



CX-E 9

Features at a Glance

Executive Overview

CX-E has long been a popular Unified Communications solution deployed in customer premises-based data rooms and private cloud environments, used to help our customers accomplish their high availability, disaster recovery and centralization objectives. As customers look to UC as a Service (UCaaS) providers to host their communications solutions, AVST is seeing increasing demand for functionality that supports public cloud deployments.

CX-E 9 includes a number of new improvements intended to deliver increased scalability, improved security, support for multi-tenant configuration, and several features commonly requested by our customers.

Following is a summary of CX-E 9 new, deprecated, and discontinued features.

New Features

60,000 Users

CX-E now supports up to 60,000 users (+50%) per system. Can be networked for larger capacity.

60,000 Unified Messaging and Personal Assistant Users

The number of Unified Messaging (UM) and Personal Assistant (PA) users that CX-E supports has increased to 60,000 users each (+300%) to match the maximum number of CX-E system users.

800 Ports

The number of ports that CX-E supports has increased to 800 (+5%).

800 Speech Resources

The number of speech recognition (ASR) and text-to-speech (TTS) resources that CX-E supports has increased to 800 (+60%) to match the maximum number of ports.

Speech (ASR/TTS) resource licenses are required to use speech recognition.

5 Million Messages

CX-E supports up to 5 million (+500%) voice and fax messages in the CX-E message store on the system server.

Multi-tenancy

Up to 100 tenants can share the same system to help reduce hardware, maintenance and licensing costs as compared to separate systems for each tenant. Tenants are completely separate from each other with no ability to see or interact with other tenants on the system.

A Multi-tenancy license is required to have more than one tenant on the system.

Message Store Encryption

Previously, CX-E supported the encryption of messages in transit. It now supports the use of the Microsoft Windows Encrypting File System (EFS) for encrypting messages at rest on the System Server (in the message store) and on Call Servers (cached) for enhanced end-to-end message security.

Microsoft Exchange/Office 365 UM Forms

The message classes of voice and fax messages stored in Microsoft Exchange/Office 365 are now configurable. This allows them to be modified so that messages can be displayed in Outlook with the standard Microsoft UM forms as an alternative to the CX-E forms if desired.

A Unified Messaging license for each user is required to store messages in Microsoft Exchange/Office 365.

German Speech Recognition (ASR)

Users can now speak commands to CX-E in German, both in an automated attendant call processor or in the Voice User Interface of the user's mailbox.

Speech (ASR/TTS) resources are required to use speech recognition.

Message Waiting Indication with Google Gmail

CX-E can now light the message waiting lamp on a user's telephone when the user has unread voice messages stored in Gmail.

A Unified Messaging license for each user is required to store voice/fax messages in Gmail.

Call Recording in TeamQ

Call recording has been added to TeamQ®. The TeamQ administrator can set it up so that all calls are recorded all of the time or all calls to particular agents are recorded. Agents may also be given the option to save a recording of a call on-demand, such as if the call turns hostile or unusual in some way.

Note: Call recording will require that CX-E bridge/join the incoming call to the agent and remain in the middle for the entire duration of the call, thereby occupying two ports for every call in progress.

Send SMS Notifications using NotifyXpress

NotifyXpress® can now deliver information via a SMS text message. A notification campaign (control set) can consist of calls, SMS messages, or a mix of both. SMS support is outgoing only at this time.

A subscription to a third-party SMS service may be required for SMS notifications.

Reply All in the CX-E Original TUIs

The ability to reply to all recipients has been added to the CX-E *Original* and *Original – Alternate Addressing* telephone user interfaces (TUIs) for improved team/group messaging.

Private Messaging Enhancements

The following improvements have been made to the handling of messages marked private:

- The various TUIs will now all announce when a message is marked private up-front so that even if the recipient does not attempt to forward the message, they know to treat the contents of the message as confidential.
- A new configuration option controls whether or not the audio file for a private message will be attached to an email or SMS notification.
- A new configuration option controls whether or not a private message is forwarded when Automatic Message Forwarding is enabled.
- A caller can now mark a message as private when using the speech interface using the “change sensitivity” command.

Announcement of Auto Logon Mailbox Name

When an auto logon is triggered (direct call from a device associated with a user), the system will play the recorded name of the mailbox before prompting for security code. This should reduce the number of accidental lockouts by people who manage more than one mailbox.

Replaceable Security Code Prompt

The “Please enter your security code” prompt can now be replaced with a custom prompt, such as one that informs users that manage multiple mailboxes how to abort logon to their own mailbox and log in to another. For example, *“To log in to a different mailbox, press *# now. Otherwise, please enter your security code.”*

Control over Operator Prompting

A configuration option has been added that controls whether or not a caller will be given the option to transfer to an operator in places within the system that support that option. If an operator is available, the caller can still press zero or say “operator” to be transferred, but the system will not inform the caller that it is an available option.

Speech Calls Now Honor Auto Attendant Directory Setting

When a call has a speech resource allocated to it, and the caller accesses the automated attendant directory, the system will only recognize subscriber names that are configured to be included in that directory. Previously, it would recognize all subscriber names, ignoring the directory setting in subscriber mailboxes.

Create a New Message from the Intuity AUDIX TUI Forward/Respond Menu

AUDIX TUI users can now create a new message from within the Forward/Respond menu.

Tango Networks Accelerator SIP Integration

A new SIP integration has been added to CX-E for integration with a Tango Networks Accelerator telephone system.

Microsoft Hyper-V 2016

CX-E has been certified with Microsoft Hyper-V 2016 with CX-E running in a Windows Server 2008 R2 or Windows Server 2012 R2 virtual machine on a Windows Server 2016 host.

Note: Support for CX-E running on Windows Server 2016 is coming soon.

Neverfail 8.1

CX-E has been updated to use Neverfail 8.1 for High Availability and Disaster Recovery capabilities (i.e. System Server redundancy). Version 8.1 includes an all-new and much improved web-based user interface, performance improvements, improved integration with VMware vCenter, and expanded deployment options – physical-to-physical, Hyper-V and manual cloning.

Neverfail High Availability and/or Disaster Recovery licenses are required to use Neverfail.

Preview of New End-User Web Client

AVST is working on an all-new web client for end users that will ultimately replace Web PhoneManager (WPM). The new app has the following advantages over WPM:

- Uses HTML5 media so that it works on a wide-variety of devices, including Apple devices
- Responsive user interface that automatically adjusts its layout for best fit on the device's screen
- Improved message addressing
- Message recording via telephone, microphone or audio file upload
- Message playback speed control
- Desktop notifications alert you when new messages arrive

While message sending and receiving are both fully functional, *the app lacks the ability for users to configure mailbox settings*. As such, it is not intended to replace WPM for CX-E 9, but will in a future release. We are releasing this preview version for two reasons – 1) to get feedback on it and 2) many of your users may benefit greatly from some of the improvements listed above.

Please try it out and let us know your thoughts about it. Send feedback to ProductImprovement@avst.com.

Deprecated Features

A deprecated feature is one that is no longer developed. While the feature works and is supported, it will be discontinued in a future version of the product. As such, you should prepare to transition away from use of a deprecated feature.

Microsoft Exchange 2007 and Office 2007 Integration

Exchange 2007 and Office 2007 are at the end of their support lifecycle from Microsoft and are now deprecated. This is the last version of CX-E that will support either of them.

IBM Notes 8.0 Integration

Notes 8.0 is end of life and no longer supported by IBM. As such, this is the last version of CX-E that will support Note 8.0.

Kinesis Migration Utility

Kinesis reached end of support in February 2014. CX-E 9.0 will be the last version to support the migration of data from Kinesis over to CX-E.

Discontinued Features

A discontinued feature is one that has been removed from the product completely or is no longer supported.

Mitel MiTAI Integration

The Mitel MiTAI integration has been removed from CX-E. Before upgrading to this release, you must migrate to another integration type, such as the Mitel MiVoice Business SIP integration.

About AVST

With more than 30 years of continuous innovation, Applied Voice & Speech Technologies, Inc. (AVST) is a trusted developer of software-based Unified Communications solutions for businesses of all sizes. To learn more about AVST, please visit www.avst.com or you can follow us at [Twitter](#), [Facebook](#) or [LinkedIn](#).

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