you the flexibility to set up the system the way that works best for your company.



Achieve High Availability and Disaster Recovery

Your employees must have continuous connection to their information and applications to keep you at the peak of performance. Downtime recovering from backup systems – can't be afforded in today's 24X7 world. That's why the CallXpress multi-server architecture contains two parts, the System Server which is the brains of the operations and the Call Servers which act as the work horses. Combine that with Neverfail® for the highest level of resiliency. AVST offers a fully-synchronized, hot standby System Server with automatic failover for high availability and a fully-synchronized warm standby System Server at a remote location for disaster recovery. Plus support for virtualization complements the CallXpress Neverfail high availability and disaster recovery solution. When a snapshot of the virtual machine is taken, enterprises are able to recover quickly in the event of a failure.

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 TDM, IP-PBX and Centrex Telephony Integration

CallXpress has the unique ability to leverage both TDM and new IP telephone switching infrastructure. Not only does this help you reduce costs and provide you with productivity-enhancing services, it also allows you to transition your existing telephone switching environment at your own pace.

IP Future Proofing Guarantee

If you have purchased a TDM-based integration from AVST, you are eligible for a free IP integration when you're ready to transition to IP. That way, your current investment is protected and you can move to IP on your own schedule. As the industry leader in PBX interoperability with over 400 TDM, IP-PBX, and Centrex integration, and the ability to support multiple integrations on a single CallXpress system, you can rest assured that AVST has your future covered.

You've Got Plenty of Room to Grow

Whether your organization is growing or you are looking to centralize your solutions for easier IT management, it is important to invest now in solutions that can scale with your changing requirements. CallXpress lets you be prepared for change by providing incredible scalability up to 384 voice ports supporting up to 40,000 users.

Add on New Productivity Enhancing Applications at Your own Pace

The flexible modular licensing in CallXpress allows you to easily add on advanced CallXpress Unified Communications applications such as unified messaging, personal assistant, fax, speech, and notification at your own pace.

Technical Specifications for CallXpress 8.1

CallXpress Multiple Servers

- 4 to 384 Ports on Multiple Servers. Network for Larger Capacity
- 1 System Server and up to 20 Call Servers
- Each Call Server Supports up to 3 Separate Telephony Integrations (1 IP + 2 TDM or 3 TDM), Maximum of 10 Telephony Integrations Total Per System
- Maximum 40,000 Users of which 20,000 can be Unified Messaging/Personal Assistant Users

CallXpress Single Server

- 4 to 96 Ports on a Single Server (without Speech Resources). Network for Larger Capacity
- Up to 48 Ports on a Single Server (with Speech Resources). Network for Larger Capacity
- System Server and Call Server on a Single Server
- Supports up to 3 Separate Telephony Integrations (1 IP + 2 TDM or 3 TDM)
- Maximum 5,000 Users

RightFax®

- 1024 Fax Channels

NotifyXpress

- Up to 48 NotifyXpress Ports

Networking

- VPIM/AMIS
- Avaya Message Networking Server

E-mail Access:

Server

- Microsoft Exchange 2010, 2007, 2003
- IBM Lotus Notes/Domino R8.5, R8.0, R7.0
- Novell GroupWise Server/Client 8.0, 7.0, 6.5
- Google Gmail, Mirapoint E-mail Server and any IMAP4 Compliant E-mail System

Client

- Microsoft Outlook 2010 (32 & 64-bit), 2007, 2003, XP
- IBM Lotus Notes R8.5, R8.0, R7.0
- Any IMAP4 Compliant E-mail Client

Operating System:

Server

- Microsoft Windows® Server 2008 R2 (64-bit)
- Microsoft Windows Server 2003 (32-bit)
- Windows XP Professional (32-bit)
(Voicemail only – Unified Messaging and Speech are not supported under Windows XP)

Client

- Windows 7 Professional (32 & 64-bit)
- Windows Vista™ Business (32-bit)
- Windows XP Professional (32-bit)

About AVST

For nearly 30 years, AVST has been shaping the evolution of communications, with more than 10 million users worldwide that have relied on CallXpress. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered. To learn more visit www.avst.com.