

CallXpress supports an Octel emulation user interface

RELUCTANCE TO REPLACE OCTEL SYSTEMS

Many of the owners of the older Octel systems have often considered replacing their systems in order to gain some of the new functionality they desired, only to end up delaying the purchase. There have traditionally been three main reasons users have opted to remain with their older, less-functional systems rather than replace them with systems that could offer the newer unified messaging and mobility applications. The number one reason has been their reluctance to retrain all of their users on the voice mail telephone interface. Many users feel the loss of time involved in retraining their users and the high levels of frustration in their dealing with a new interface offset the value of any new solutions being offered. The second issue has been the fact that many of the older Octel systems in place today are networked together using the proprietary OctelNet™ analog networking protocol. Many users are unwilling to replace their older Octel systems if it meant the new system could no longer participate in the voice-messaging network. The final concern, as in most system replacements, was that of cost. While most users see the value in the newer applications, such as mobility and unified messaging, they remained unconvinced as to overall value of the new solutions being offered.

WHY CALLXPRESS?

CallXpress is not only the world's leading voice and unified messaging system, but it also offers a number of special solutions ideal for Octel users. For those users who feel that the effort of retraining their users is too expensive, CallXpress offers an Octel user emulation interface. This interface allows users to migrate to the CallXpress system and continue to use the same keystrokes to access and process their messages. For those sites where OctelNet networking has been deployed, users can purchase an Avaya Message Networking Gateway server along with their CallXpress system. Avaya Message Networking Gateway is a message networking format translator that allows a CallXpress system to participate in an OctelNet network. CallXpress supports integration to all of the telephone systems the user may have in their telephony network allowing CallXpress to be implemented as a standard throughout the enterprise. CallXpress also offers

the widest range of messaging, fax and mobility features to be found in the market today.

THE OCTEL EMULATION USER INTERFACE

CallXpress offers an alternative Telephone User Interface (TUI) that mimics the Octel Aria[®] and Octel Serenade[®] / VMX user interfaces. On a user-by-user basis, the system administrator can assign one of these interfaces to the new CallXpress subscribers. For a user migrating from an Octel system to a CallXpress system, this allows them to access their mailbox and process their messages using the same familiar DTMF commands. The CallXpress Octel Telephone User Interface uses most of the same commands to access messages, process messages, send new messages, access faxes and forward fax messages to a fax machine. The main area where the interface supports a different command set as compared to the Octel system is in PhoneManager, the section of the TUI where the subscribers maintain the settings for their mailboxes. Since CallXpress offers so much more in the way of functionality than the Octel system, it was necessary to maintain the CallXpress interface in this one area. Using the Octel Telephone User Interface greatly reduces the need to train migrating users on the basic voice and fax messaging functionality.

Administrators also have the option to configure the CallXpress system to handle incoming callers who wish to leave a message in the manner similar to the traditional Octel Aria systems.

AVAYA[®] MESSAGE NETWORKING GATEWAY

Avaya Message Networking Gateway is a voice and fax networking format translator designed to allow a CallXpress system to participate in existing OctelNet analog networks. With Avaya Message Networking Gateway, CallXpress can be used to replace an existing Octel system. CallXpress supports all of the OctelNet features including name and greeting propagation. When CallXpress is installed, no programming is required at any of the other locations on the network. No systems need to be changed, no users need to be retrained, etc. The CallXpress and Avaya Message Networking Gateway

installation is seamless. Once the Avaya Message Networking Gateway server and CallXpress system are in place, users on the Octel systems can send messages to the CallXpress users in exactly the same way they sent messages when they were on the Octel system. The CallXpress users can send messages to any of the Octel users on the network as well.

UNIFIED MESSAGING AND MOBILITY

CallXpress is a full featured unified communications system delivering advanced call processing, voice mail, unified messaging, notification, fax and speech-enabled personal assistant capabilities. It's voice messaging and call processing feature set offers customized front-end call handling, personal menus and advanced message notification. CallXpress offers a robust and reliable unified messaging solution that supports Microsoft® Exchange, Lotus® Notes®, and IMAP environments. The CallXpress unified messaging system includes the full functionality of RightFax, the world's leading network fax server, offering a full range of fax origination and messaging features. CallXpress can also be configured for communication with other fax servers. Using CallXpress, mobile users can listen to their voice messages, view their emails as well as forward their fax and e-mail messages (including most attachments) to any convenient fax machine. Mobile users can have their calls answered with a personal menu that offers callers options such as leaving a message, receiving a fax document, contacting their personal assistant, playing a recorded message (directions, hours of business, etc.) or transferring to their mobile phone. Remote users in a Citrix environment can access a full-featured CallXpress GUI on their desktop PCs, while CallXpress software resides on the Citrix server for easy deployment. CallXpress offers more applications for mobile employees than any other solution.

CALLXPRESS SPEECH SERVER

Powered by simple voice commands, CallXpress Speech Server using Seneca® technology uniquely connects callers to you and you to important information. With intuitive voice commands, there's no need to learn or memorize keypad procedures. Incoming callers simply tell Seneca the name of the person or department they're trying to reach, and the call is delivered to the appropriate extension. If the line goes unanswered, the caller can instruct the CallXpress Speech Server to try alternate numbers to "Locate" the person or department. In addition, speech commands allow users to listen to email messages and fax headers with text-to-speech technology. Email messages can be sent or replied to as a .wav file e-mail

attachment. In addition, users can automatically place calls through the CallXpress Speech Server by speaking the name of a Microsoft® Exchange Contact, or by speaking the desired phone number to call.

ADMINISTRATION AND NETWORKING

As well as offering a wide range of user functionality, CallXpress has been designed with the system administrator in mind. The CallXpress administration tools are all Microsoft Windows GUI-based, as well as offering support for Active Directory. The tools are intuitive to use and can be used across the user's local or wide area network. The CallXpress administration program can be used to maintain a single CallXpress system or all of the systems on the user's network. Administration duties can be divided allowing local administrators to maintain the users on their system while leaving the more experienced administrators to monitor the system's health and functionality. CallXpress supports both analog and digital networking for voice and fax messages (digital networking only). CallXpress also supports all of the major networking standards including AMIS and VPIM in addition to the OctelNet support mentioned earlier. Many of the networking programming changes can be set to automatically propagate across the user's network, reducing the amount of time needed to administer the system. CallXpress offers excellent security features including strong passwords with a minimum length, forced aging, and automatic mailbox lockout after unsuccessful login attempts. Administrators also have a choice of storage options. CallXpress stores all messages on the e-mail server (such as Exchange or Domino). However, with the Integrated Client Access Capability, administrators can choose to have voicemail and FAX messages stored on the CallXpress server, while cached copies are temporarily saved on the user's e-mail client to minimize network traffic.

FOR MORE INFORMATION

For over 25 years, AVST has been shaping the evolution of communication, with more than 40,000 installations worldwide. Our award-winning CallXpress solution has been unifying communications for companies all over the world. So as the world of enterprise communications advances, you can rest assured that AVST has your future covered. To learn more visit www.avst.com or contact us at +1.949.699.2300.

