



NEWS RELEASE

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Voice enabled Unified Communications from Avanquest Solutions

[Avanquest Solutions](#) launches the latest Unified Communications solution – [CallXpress 8](#). CallXpress works with your existing voice infrastructure, pulling the technologies together so you can receive all email, fax via email, phone and SMS messages in one place - your email environment. And because it is voice enabled, it listens to what you say!

The integrated hands free Speech Dialler, which is a new benefit in CallXpress 8, is a speech recognition and voice user interface which allows you to access and manage your inbox and connect with the person you want to communicate with (be that by voice, email, fax or text) without manual intervention.

The sophistication of mobile devices and networks has created an environment where users expect to be connected and productive wherever they are. For this to be possible, users must have access to the same productivity tools on their mobile devices as they have on their desktop computers.

CallXpress 8 has been developed specifically for mobile employees. Never miss a message. CallXpress 8 will notify you of new voice or fax messages via email, phone call or SMS.

Because CallXpress is switch independent (compatibility with more than 250 TDM, IP-PBX, and Centrex integrations with the ability to support up to 10 switches on a CallXpress system) it 'builds' on your current communications infrastructure, enhancing productivity without breaking the budget.

According to Gartner analyst Bern Elliot, "Enterprises must ensure that the communications solutions they invest in are interoperable."

Mike Rae, Sales Director at Avanquest Solutions said, "Being able to leverage your existing telephony investments with software that centralises all voicemail and communications to a single point of administration improves business efficiency and enhances the bottom line."

"CallXpress is already helping organisations like the NHS to deliver a better service through improved communications. GP surgeries are able to connect directly to speak to clinics, specialists or technicians at the press of a button, and fax and email messages directly from Microsoft Outlook®" said Mike Rae.

Other Features of CallXpress 8 include:

- Interoperability and Advanced Call processing

- Personal Assistant utilises schedule based presence and availability, “Find Me Follow Me” functionality, whisper call waiting, call recording and advanced call screening, allowing you to call and manage contacts, manage your calendar and improve communications
- High Availability and Disaster Recovery with a System Server + fully synchronised hot standby Neverfail.

Editors notes:

Further information on Unified Communications solutions and CallXpress 8 can be found at <http://www.avanquest-solutions.co.uk/callxpress>

Mike Rae is available for comment. His image can be downloaded at <http://www.avanquest-solutions.co.uk/press/index.php>

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