



The Industry's Most Interoperable Unified Communications Platform

Unlock the Full Potential of Your Communications Infrastructure

It's well known that today's multi-vendor IT environments are increasingly complex. And the demands on organizations of all sizes to cost-effectively improve user and business productivity, continue to grow. How will you achieve these goals with your existing infrastructure? AVST CX-E can help you. CX-E is the industry's most cost-effective Unified Communications (UC) platform because it works with what you already have. No other platform offers a higher level of interoperability. Yes, CX-E extends your existing telephone system, e-mail solutions and data infrastructure to bring productivity-enabling applications to your employees, while preserving your existing and future IT investments.

Discover the unique features of CX-E mobile solutions, the richness of its voice applications and the transformative nature of business process capabilities. With over 15 million users worldwide, hundreds of private cloud deployments, and three decades of innovation excellence, AVST is unifying communications®.



Solve Your Critical Business Challenges

UC-Mobile

- Simplify Mobile Worker Connectivity and Improve Productivity
- Securely Support Employee-Owned Mobile Devices
- Deploy Unified Messaging in an Evolving IT Environment
- Enable Hands-Free Communications

UC-Voice

- Centralize and Consolidate Voice Applications
- Migrate Legacy Messaging Systems
- Support Disaster Recovery and Business Continuity Initiatives
- Migrate to Network-Based Faxing
- Prepare for the Cloud; Private Cloud

UC-Business Process

- Rapidly Create Collaborative Business Process Applications (CEBP)
- Automate Customer Notification Processes
- Provide Information Access and Delivery 24x7
- Enable Click-to-Call from Business Applications
- Web Services for Integration into Web Portals, Directories and Applications

UC-Interoperability

- Interoperability in a Multi-Vendor IT Landscape
- Deploy UC/VoIP at Your Own Pace
- Avoid Single Vendor Lock-in
- Integrate Microsoft Lync with an Existing PBX

UC-MOBILE
Powering Business Mobility

AVST Mobile Client

- Runs Natively on iPhone® and Android™ Mobile Devices
- Separates Personal and Business Communications
- Single Number Reach
- Mobile Number Protection
- Visual Call Screening of Inbound Calls
- Manage Outbound Calls
- View and Manage Voicemails
- Settings Management

Unified Messaging

- Delivers Unified Messaging (UM) to Multiple E-mail Systems both Premise-based and Public Cloud including Microsoft® Outlook and Office 365, Lotus® Notes®, Google™ Gmail™, Novell® GroupWise® and IMAP 4 Compliant E-mail
- Integrates E-mail, Voicemail, and Fax into a Single View
- Access via Mobile device, E-mail Client, Web Interface, Speech or DTMF Telephone
- Flexible UM Storage Model Options to Meet Security and Compliance Needs: Server-based, Client-based, Secure and Simplified UM
- Voicemail-to-Text (3rd party service)
- Text-to-Speech
- Localized Desktop Clients; Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Spanish and Swedish

Personal Assistant

- Presence and Availability
- Find-me / Follow-me
- Contact Access and Dialing
- Calendar Access and Management
- Call Waiting (whisper notification)
- Call Recording
- Continuous Connection
- Acknowledge, Call Divert and Call Transfer
- Missed Call Notification

Speech

- Hands-free Speech Interface for Personal Assistant
- Speech Driven Automated Attendant

UC-VOICE
Modernizing Communications

Voicemail, Call Processing and Automated Attendant

- Full Set of Voicemail, Call Processing and Automated Attendant Features Developed Over Three Decades
- Alternate Telephone User Interfaces (TUI) – Octel® Aria®, Octel Serenade® (VMX), Mitel® NuPoint with Centigrum Interface, Avaya® INTUITY™ AUDIX®, Nortel® Meridian Mail, AVST Kinesis and Repartee®
- Interactive Voice Response (IVR)
- Speech and DTMF Automated Attendant
- Message Notification
- Multi-language Support – US English, UK English, Arabic, Brazilian Portuguese, European Portuguese, Danish, Dutch, European Spanish, North American Spanish, Finnish, Canadian French, European French, German, Italian, Norwegian, Russian, Swedish, Japanese, Cantonese and Mandarin

Business Continuity and Disaster Recovery

- Survivability Achieved Using Call Servers at Multiple Locations
- High Availability, Fully-synchronized Uninterrupted Hot Standby System Server and Port Distributions Across Multiple Call Servers
- Disaster Recovery, Fully –synchronized Warm Standby System Server
- Redundant Server Components
- Built-in System Reliability

Administration

- Single Administration Interface for Voice, Speech, Unified Messaging, and Fax
- Global User Administration
- Supports Popular Single Point of Administration Tools
- Networking (AMIS, VPIM, Avaya Message Networking Server Support)
- SNMP Support
- Active Directory MMC Snap In
- Message Archiving, Retention Policy, Discovery, and Disposal (3rd party application required)
- Virtualization - Certified with VMware® vSphere™ 4
- Migration Wizards for Kinesis and Repartee® for Windows

Fax

- Fax over IP
- Unified Messaging with the Ability to Electronically Receive, Send and Manage Voice, Fax and E-mail
- With CX-E Automated Attendant any Information Stored in a Fax Library is Available to your Customers 24x7
- Provides a Single Number for both Voice and Fax

UC-BUSINESS PROCESS
Accelerating Information Flow

NotifyXpress®

- Out-of-Box Call Notification Services
- Communicates Pre-Recorded Announcements
- Customized Announcements (Dates, Numbers, Monetary Amount, Names)
- Campaign Results Reporting

UCCconnect®

- UCCconnect .NET Open Development Framework for Business Process Enablement
- Information Access and Delivery 24x7

Web Services

- Web Services (SOAP/XML) for Integration into Web Portals, Directories and Applications
- Message Access from a Web Portal, Availability Status, and Click-to-Call

UC-INTEROPERABILITY
Unlocking Your Full Potential

Telephony Interoperability

- Supports over 400 Traditional TDM, IP-PBX, Centrex and IP Centrex Integrations
- Supports Multiple Protocols Including SIP, SMDI, Digital Station Emulation, QSIG, CAS
- Simultaneously Integrates with up to 10 Integrations on a Single System
- Intelligent Gateway for Microsoft Lync®/OCS

E-mail Interoperability

- Delivers UM to Multiple E-mail Systems both Premise-based and Public Cloud
- Flexible UM Storage Model Options

Business Application and Database Interoperability

- Delivers Automatic Information Access and Delivery which Pulls Information from Data Sources (SAP, Oracle, Microsoft SQL Server, Salesforce.com, etc.) to Present to your Customers
- Ability to Deliver Automatic Notification Based Upon Information
- Utilizes Web Services to Embed Communications into Enterprise Business Applications, for example, Click-to-Call, Availability Status, and Message Access via a Web Portal

Technical Specifications

CX-E 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, Maximum of 10 Telephony Integrations
- Maximum 40,000 Users

CX-E 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
- Maximum 5,000 Users

RightFax®

- Up to 1,024 Fax Channels

NotifyXpress®

- Up to 48 Ports

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-bit & 64-bit), 2007, 2003, XP
- IBM Lotus Notes R8.5, R8.0, R7.0

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 not supported under Windows XP.*

Client:

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