



Broadest UC Interoperability to Future-Proof Your Organization

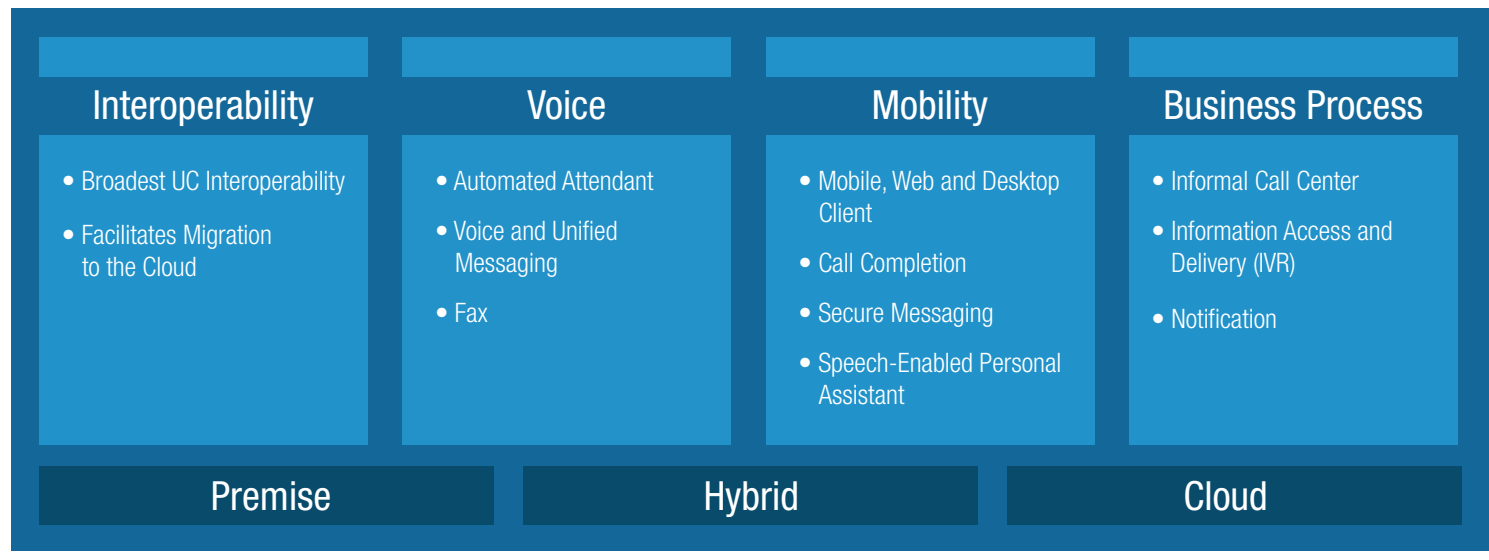
More than 1,600 healthcare organizations trust CX-E to enhance their communications systems.

WELCOME TO AVST - WELCOME TO INTEROPERABILITY

Considering an upgrade 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 organization: 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. With over 20 million users worldwide, AVST is Unifying Communications®



UC APPLICATIONS

<p>Unified Messaging</p> <ul style="list-style-type: none"> • Most Flexible and Secure UM Platform on the Market 20+ Years of Continuous Development • Deliver UM to Multiple Email Systems (<i>Premise and Public Cloud</i>): Microsoft Exchange, Office 365, IBM Notes, Google Gmail, Novell GroupWise or any IMAP4 Compliant Email Server • Flexible UM Storage to Meet Compliance Needs: Server, Client, Secure and Simplified UM • Integrates Email, Voicemail and Fax into a Single View • Access via Mobile Device, Email, Web Interface, Speech or DTMF Telephone • Voicemail-to-Text (<i>3rd party service</i>) • Text-to-Speech • Multi-Lingual Desktop Clients 	<p>Personal Assistant – Atom®</p> <ul style="list-style-type: none"> • First Enterprise-Class Context-Aware Personal Assistant: Atom • Optimal Call Completion <ul style="list-style-type: none"> » Calendar-Based Call Routing » Skype for Business Presence Status Call Routing » Location-Based Call Routing (<i>Geofencing and WiFi</i>) » User Schedule Call Routing • Secure Mobile Client for iPhone and Android • Unified Messaging • Speech-Enabled: “Call John Smith,” “Get new email,” “Get my calendar for today” • Presence Integration with Calendar/IM to Inform Callers of User Status • Call Screening: Accept, Send to Voicemail, Acknowledge, Transfer to Another Person/Device, Record Call • Multi-Lingual Support 	<p>Voicemail</p> <ul style="list-style-type: none"> • Most Feature-Rich Voicemail Platform: 1,000+ Features, 30+ Years of Continuous Development • More TUI Emulations than Any Other Voicemail Solution to Minimize End-User Retraining; Emulations Include Octel Aria, Octel/VMX Serenade, Mitel NuPoint with Centigram Interface, Avaya Intuity AUDIX, Nortel Meridian Mail/CallPilot, Adomo, AVST/Active Voice Kinesis and Repartee • Centralized Voice Messaging Across Multiple PBX Platforms • Only Enterprise-Class Independent Voicemail Solution for Microsoft Skype for Business 	<p>Call Center – TeamQ®</p> <ul style="list-style-type: none"> • Informal Call Center • Uniform Call Distribution (UCD)/ Automatic Call Distribution (ACD) • Agent Desktop Control with Informative Screen Pops • Agents Can Select Specific Call to Answer from the List of Queued Calls • Supervisor Interface • Reports
<p>Speech</p> <ul style="list-style-type: none"> • AVST is a Leader and Pioneer in Enterprise-Class Speech Recognition Applications – 15+ Years of Development • Speech-Enabled Atom • Speech-Enabled Automated Attendant 	<p>Fax – RightFax</p> <ul style="list-style-type: none"> • Integrates OpenText RightFax to Provide UM, Single Number Voice and Fax, Single Point of Administration, and Automated Attendant Fax Library 	<p>Automated Attendant</p> <ul style="list-style-type: none"> • Speech and DTMF Automated Attendant • Speech Directories by Department and Location • Supports Multiple Time Zones • Supports Different Menu Announcements: Holidays, Work Hours, Peak Calling Times 	<p>IVR – UCConnect®</p> <ul style="list-style-type: none"> • 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
			<p>Notification – NotifyXpress®</p> <ul style="list-style-type: none"> • Call Notification Services • Communicates Pre-Recorded Announcements • Customized Announcements (<i>Dates, Numbers, Monetary Amount, Names</i>) • Reports

UC PLATFORM

<p>Interoperability</p> <ul style="list-style-type: none"> • More Simultaneous Call Control (<i>PBX</i>) Integrations (<i>Premise or Cloud</i>) than Any Other UC Platform on the Market • 400+ Telephony Integrations to Avaya, Cisco, Microsoft, NEC, Mitel, Unify, BroadSoft, GENBAND and More • Supports Multiple Telephony Protocols: SIP, SMDI, Digital Station Emulation, QSIG, CAS • Delivers UM to Multiple Email Systems both Premise-based and Public Cloud • Business Application and Database Interoperability for IVR 	<p>Resiliency</p> <ul style="list-style-type: none"> • 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 	<p>Administration</p> <ul style="list-style-type: none"> • Single Point of User Administration • Mobile Administrative Client • Networking (<i>AMIS, VPIM, Avaya Message Networking Server Support</i>) • SNMP • Active Directory MMC Snap In • User Initiated Password Reset • IPv6 Support • Message Archiving (<i>3rd party</i>) • Migration Wizards for Kinesis and Repartee for Windows 	<p>Security</p> <ul style="list-style-type: none"> • Messages Marked Private Cannot Be Forwarded • Secure Mobile Client – Information is Stored on CX-E Behind the Firewall and Not on Mobile Device • Web Client Keeps Messages Out of Email • Secure SIP/RTSP
			<p>Presence</p> <ul style="list-style-type: none"> • 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

TECHNICAL SPECIFICATIONS

<p>Maximum Capacity for CX-E</p> <ul style="list-style-type: none"> • Up to 752 ports; Network for Larger Capacity • Up to 3 System Servers (<i>database</i>) and 20 Call Servers (<i>application</i>) • Integrate with up to 10 PBXs per Call Server • 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 • RightFax – Up to 1,024 Fax Channels 	<p>Operating System</p> <p>Server:</p> <ul style="list-style-type: none"> • Microsoft Windows Server 2012 R2 (<i>64-bit</i>) • Microsoft Windows Server 2008 R2 (<i>64-bit</i>) <p>Client:</p> <ul style="list-style-type: none"> • Windows 10 (<i>32-bit & 64 bit</i>) • Windows 8.1, 8 (<i>32-bit & 64-bit</i>) • Windows 7 Professional (<i>32-bit & 64-bit</i>) • Windows Vista Business (<i>32-bit</i>) 	<p>Email Access</p> <p>Server:</p> <ul style="list-style-type: none"> • 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 <p>Client:</p> <ul style="list-style-type: none"> • Microsoft Outlook 2016, 2013, 2010, 2007 • IBM Notes R9.0, R8.5, R8.0
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