




Industry's Most Interoperable Unified Communications Platform










UNIFIED COMMUNICATIONS YOUR WAY

Do you have multiple vendors – Avaya®, Cisco®, Microsoft® – playing an important role in your IT/telephony environment? Is the private, hybrid or public cloud in your future? Would you like it all to work together for a powerful, Unified Communications (UC) solution?

Welcome to AVST. Welcome to interoperability. AVST's CX-E is the industry's most interoperable UC platform because it works with what you already have. Now, your existing call control solutions, email systems, mobile devices, presence engines and data infrastructure can all work in harmony. No other UC platform offers a higher level of interoperability. CX-E allows you to make the most of your existing and future UC infrastructure – it's UC your way.



Best-of-Breed UC Applications

ATOM				UCConnect®		TEAMQ	RightFax	NotifyXpress™
 Unified Messaging	 Personal Assistant	 Speech	 Voicemail	 Automated Attendant	 IVR	 Call Center	 Fax	 Notification

Broadest Interoperability Suite in the UC Market

Call Control/PBX	Email	IM/Presence	Calendar	Enterprise Data	Fax	Mobile Devices
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BUILT ON 30 YEARS OF INNOVATION

The sky's the limit when it comes to UC – interoperability is a critical first step but there's so much more. First introduced three decades ago, CX-E delivers best-of-breed UC applications including: unified messaging; personal assistant; speech recognition; mobile client for iPhone® and Android™; voicemail; automated attendant; IVR; call center; fax and notification. When it all comes together, you've got cutting edge UC applications delivered on the most interoperable UC platform in the industry.

With over 20 million users worldwide, AVST is Unifying Communications® across the private, hybrid and public cloud.

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 » Lync Presence Status Call Routing » Location-Based Call Routing (<i>Geofencing and WiFi</i>) » User Schedule Call Routing • Secure Mobile Client for iPhone® and Android™ • Mobile Number Protection • 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 Lync Enterprise Voice 	<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 – Certified on VMware® vSphere™ • 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 • Mobile Number Protection • Web Client Keeps Messages Out of Email • Secure SIP/RTP
			<p>Presence</p> <ul style="list-style-type: none"> • Federated Presence to Calendar: Microsoft Exchange/Office 365 and Google Calendar • Federated Presence to Microsoft Lync • 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 750 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 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 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 2013, 2010, 2007 • IBM Notes R9.0, R8.5, R8.0
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