



UNIFYING COMMUNICATIONS

# ScheduleXpress

DATASHEET

Automatically reconfigure CallXpress<sup>®</sup> automated attendant menus based on time and date

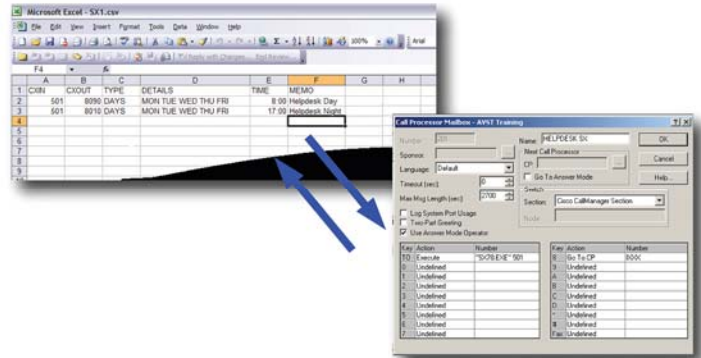
CallXpress automated attendant is a powerful tool that manages the flow of incoming calls by automatically answering them without the intervention of a live operator. Callers are given menu options and can respond to them either through natural voice commands or by using their touch tone keypad. This provides instant response to incoming calls and redirects them to the appropriate person or department in your organization.

ScheduleXpress allows the CallXpress administrator to design and implement multiple independent automated attendant menus. They can be scheduled based on time-of-day, day or week, or a specific date, allowing your customers to hear different auto attendant menus during peak calling periods, after hours, lunch breaks, and holidays.

The following example demonstrates how you can use ScheduleXpress to provide an After-Hours Auto Attendant. *"Thank you for calling XYZ Company. Our offices are presently closed. You can leave a message by simply saying the name of the person you are trying to reach or press or say 1 for the company directory. For technical support available 7 days a week, press or say 5 to be transferred to a technician."*

### How it Works

Using any text editing or spreadsheet application such as Microsoft Excel that can create a Comma Separated Value (.CSV) file, the administrator configures ScheduleXpress to control how each department's independent menu-tree operates. Each menu-tree can be configured for up to 32 schedule changes per day, which will accommodate even the most demanding requirements for day, night, lunch and partial staffing modes of operation. Since each department's menu has an independent schedule in ScheduleXpress, ultimate flexibility is achieved.



### System Requirements

ScheduleXpress works with CallXpress version 7.0 and higher. The operating system on the CallXpress Telephony Platform must be AVST approved Microsoft<sup>®</sup> Windows 32-bit operating system with the latest available AVST approved Microsoft Windows service pack.

### 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.

