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## **AVST Launches CallXpress 8 Unified Communications Solution**

*Meets Customer Demand to Protect and Extend Existing Communications Infrastructure;  
Delivers Centralization, High Availability and Mobility Enhancements*

**ORLANDO, Fla., March 30, 2009** – This week at VoiceCon Orlando 2009, communications solutions innovator [Applied Voice & Speech Technologies, Inc.](#) (AVST) debuts the next generation of its communications platform, [CallXpress®](#). CallXpress 8 was designed in direct response to customer demand for a pathway to Unified Communications that ensures the protection of their current and future communications infrastructure while delivering mission critical features including centralization, high availability and enhanced mobility options.

The sophistication of mobile devices and networks has created an environment where users expect to be connected and productive wherever they are. For this to be possible, users must have access to the same productivity tools on their mobile devices as they have on their desktop computers. The new version of CallXpress increases the connection between mobile workers and the corporate office by leveraging the CallXpress Personal Assistant which provides Find-me/Follow-me capabilities to automatically route calls to the most appropriate telephone based on their current presence, and Calendar and Contact management for users of Microsoft® Exchange and IBM® Lotus Notes®. When combined with existing mobility applications such as unified messaging, speech user interface, and single number/single mailbox, CallXpress 8 becomes the most mobility-enabled solution offered by AVST to date.

As more and more businesses are running their operations with fewer resources and diminished budgets, they are looking for productivity enhancing solutions that make the most out of their existing communications infrastructure. AVST is the only provider that offers compatibility with more than 250 TDM, IP-PBX, and Centrex integrations with the ability to support up to 10 switches on a CallXpress system. This capability alone enables AVST to offer an upgrade path from legacy voicemail systems to Unified Communications that has earned the product its reputation for providing the most feature rich and interoperable solution on the market.

According to Gartner VP distinguished analyst Bern Elliot, "Enterprises must ensure that the communications solutions they invest in are interoperable." [i] CallXpress 8 resets the benchmark on what is required in Unified Communications solutions for enterprises today. AVST customers can realize the benefits of productivity enhancing applications while leveraging their existing telephony and data investments. Also, by allowing businesses to consolidate and centralize their voicemail systems, CallXpress 8 improves business efficiency while enhancing the bottom line.

Other mission critical functionality included in CallXpress 8:

- Scalability - Now able to scale up to 384 ports and 40,000 users, CallXpress 8 doubles the scalability of previous versions and can be networked for larger capacity.
- Centralization – CallXpress 8 provides customers with the ability to centralize messaging and call processing applications by using their existing voice or data networks and deploying AVST's survivable call server technology or SIP gateways.
- High Availability and Disaster Recovery - New, multi-call server architecture delivers continuous high availability and avoids system downtime. A multi-server architecture combined with Neverfail<sup>®</sup>, a fully synchronized hot standby, provides IT administrators with the peace of mind that CallXpress is running 24x7.

"Operating at high efficiency and harnessing the power of productivity are key goals of businesses everywhere," noted AVST's Chief Technology Officer, Tom Minifie. "CallXpress 8 has significantly raised the bar. Customers are looking for interoperability as well as user and business productivity in the investments they're making. We're confident that we've developed what the market needs today with an easy upgrade path to more advanced Unified Communications features tomorrow."

CallXpress 8 delivers a powerful suite of Unified Communications applications including advanced [call processing](#), [voicemail](#), [unified messaging](#), [personal assistant](#), [fax](#), [speech](#) and [notification](#) – all with a

single point of administration.

CallXpress 8 is scheduled for general availability in the next 45 days through AVST's established reseller channels. AVST has an extensive list of partners that sell and support its Unified Communications solutions throughout the world. For sales information, visit [www.avst.com](http://www.avst.com).

[i]Gartner "What Is Unified Communications, and How Should You Approach It?" by Bern Elliot. February 19, 2009.

### **About AVST**

Applied Voice & Speech Technologies, Inc. (AVST) is a leading developer of Unified Communications solutions with over 15 million users relying on its products and services to maximize their productivity. With three decades of innovation excellence, AVST is solely focused on delivering communications solutions that increase individual, group and enterprise productivity. Its flagship Unified Communications platform, CallXpress®, offers best in class interoperability, scalability and resiliency while delivering advanced call processing, voicemail, unified messaging, personal assistant, fax, speech and notification capabilities. With CallXpress, an organization can uniquely protect and extend its existing IT and telephony infrastructure investments — now and into the future.

Headquartered in Orange County, Calif., AVST maintains facilities in Seattle, Wash. and the United Kingdom and has remote sales offices throughout the United States. AVST's Unified Communications solutions are sold and supported internationally by an extensive network of resellers and OEM partners. For more information contact Denny Michael, Vice President of Marketing, at 949-699-2300 or access the company's website at [www.avst.com](http://www.avst.com).

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Link to original AVST press release:

[http://www.avst.com/pr/AVST\\_Launches\\_CallXpress\\_8\\_Unified\\_Communications\\_Solution.asp](http://www.avst.com/pr/AVST_Launches_CallXpress_8_Unified_Communications_Solution.asp)