

Sales Tool

CallXpress[®] 8.2 Features at a Glance

November 2011



CallXpress 8.2 – Features at a Glance

Architecture

Feature	Functionality	Benefits	Location in CallXpress
Administration	Improved internationalization support	Enhanced support for a broader range of international characters	Administration
Client Applications	SSL support	All client applications now support SSL for secure communication between the client and the CallXpress server	Client Applications
Speech Recognition	Improved the Max No Match Retries and Max Mismatch Retries counters in the Call Processor mailbox so that one does not reset the other	Eliminates the possibility to exceed either counter when there is a mix of the two types of recognition errors	Call Processor Mailbox
Live Update	An application that is used to download and install patches	<ul style="list-style-type: none"> • Notifies you of patches as they become available • Can be configured to automatically download (but not install) patches to minimize manual effort involved 	Live Update

Integrations

Feature	Functionality	Benefits	Location in CallXpress
Aculab® Integrations	Updated drivers to include both 32-bit (x86) and 64-bit (x64) drivers	Allows Aculab-based integrations to be used with Call Servers running on top of Windows Server® 2008 R2	All Aculab-based integrations
Avaya® Aura® Communication Manager	Added a SIP trunk integration for Communication Manager with Session Manager	Customers can now choose between using a SIP trunk or SIP stations for integration	CallXpress Configuration



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Feature	Functionality	Benefits	Location in CallXpress
Avaya IP Office	Added a SIP integration for Avaya IP Office	CallXpress is now able to integrate with an Avaya IP Office PBX.	CallXpress Configuration
Intelligent Gateway for Microsoft® OCS/Lync™	CallXpress can be used as a gateway between any PBX CallXpress supports and Microsoft OCS/Lync	<ul style="list-style-type: none"> • Allows customers to leverage the VoIP capabilities of OCS/Lync with their existing PBX • Route incoming calls to subscribers' OCS/Lync client • Subscribers can make external calls from their OCS/Lync client • Nothing to install on subscribers' workstations 	CallXpress Configuration
Mitel® MiTAI	Updated to the MiTAI 4.x SDK with both 32-bit (x86) and 64-bit (x64) support	<ul style="list-style-type: none"> • Allows MiTAI integrations to be used with Call Servers running on top of Windows Server 2008 R2 • Add Mitel resiliency support 	CallXpress Configuration
ShoreTel® ShoreGear®	Added a SIP integration for ShoreTel ShoreGear	CallXpress is now able to integrate with a ShoreTel ShoreGear PBX	CallXpress Configuration

Subscriber Mailbox

Feature	Functionality	Benefits	Location in CallXpress
Contact Dialing	Calling a contact with multiple devices will now announce the chosen device	Improves usability by providing feedback to the subscriber that the system is calling the correct device	Voice User Interface (VUI)



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Feature	Functionality	Benefits	Location in CallXpress
Dial Plan	International dialing control	Customers can now place restrictions on long distance and international calls separately	Administration
Template Edit	You can now use the Template Edit command to modify MWI and SMDI Prefix	Improved usability and reduced administrative costs	Administration

Unified Messaging (UM)

Feature	Functionality	Benefits	Location in CallXpress
AVST Mobile	<p>A mobile application for Android™ and iPhone® that allows subscribers to:</p> <ul style="list-style-type: none"> • Manage their business calls, contacts and call history • Visually screen incoming calls • Update their availability • Visually access their voice messages • Change their greeting and other mailbox settings 	<ul style="list-style-type: none"> • Increases personal productivity while on the move • Native applications for Android and iPhone that look and feel like an Android or iPhone application • Provides mobile number protection • Separates business and personal communications • Reduces costs by placing outgoing calls through the company's telephone system instead of costly mobile carriers • Visual call screening allows subscribers to make more informed decisions on how best to handle each incoming call 	AVST Mobile
IMAP	Update IMAP Libraries	Better support for multiple SMTP providers	CallXpress Configuration / Administration



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Messaging Diagnostics Tool	Checks connectivity between CallXpress and the e-mail server	Helps to identify configuration and performance issues	Messaging Diagnostics Tool
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Web PhoneManager (WPM)

Feature	Functionality	Benefits	Location in CallXpress
Google Chrome™	The Google Chrome web browser is now supported for use with WPM	Support for Google’s web browser which is rapidly gaining market share	Web PhoneManager
Security Code Reset	Subscribers can now use WPM to reset their mailbox security code	<ul style="list-style-type: none"> Reduces administrative overhead by allowing subscribers to reset their own security code 	Web PhoneManager
TUI/VUI Self Select	Subscribers can now use WPM to select between their designated TUI (DTMF) or the VUI (speech)	<ul style="list-style-type: none"> Allows subscribers the freedom to choose the interface that works best for them Reduces the administrative overhead of switching users from DTMF to speech or vice versa 	Web PhoneManager

Reports

Feature	Functionality	Benefits	Location in CallXpress
Mailbox Information Report	Shows the subscriber’s e-mail address located on the Main tab of their Subscriber mailbox	Ability to run a report that shows the subscriber’s e-mail address	Reports



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