

AVST Advanced Messaging Solutions

Improve Your Control Over Communications



AVST
CallXpress®

*Staying on
Top of
Communications*



To succeed in today's accelerated business environment, you must respond swiftly to opportunities and requests, from both customers and colleagues. AVST CallXpress® Advanced Messaging can give you that competitive edge. With state-of-the-art features like notification, networking and fax-on-demand, our voice messaging solutions allow you to maximize employee productivity and provide superior customer service.

CallXpress Advanced Messaging also offers the industry's simplest management: unlike many messaging products, our solutions are based on the popular Microsoft Windows® platform, so your employees don't have to learn a new skill set. And, you have room to grow: CallXpress Advanced Messaging scales up to 144 ports, integrates with both circuit based and IP switches, and can easily be upgraded to an AVST unified messaging solution.

Streamlining your communications with AVST will help your company perform its best—not just today but for years to come.

Gain Greater Control of Voice Messages

With CallXpress Advanced Messaging, you can zero in on the voice message you need, without sifting through your whole mailbox. Choose which messages to listen to first: oldest, newest, urgent messages, or those sent by a specific caller. Process multiple messages with a single command, or bookmark a spot in a message with one keystroke. Responding is faster, too: just touch a button and CallXpress Advanced Messaging will automatically dial the caller back, so you can speak in real-time. And, for those working across different time zones, CallXpress Advanced Messaging automatically adjusts the time and date of each incoming message to the subscriber's selected time zone.

Leave the Office without Losing Touch

Have you ever had to dial in over and over to see if a critical call has come in? Or lost a customer sale because they didn't receive a response in a timely manner? With CallXpress Advanced Messaging, you'll never have to miss an important message again. Its user-friendly notification capability allows you to provide up to nine alternative contact numbers and instruct the system to notify you when a particular type of call comes in, so you can respond immediately.

Improve Customers' Experience

With CallXpress Advanced Messaging, you'll be able to give your customers a wide range of service options when they call in. You can allow them to quickly access pre-recorded information such as your hours of operation and street address, request that data sheets be faxed to them, or reach an extension of their choice—24 hours a day. Your employees can also tailor their own incoming call menus, giving callers extended options such as holding, transferring to a co-worker, or trying the employee on a cell phone or pager. And, if you serve a multicultural or international constituency, CallXpress Advanced Messaging allows you to provide prompts in up to five different languages.

Increase Productivity

CallXpress offers Seneca™, a speech-enabled call management module. Seneca dramatically improves the success rate for person-to-person calls through a voice-driven automated attendant system—one of many capabilities that lead to increased productivity. Seneca allows users to: complete all calls in one call, to respond to voice, e-mail and fax messages any time, anywhere and to focus on profitable tasks rather than unproductive rounds of phone tag.

Minimize Your IT Burden

A good number of voice messaging systems are based on proprietary technology, which does not support open standards and requires a unique, specialized skill set to administer. In contrast, CallXpress Advanced Messaging is based on Microsoft Windows. Integration is easy, and employees can administer the system from any Windows workstation on the network.

Reduce Training and Administrative Demands

CallXpress Advanced Messaging can be introduced to your staff with little or no training from your system administrator. All AVST mes-

saging systems include a subscriber tutorial that walks new users through creating their mailboxes, recording personal greetings, and setting their security code. And, when employees need to change their personal mailbox options, there's no need to involve your IT team: employees can make the changes themselves.

Bridge Multiple Locations

If you have more than one business site—whether across the street or on another continent—you'll be able to link it into the same messaging system, using the optional Networking module. Since AVST solutions support analog and digital networking formats, as well as the industry standard AMIS and VPIM profiles, you can also network CallXpress Advanced Messaging with other vendors' messaging systems.

AVST also saves your IT team considerable time and effort in administering networked sites, through its Global User Administration module. With this optional capability, your administrators will be able to see all network systems and user accounts in a single, unified view, and perform administrative changes across multiple systems simultaneously. AVST also supports digital networking with automatic synchronization of user and server data across the Internet.

Sustain Your Investment

As your company grows and your IT infrastructure evolves, your investment in CallXpress Advanced Messaging will continue to pay off. If you migrate from a circuit-based switch to an IP switch, CallXpress Advanced Messaging can migrate right along with you, since AVST applications integrate with over 250 PBX switches, both analog and digital. And, when you are ready for an enterprise-level messaging solution, you'll be able to implement it at a significantly lower total cost of ownership by seamlessly upgrading to an AVST Unified Messaging solution—providing access to various message types via a single interface.



Applied Voice & Speech Technologies, Inc. ("AVST") is a leader in the unified communications ("UC") marketplace uniquely combining the strengths of its world-class messaging platform, CallXpress®, with its speech-enabled call management module, Seneca™, to create a powerful, next-generation unified communications solution. The Company's products are designed to scale and support organizations of all sizes.

For more information please contact us at: www.avstgroup.com or +1.949.699.2300.