

AVST CX-E. BROAD UC INTEROPERABILITY TO FUTURE-PROOF YOUR BUSINESS

Bridge to your digital future.

Considering upgrading to your IT infrastructure but worried that your mixed UC landscape won't allow you to make it happen?

If you have multiple vendors – Avaya, Cisco, Google, Microsoft – all playing an important role in your IT/telephony environment, why switch? You don't need to. If you'd like it all to work together for a powerful Unified Communications (UC) solution, AVST can help.

CX-E is ideally suited to ease the transition to your digital future – no matter what your UC landscape is today, or how it will look in the future. Premise or cloud, it all starts with CX-E. Interoperability with all major call control, email, IM, calendar, enterprise data, and mobile devices is how CX-E makes it possible. There is no other UC platform that offers this level of interoperability.

Make the most of your existing investments and transition to the Cloud, IP and Skype for Business. CX-E will help lead the way.

The sky's the limit. UC delivered your way.

CX-E best-of-breed UC applications are delivered your way. Choose the deployment option that's right for your growing business: Premise, Hybrid or Cloud.

With three decades of innovation, CX-E delivers reliable UC applications including automated attendant, secure voice messaging, unified messaging, fax, mobile client, speech-enabled personal assistant, call center, IVR, and notification. Put it all together and you have mission-critical UC applications that enhance any telephone system.



<p>INTEROPERABILITY</p>	<p>VOICE</p>	<p>MOBILITY</p>	<p>BUSINESS PROCESS</p>
<ul style="list-style-type: none"> • Broadest UC Interoperability • Facilitates Migration to the Cloud 	<ul style="list-style-type: none"> • Automated Attendant • Voice and Unified Messaging • Fax 	<ul style="list-style-type: none"> • Mobile, Web and Desktop Client • Call Completion • Secure Messaging • Speech-Enabled Personal Asstant 	<ul style="list-style-type: none"> • Informal Call Center • Information Access and Delivery (IVR) • Notification
<p>PREMISE</p>		<p>HYBRID</p>	<p>CLOUD</p>

CX-E PREMISE FEATURES

VOICE

Automated Attendant

- Speech and DTMF Automated Attendants
- Handles Complex Call Processing Flows Across Multiple PBX Brands
- Intelligent Call Routing Capabilities
- Unified Name Directory Utilizing Speech or Dial by Name
- Supports Multiple Time Zones
- Supports Different Menu Announcements: Holidays, Work Hours, Peak Calling Times

Voice Messaging

- Industry-leader in Voice Messaging; 1,000+ Features
- 30+ Years Continuous Development
- Unlimited Voice Mailboxes
- Alternate TUI
 - » Octel Aria / Serenade
 - » Avaya Intuity AUDIX
 - » Nortel Meridian Mail / CallPilot
 - » Mitel Centigram
 - » Adomo
- Active Voice Kinesis/Repatee
- Voice Networking
- Multiple Extensions Per Mailbox
- Auto & Trusted log-in
- Multiple Greeting Support
- User Controlled Message Presentation
- Call Recording
- Speech-to-Text
- Web Client
- Message Notification
- Variable Length Dial Plans
- Automatic Message Forwarding
- Message Notification via MWI, Call Out, Email, Text
- Only Enterprise-Class Independent Voice Messaging Solution for Microsoft Skype for Business

Unified Messaging

- Delivers UM to Multiple Email Systems (*Premise and Cloud*)
- Supports Multiple Email Servers Simultaneously
- Most Flexible Storage Options to Meet Security, Compliance and Confidentiality Requirements
- Integrates Email, Voicemail and Fax into a Single View
- Secure Voice Messages via Mobile Client and Web Client
- Voicemail-to-Text (*3rd party service*)
- Text-to-Speech
- Localized Clients

Fax

- CX-E Tightly Integrates with the Leading Fax Solutions: XMediusFAX and RightFax
- CX-E Mobile Client and Web Client Fax Access
- Delivers Fax to CX-E for Unified Messaging
- Telephone Access to Fax Messages

MOBILITY

Mobile Client

- Secure Mobile Client for Android and iPhone
- Place, Receive, and Manage Business Calls
- Single Number Reach
- Basic Call Screening: Accept and Send to Voicemail
- View and Manage Voice Messages

Call Completion

- Calendar-Based Call Routing
- Presence Status Call Routing
- Location-Based Call Routing (*Geofencing and WiFi*)
- User Schedule Call Routing

Secure Messaging

- Private Voice Messages Cannot be Forwarded Internally or Externally
- Restricts Web Client Message Streams so Copies are not Retained or Forwarded Externally
- Supports TLS for Message Encryption
- Supports Secure RTP
- Strong Password Enforcement

Personal Assistant

- Speech-Enabled: "Call John Smith", "Get new Email"
- Presence Integration with Calendar/IM to Inform Callers of User Status
- Advanced Call Screening: Accept, Send to Voicemail, Acknowledge, Transfer to Another Person/Device, Record Call
- Multi-Lingual Support

BUSINESS PROCESS

Call Center – TeamQ®

- Informal Call Center
- Automatic Call Distribution (ACD)
- Uniform Call Distribution (UCD)
- Agent Desktop Control with Informative Screen Pops
- Agents Control Workflow – Pull Calls, Reserve Calls, Redirect Calls and Decide When Available
- Supervisor Interface
- Reports
- Economically Priced, no CTI Connection Required on Telephone System

IVR – UCConnect®

- UCConnect, .NET Open Development Framework to Build Custom IVR Applications
- Pull Information From: SAP, Oracle, Microsoft SQL and More to Deliver 24/7 Access to Information over the Phone

Notification – NotifyXpress®

- Call Notification Services
- Communicates Pre-Recorded Announcements
- Customized Announcements (*Dates, Numbers, Monetary Amount, Names*)
- Reports

INTEROPERABILITY

Telephony

- 400+ Traditional TDM, IP-PBX, Centrex and IP Centrex Integrations
- Telephony Integrations to Avaya, Alcatel-Lucent, BroadSoft, Cisco, GENBAND, Microsoft, Mitel, NEC, ShoreTel, Unify and More
- Multiple Protocols: SIP, SMDI, Digital Station Emulation, QSIG, CAS
- Simultaneously Supports up to 10 PBX Types on a Single System

Email

- Delivers UM to Multiple Email Stores and Clients
- Supports Microsoft Exchange, Office 365, IBM Notes, Google Gmail, Novell GroupWise or any IMAP4 Compliant Email Server

Database

- Open Development Framework for Business Process Enablement
- Web Services for Integration into Web Portals, Directories and Applications
- Interactive Voice Response (IVR)
- Outbound Notification Services
- Click-to-Call

SPECIFICATIONS

MAXIMUM CAPACITY

- Up to 752 ports; Network for Larger Capacity
- Up to 3 System Servers (*database*) and 20 Call Servers (*application*)
- Up to 40,000 Users
- TeamQ – Up to 50 Teams and up to 25 Agents per Team with a Maximum of 250 Agents Total
- NotifyXpress – Up to 48 Ports

OPERATING SYSTEM

Server:

- Microsoft Windows Server 2012 R2 (64-bit)
- Microsoft Windows Server 2008 R2 (64-bit)

Client:

- Windows 10 (32-bit & 64-bit)
- Windows 8.1, 8 (32-bit & 64-bit)
- Windows 7 Professional (32-bit & 64-bit)
- Windows Vista Business (32-bit)

EMAIL ACCESS

Server:

- Microsoft Exchange 2016, 2013, 2010, 2007
- IBM Notes/Domino R9.0, R8.5, R8.0
- Google Gmail, Novell GroupWise, Mirapoint Email Server, Office 365 and any IMAP4 compliant Email System

Client:

- Microsoft Outlook 2016, 2013, 2010, 2007
- IBM Notes R9.0, R8.5, R8.0

RESILIENCY

- Business Continuity Achieved Using Call Servers Across Multiple Locations
- High Availability, Fully-Synchronized Hot Standby System Server with Port Distribution Across Multiple Call Servers
- Disaster Recovery, Fully-Synchronized Warm Standby System Server
- Virtualization – VMware vSphere and Microsoft Hyper-V
- Redundant Server Components
- Built-in System Reliability

ADMINISTRATION

- Single Point of User Administration
- Mobile Administrative Client
- Networking (*AMS, VPIM, Avaya Message Networking Server Support*)
- SNMP
- Active Directory MMC Snap In
- User Initiated Password Reset
- IPv6 Support
- Message Archiving (*3rd party*)
- Migration Wizards for Kinesis and Repatee for Windows

PRESENCE

- Federated Presence to Calendar: Microsoft Exchange/Office 365 and Google Calendar
- Federated Presence to Microsoft Skype for Business
- Federated Identity: Web Client Supports Single Sign-On using SAML with Microsoft Active Directory



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