



# CX-E Cloud

## Worry-Free Cloud Migration Meets Enterprise-Class UC Apps






Is today's cloud-first world driving you to move to a hosted environment? While it's an easy fit for startups or small companies, for medium and large enterprises – with existing premise telephony investments – migrating to the cloud requires careful planning. AVST is here to help.

With CX-E Cloud from AVST, you can preserve your capital, slash operational costs and migrate to the cloud over time.

Backed by 30+ years of experience, CX-E Cloud delivers enterprise-class UC applications hosted in secure data centers that are financially backed with a 99.999% SLA. Worry-free migration starts here.

### THE SKY'S THE LIMIT - PRODUCTIVITY APPS AT YOUR FINGERTIPS

CX-E Cloud changes the game for businesses looking for best-of-breed UC applications. Built on 30+ years of innovation, CX-E Cloud delivers secure voice messaging, automated attendant, unified messaging, mobile client, speech-enabled personal assistant, call center, IVR, and notification. CX-E Cloud gives your organization the same enterprise-grade features trusted by Fortune 500 companies, the largest public and private universities, and leading healthcare organizations.

Why CX-E Cloud				
<p><b>Applications</b></p>  <p>Enterprise-Grade UC Applications</p>	<p><b>Interoperability</b></p>  <p>Future-Proofs UC Investments: Premise to Cloud</p>	<p><b>Fixed Pricing</b></p>  <p>Monthly Pricing, OPEX</p>	<p><b>Reliability</b></p>  <p>Tier III Data Centers 99.999% SLA</p>	<p><b>Security</b></p>  <p>High Security to Keep CX-E Safe</p>

### DON'T LEAVE YOUR CRITICAL IT TELEPHONY INVESTMENTS BEHIND

CX-E Cloud integrates with all major IP telephony solutions, no matter where they are located – premise or cloud. Whether Alcatel-Lucent, Avaya, BroadSoft, Cisco, GENBAND, Microsoft, Mitel, ShoreTel or Unify – CX-E Cloud works with it. CX-E Cloud enables the centralization of its voice, mobile and business process applications across an evolving telephony environment.

### THE PEACE OF MIND YOU DESERVE - WORRY-FREE CLOUD INFRASTRUCTURE

Security. Data Protection. High Availability. It's more important now than ever before to know your business is protected. Rest assured, CX-E Cloud is hosted in tier III data centers from Intermedia. Guaranteeing 99.999% uptime, the data centers hosting CX-E Cloud have SSAE16 Type II compliance, are SOC 2 audited and aligned with ISO 27001, utilize redundant electrical and cooling infrastructure, verified levels of physical security, redundant internet service providers, and backups are performed nightly.

## CX-E CLOUD 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
- 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 and Voice Messages into a Single View
- Secure Voice Messages via Mobile Client and Web Client
- Voicemail-to-Text (*3rd party service*)
- Text-to-Speech
- Localized Clients

**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**

- Delivers IP telephony integrations to Alcatel-Lucent, Avaya, BroadSoft, Cisco, GENBAND, Microsoft, Mitel, ShoreTel and Unify
- 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, Google Gmail 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

## INTERMEDIA HOSTED DATA CENTERS

**Reliability**

**Availability**

- 99.999% uptime with a financially backed SLA
- Tier III data center
- Best-of-Breed compute, storage, network and virtualization components
- Redundant electrical and cooling infrastructure

**Compliance**

- SSAE16 Type II compliant data centers
- SOC 2 audited annually
- ISO 27001 aligned

**Security**

**Firewalls**

- VMware vShield Edge firewalls
- Self-service firewall management
- 5-tuple stateful inspection firewalls
- Inbound and outbound connection control

**Physical Security**

- Highly secure and reliable data center facilities
- Internal and external closed circuit television (CCTV) surveillance
- Biometric scanners control access to data center floor
- 24x7 on-site security staffing

**Network Security**

- Fully isolated tenant network for each customer
- Integrated perimeter firewall and site-to-site VPN services
- VPNs facilitate hybrid cloud scenarios between premise and cloud-based environments

