

Using UC to Maximise Productivity

In today's challenging environment, your organization needs to get more work done with less resources and time. That's exactly what CallXpress® 8 can help you do. This powerful Unified Communications platform turns your telephone system into a productivity tool. Your users and your business can communicate more efficiently, respond more quickly and cut down on wasted time.

So how does CallXpress help you and your company do more? CallXpress delivers a powerful suite of Unified Communications applications including advanced call processing, voicemail, unified messaging, personal assistant, fax, speech, and notification. These tools have been proven to transform productivity.

It's the most cost-effective solution on the market because it works with what you already have: your existing telephone system, e-mail system and data infrastructure. No other solution offers a higher level of interoperability. CallXpress allows you to leverage your existing investment and still increase productivity, rather than spend money to replace parts of your existing communications infrastructure.



CallXpress® Platform



UCConnect® Open Development Framework

Interoperability

TELEPHONY

E-MAIL

BUSINESS APPLICATIONS

PRESENCE AND LOCATION-BASED INFORMATION*

*Integration into popular enterprise presence servers coming soon.

CallXpress offers unprecedented interoperability and delivers advanced call processing, voicemail, unified messaging, personal assistant, fax, speech and notification capabilities. With CallXpress, an organization can protect and extend its existing data and telephony infrastructure investment – now and into the future.

Interoperability

- Supports over 400 Traditional TDM, IP-PBX, and Centrex Integrations
- Supports Multiple Telephony Integration Protocols Including SMDI, Digital Station Emulation, QSIG, CAS, SIP
- Simultaneously Integrates with Multiple Telephone Systems
- Supports Multiple and Disparate E-mail Clients and Stores
- Support for all Types of Data Network Topology

High Availability and Deployment Flexibility

- Multi-server Architecture to Minimize Points of Failure
- Survivability Achieved Using Port Distribution Across Multiple Call Servers
- Optional Neverfail Fully-synchronized, Uninterrupted Hot Standby System Server for High Availability and an Optional Neverfail Fully-synchronized Warm Standby System Server for Disaster Recovery
- Database Replication Protects Against Database Failures within a Single CallXpress System
- Distributed, Centralized, Hybrid Architecture Support
- Supports Dialogic Media Gateway or Remote Survivable Call Servers for Multi-site Locations

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)
- 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

Voicemail and Call Processing

- Full Set of Legacy Call Processing and Messaging Features
- Alternate Telephone User Interfaces (TUI) – Octel® Aria®, Octel Serenade® (VMX), Mitel® NuPoint with Centigram Interface, Avaya® INTUITY™ AUDIX®, Nortel® Meridian Mail, 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 and Japanese

Unified Messaging

- Integrates E-mail, Voicemail and Fax into a Single View
- Unified Messaging (UM) Access via Web Interface, Speech or DTMF via the Telephone, E-mail Client, and any Mobile Device
- UM E-mail Client Integration (Microsoft® Outlook®, IBM® Lotus® Notes®, Novell® GroupWise®, Mirapoint®, Google™ Gmail™ or any IMAP4 Compliant E-mail System)
- Text-to-Speech
- Voicemail-to-Text (subscription to 3rd party service required)
- Addresses Unified Messaging Issues with Compliance, Confidentiality and Capacity

Unified Messaging (Continued)

- Unified Messaging Architectures: Server-based, Client-based, Secure, and Simplified
- Unified Messaging Architecture Configurable per User
- Multi-language Client Support: Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Spanish and Swedish

Personal Assistant

- Presence and Availability
- Find-me / Follow-me
- Contact Access and Dialing (“Call Bob Harris”)
- Calendar Access and Management (“Get my appointments for today”)
- Call Waiting (whisper notification)
- Call Recording
- Continuous Connection
- Acknowledge, Call Divert and Call Transfer
- Missed Call Message Notification

Mobility

- Hands-free Mobile Access through Intelligent Voice User Interface (VUI)
 - Access and Message Management
 - Place Calls
 - Manage Incoming Calls
 - Maintain Mailbox Settings
 - Supported Languages: US English, UK English, and Australian English
- Single Number / Single Mailbox / Number Protection
- Unified Messaging
- Personal Assistant
- CallXpress Mobile Client

Fax

- True Unified Messaging with the Ability to Electronically Receive, Send and Manage Voice, Fax and E-mail at a Single Location
- With CallXpress Automated Attendant any Information Stored in a Fax Library is Available to your Customers Around the Clock
- Provides a Single Number for both Voice and Fax

Notification

- NotifyXpress™ Outbound Call Notification
 - Customized Announcements
 - Reporting

Message Notification

- MWI to the Telephone
- Outcall (Immediate or Daily)
- SMS
- E-mail

UCConnect® - Open Development Framework

- .NET Development Framework (SDK) to Rapidly Create Custom Applications
- Leverages the Extensibility of the CallXpress 8 platform to Enhance the Customer Experience and Streamline Business Processes
- Examples: Creating Call Processing, Notification and Alerting Applications or other Vertical Specific Applications

CallXpress 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 (1 IP + 2 TDM or 3 TDM), Maximum of 10 Telephony Integrations
- Maximum 40,000 Users of which 20,000 can be Unified Messaging/Personal Assistant Users

CallXpress 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 (1 IP + 2 TDM or 3 TDM)
- Maximum 5,000 Users

RightFax®

- Up to 1,024 Fax Channels

NotifyXpress

- Up to 48 NotifyXpress 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

Networking:

- VPIM, AMIS, Avaya Message Networking Server Support

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)

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