



CallXpress[®]

UNIFYING COMMUNICATIONS

AVST

At AVST, our goal is to make our customers more productive and efficient. Here are just a few of the responses we've received from users of our CallXpress product:

"We have production teams in the field all around the world. So the ability to access e-mail, fax and voice mail in one location is key. It keeps our focus on work, and not on the distractions of figuring out communication technologies. CallXpress made this a reality and is now an indispensable part of our infrastructure." Banyan Productions

"Since we installed CallXpress, end users are happier, my job as an administrator has become easier, and there are zero issues with reliability." John Carroll University

"One of the reasons we chose CallXpress was because it is independent, and works with almost all traditional and IP telephone systems and is therefore future-proof." Lewis Silkin

"CallXpress offered a telephone user interface that was nearly identical to our cell phones. That has made it easier for our faculty and staff to use CallXpress. And CallXpress was able to be implemented under tight deadlines. We love the system." Cal State University, East Bay





COMMUNICATIONS

For A Better Communications Solution, Call On CallXpress®.

When it's time to replace your outdated voice mail system, you want a solution that delivers new, productivity-enhancing capabilities to your workforce. A solution customized to your environment. And of course, you want a solution that helps you painlessly transition to an IP world.

That's CallXpress® from AVST. Respected industry experts recognize that AVST offers the most flexible and economical solution for the enterprise market, with over 35,000 systems sold over the past 24 years. CallXpress delivers advanced voice mail, call processing, unified messaging, fax and speech capabilities to help your business become more productive.

Those who adopt unified communications have a tremendous advantage over those who don't—including increased mobility and productivity, better customer service and lower costs. Thousands of companies have already streamlined their corporate communications with CallXpress.

CallXpress Product Family

CallXpress Unified Communications Platform

Voice Mail

Call Processing
IVR
Automated Attendant
Message Notification
4-192 ports
Multilanguage Support
20,000 VM Users per Server

Unified Messaging

UM Client Integration
Text-to-Speech
4-192 ports
10,000 UM Users per Server

Speech

Voice Commands for:
Automated Attendant
Contact Dialing
Message Management
Calendar
4-48 ports
10,000 users
Personal Assistant

Fax

Desktop Faxing
Inbound and Outbound Fax
Broadcast
UM Client Integration
1-48 channels

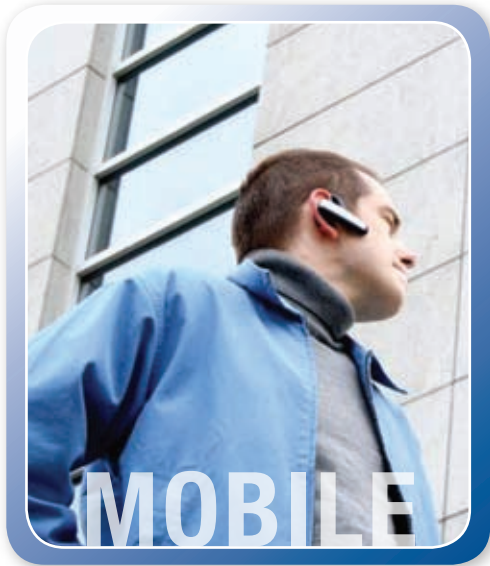
At your desk or on the go, you can manage all of your messages from a single interface using common commands.



CallXpress Brings It All Together So You Can

...Stay In Touch While On The Go

With CallXpress you can manage your voice, fax and e-mail messages from any location at any time—via laptop, telephone, cell phone or the Internet. On the road to your next appointment? No problem. Just pick up your mobile device, follow the simple touch tone or voice commands and, using text-to-speech technology, CallXpress gives you instant access to all of your messages. Even e-mail and fax messages.



Anytime. Anywhere. Important messages are only a quick connection away with CallXpress. You can even listen to your e-mail messages and respond by voice.

...Accomplish More In Less Time

Each day, the average office worker handles numerous calls and nearly 200 messages in a variety of formats. With CallXpress, you can reduce the amount of time it takes to manage those messages by up to 70 percent*. Here are a few features of CallXpress that deliver greater productivity.

* Based on COMgroup Unified Messaging Time Savings Study

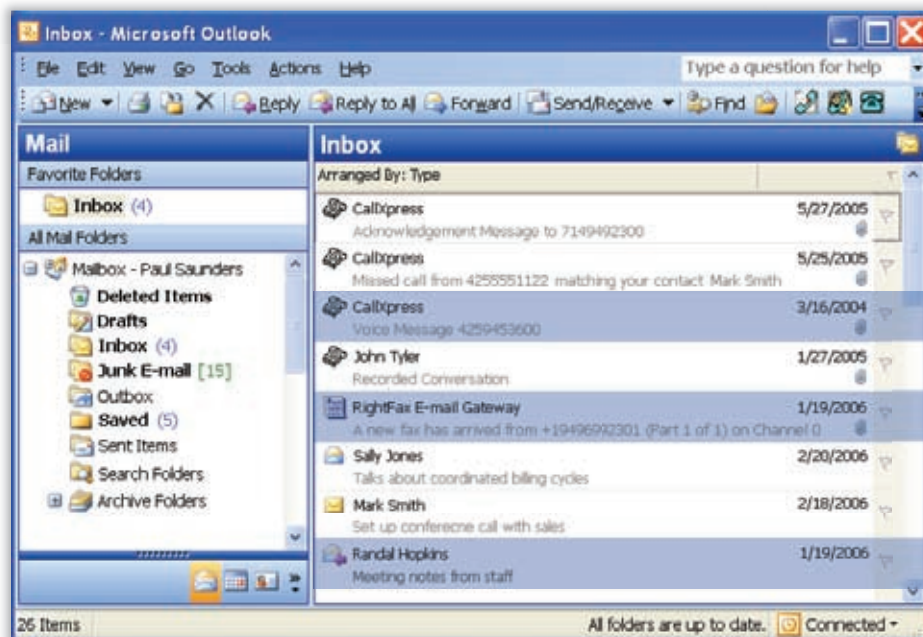
Speech-Enabled Personal Assistant

Being out of the office doesn't have to mean being out of touch. Using the very latest state-of-the-art speech recognition technology, the CallXpress Speech Server acts as a personal assistant, directing your calls to you wherever you are—at your desk, in your car or at your home office.

Your speech-enabled personal assistant also lets you retrieve, respond to and create new e-mail messages; retrieve Microsoft® Exchange contact numbers; place outbound calls; put calls on hold; receive multiple inbound calls; and schedule meetings all on a single call. And with the built-in directory service, you can call co-workers without looking up their extensions or waiting for an operator to direct your call. You simply speak the name of the person you wish to call, and the CallXpress Speech Server connects you for real-time collaboration.

Unified Messaging

For even greater productivity, all of your messages—voice, fax and e-mail—appear in your Microsoft Outlook®, Lotus® Notes®, or other IMAP4-compatible e-mail inbox. Messages can be prioritized easily and accessed in any order. No longer will you have to dig through all your voice messages just to get to the important ones. The end result: less time managing your messages and more time acting on them.



With CallXpress, all voice, fax, and e-mail messages can be accessed through Microsoft Outlook, Lotus Notes, Novell® GroupWise® or any other IMAP4-compatible e-mail system.

Voice

Fax

E-mail



...Be More Responsive To Your Customers

Quick, responsive customer service requires advanced technology. CallXpress gives you that edge with three important features:

Advanced Voice Mail

At the core of CallXpress is an advanced voice mail system that answers your calls when you can't, and your personalized messages can let callers know if you're on another call, away from your desk or out of the office. It can also route customers to self-service applications when you can't talk to them in person.

Automated Attendant

With the CallXpress automated attendant, any information stored in a database can be spoken or faxed to your customers via Interactive Voice Response (IVR). So instead of getting a busy signal or being put on hold, your customers have automatic access to accurate information, 24 hours a day—allowing you to increase customer satisfaction without increasing staff costs. And that leads to long-term, profitable relationships with your customers.

Message Notification

Never miss another urgent call or message, no matter where you are. With CallXpress Message Notification, when a new message is received, an alert is sent right to your pager, telephone, mobile or any SMS-capable device. Choose how you'd like to be notified—via a daily message reminder, immediate message or SMS notification—and even set up filters based on a specific sender or message type (i.e. voice, fax or e-mail).



Users don't need extensive training to use CallXpress - it emulates the telephone user interface of the most popular first generation voice mail systems.

...Upgrade Without Overextending

At AVST, we understand the full spectrum costs involved in transitioning from a first-generation voice mail system. We want to minimize the training and pain for both your users and your administrative staff. So we've designed CallXpress with these features:

Telephone User Interface (TUI) Emulation

We've invested heavily in the development of alternate user interfaces that can emulate the command structure of many popular first generation voice mail systems. As a result, users need very little training to transition to CallXpress – and in many cases, they are not even aware of the change. Currently, we offer alternate user interface solutions for Octel® Aria®, Octel Serenade® (VMX), Avaya® INTUITY™ AUDIX®, and Mitel® NuPoint with Centigram Interface.

Secure IP-Telephony Transition

Moving from traditional circuit-switched architecture to a packet-switched IP environment is no longer just a dream, but an achievable reality. That's because you no longer need to perform a massive technology refresh overnight, involving multiple sites. CallXpress supports over 250 traditional PBX and IP-based integrations, so you can transition from your existing technology at your place. There's no need to rip out the old system all at once, unlike competitive products.



For over 20 years, AVST has been shaping the evolution of communication, with more than 35,000 customers. 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:

Applied Voice & Speech Technologies, Inc.
27042 Towne Centre Drive, Suite 200
Foothill Ranch, California 92610-2810
Phone: (949) 699-2300

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