



# CallXpress<sup>®</sup>

UNIFYING COMMUNICATIONS<sup>®</sup>



# COMMUNICATIONS

## For A Better Communications Solution, Call On CallXpress

*When it's time to replace your outdated voice mail system and migrate to Unified Communications, you want a solution that delivers new, productivity-enhancing capabilities to your workforce. A solution customized to your environment. And of course, you want a solution that helps you painlessly transition to an IP world.*

*That's CallXpress from AVST. Respected industry experts recognize that AVST offers the most flexible and economical solution for the enterprise market. With over 25 years building communication applications, CallXpress delivers advanced call processing, voice mail, unified messaging, fax, speech-enabled personal assistant and notification capabilities to help your business become more productive.*

*Those who adopt Unified Communications have a tremendous advantage over those who don't—including increased mobility and productivity, better customer service and lower costs. Thousands of companies have already streamlined their corporate communications with CallXpress.*

## CallXpress Product Family

### CallXpress Unified Communications Platform

CallXpress delivers the most advanced call processing, voice mail, unified messaging, fax, speech-enabled personal assistant, and notification capabilities to help your business become more productive.



*At your desk or on the go, you can manage all of your messages from a single interface using common commands.*



# CallXpress Brings It All Together So You Can

## ...Stay In Touch While On The Go

With CallXpress you can manage all your messages even while on the go. Just pick up your mobile device, follow the simple touch-tone or voice commands, and using text-to-speech technology, CallXpress gives you instant access to all of your messages. Or for your employees with smartphones that support G.711 codec, users can listen to voice messages in their e-mail inbox.

## ...Accomplish More In Less Time

Each day, the average office worker handles nearly 200 messages in a variety of formats. With CallXpress, you can reduce the amount of time it takes to manage those messages by up to 70 percent\*. Here are a few features of CallXpress that deliver greater productivity.

\* Based on COMgroup Unified Messaging Time Savings Study

## Speech-Enabled Personal Assistant

Being out of the office doesn't have to mean being out of touch. Using the very latest state-of-the-art speech recognition technology, the CallXpress Speech Server acts as a personal assistant, directing your calls to you wherever you are—at your desk, in your car or at your home office.

Your speech-enabled personal assistant also lets you retrieve, respond to and create new e-mail messages, retrieve Microsoft® Exchange® contact numbers, place outbound calls, put calls on hold, receive multiple inbound calls, and schedule meetings all on a single call. And with the built-in directory service, you can call coworkers without looking up their extensions or waiting for an operator to direct your call. You simply speak the name of the person you wish to call, and the CallXpress Speech Server connects you for real time collaboration. Voice mobility offers faster responsiveness and reduced telecom cost by unifying communications through a single number across multiple devices and networks. Voice mobility also supports a single mailbox which results in less time spent looking for messages and more time responding to them.

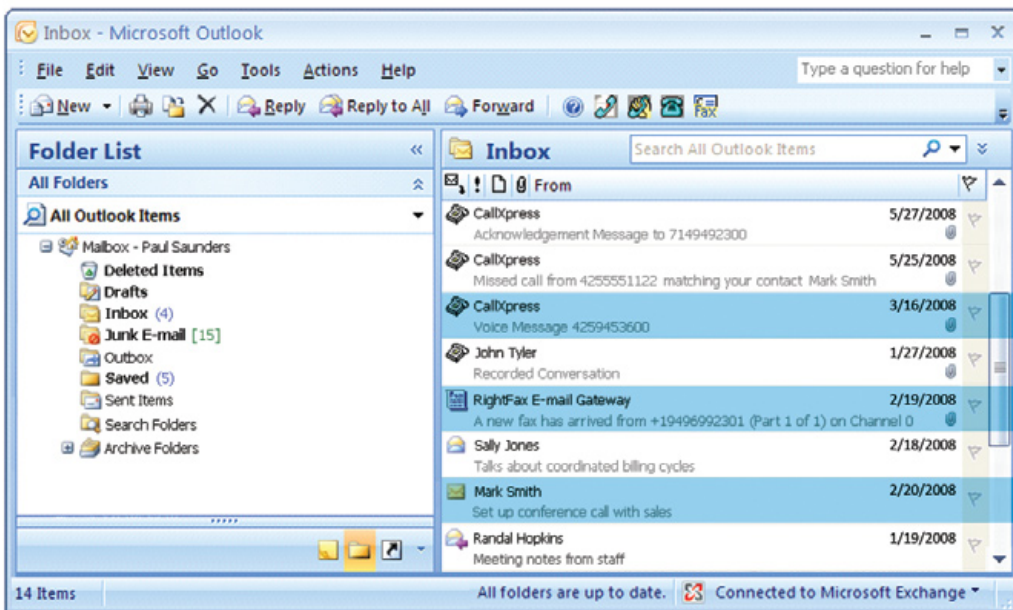
## Unified Messaging

For even greater productivity, all of your messages—voice, fax and e-mail—appear in your Microsoft Outlook®, Lotus® Notes®, Novell® GroupWise®, Mirapoint® or other IMAP4-compatible e-mail inbox. Messages can be prioritized easily and accessed in any order. No longer will you have to dig through all your voice messages just to get to the important ones.



Anytime. Anywhere. Important messages are only a quick connection away with CallXpress. You can even listen to your e-mail messages and respond by voice.

With CallXpress, all voice, fax, and e-mail messages can be accessed through Microsoft Outlook, Lotus Notes, Novell GroupWise, Mirapoint or any other IMAP4-compatible e-mail system.



Voice

Fax

E-mail

## ...Be More Responsive To Your Customers

*Quick, responsive customer service requires advanced technology. CallXpress gives you that edge with these important features:*

### Advanced Voice Mail

At the core of CallXpress is an advanced voice mail system that answers your calls when you can't, and your personalized messages can let callers know if you're on another call, away from your desk or out of the office. It can also route customers to self-service applications when you can't talk to them in person.

### Automated Attendant

With the CallXpress automated attendant, any information stored in a database can be spoken or faxed to your customers via Interactive Voice Response (IVR). Instead of getting a busy signal or being put on hold, your customers have automatic access to accurate information, 24 hours a day—allowing you to increase customer satisfaction without increasing staff costs. And that leads to long-term, profitable relationships with your customers.

### Message Notification

Never miss another urgent call or message, no matter where you are. With CallXpress Message Notification, when a new message is received, an alert is sent right to your e-mail, pager, telephone, mobile or any SMS-capable device. Choose how you'd like to be notified—via a daily message reminder, immediate message or SMS notification—and even set up filters based on a specific sender or message type (e.g., voice, fax or e-mail).

### Outbound Notification

AVST also offers a notification application called NotifyXpress™ that seamlessly leverages the CallXpress notification engine to place outbound calls based on external events. NotifyXpress provides you the ability to tie notification into your business processes. This could be anything from appointment reminders, to schedule changes, to emergency message notification. NotifyXpress helps strengthen customer relationships by proactively reaching out and providing information that your customers value.

## ...Unmatched Flexibility for System Administrators

*CallXpress is a favorite with administrators because of its flexibility, security, reliability and efficient architecture. CallXpress has also been designed to minimize the training and pain for both your administrative staff and users. These specific CallXpress features help make system administration more efficient and simple:*

### Deployment Flexibility

AVST offers four architectures of Unified Messaging: Server, Client, Secure and Simplified. Choose the architecture or mix of architectures that best fits your company's storage, access and security needs. CallXpress allows administrators to deploy any type and mix of unified messaging per user, as well as allowing a mix of unified messaging and traditional voice mail users on the same system. CallXpress has a flexible design that facilitates growth and helps manage your approach to compliance and confidentiality.

### Telephone User Interface (TUI) Emulation

AVST has invested heavily in the development of alternate user interfaces that can emulate the command structure of many popular first-generation voice mail systems. As a result, users need very little training to transition to CallXpress – and in many cases, they are not even aware of the change. Alternate user interface solutions for Octel® Aria®, Octel Serenade® (VMX), Avaya® INTUITY™ AUDIX®, Nortel® Meridian Mail, and Mitel® NuPoint with Centigram Interface are available.

### Secure IP-Telephony Transition

Moving from a traditional circuit-switched architecture to a packet-switched IP environment is no longer just a dream, but an achievable reality. That's because you no longer need to perform a massive technology refresh overnight, involving multiple sites. CallXpress supports over 250 traditional PBX and IP-based integrations, so you can transition from your existing technology at your pace. There's no need to rip out the old system all at once, unlike with competitive products.

### Global User Administration

Administrators of multiple, networked systems can simultaneously manage the subscriber and distribution list databases of all systems in the CallXpress network. Additions, changes, and deletions of subscriber mailboxes and distribution list mailboxes are performed from a single global view.



*Users don't need extensive training to use CallXpress - it emulates the telephone user interface of the most popular first-generation voice mail systems.*



For over 25 years, AVST has been shaping the evolution of communications, with more than 40,000 installations worldwide. So as the world of communications advances, you can be assured that AVST's award winning products have your future covered.

Applied Voice & Speech Technologies, Inc.  
27042 Towne Centre Drive, Suite 200 • Foothill Ranch, California 92610-2810  
Phone: (949) 699-2300 Toll free: (866) 368-0400 Fax: (949) 699-2301  
Website: [www.avst.com](http://www.avst.com) E-mail: [info@avst.com](mailto:info@avst.com)

© 2008 AVST. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of AVST. AVST products CallXpress, Seneca, SupportXpress, Unifying Communications and XpressCare are trademarks of AVST. All other company names, brand names, and product names are the property and/or trademarks of their respective companies. June 2008.