

Product overview

OpenText CX-E Voice

Secure enterprise voice applications for an efficient, resilient, responsive business.



Empower the Mobile/Telework Office



Modernize Business Communications with Speech Recognition



Deploy Secure, Stress-Free Voice Applications



Rely on Enterprise-Class Architecture On-Premises or in the Cloud

The phone remains the backbone of internal, B2C, and B2B communications. Even in the age of text messages, video chats, and email, organizations can't afford to miss important phone calls and voice messages. Customers have come to expect fast responses and a modern, intuitive user experience. Organizations need a way to mobilize and modernize voice communications with interoperable solutions to avoid an expensive "rip & replace."

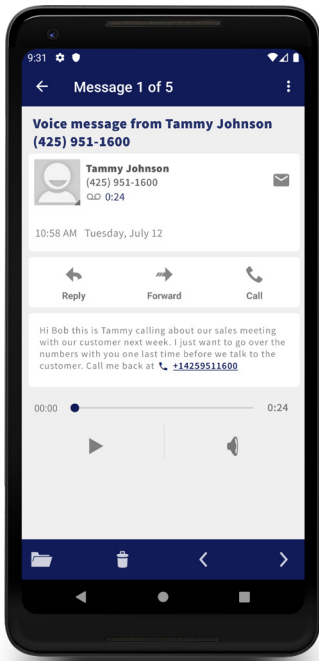
OpenText™ CX-E Voice brings next generation voice applications to any communications environment—Unified Messaging, Transcription, Personal Assistant, Call Center, Speech-enabled Directory and Automated Attendant, Secure Voicemail, IVR, Outbound Call and Text Campaigns, and more. A highly modular solution, CX-E is designed so organizations purchase only the applications that they need.

It doesn't matter if IT departments have deployed Avaya, Cisco, Google, Microsoft, Mitel, NEC or other vendors' solutions, and whether they're on-premises, cloud, or hybrid. CX-E's industry-leading UC interoperability allows IT departments to dramatically expand what their systems can do without the massive cost of ripping & replacing existing PBX and email infrastructure.

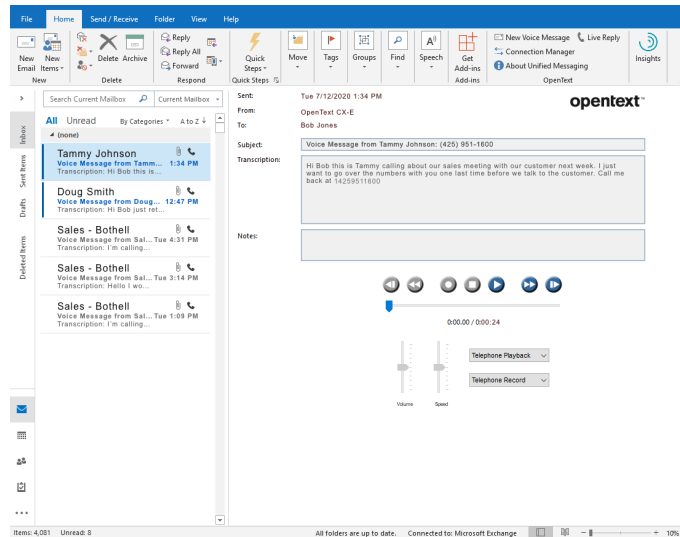
Empower the mobile/telework office

Whether home or on the road, staff have never been more independent from physical office space. CX-E delivers the most sought-after mobile features to dramatically increase call completion and keep employees connected to the office.

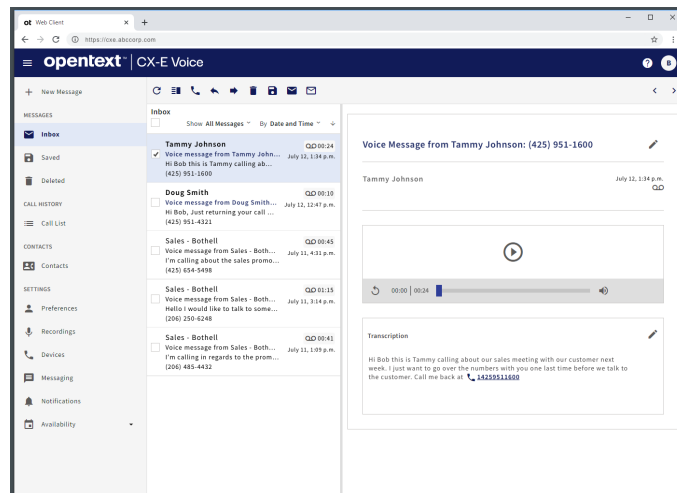
- Intelligent Call Routing
- Speech-Enabled Personal Assistant
- Unified Messaging
- Mobile and Web Client
- Mobile Number Protection
- Single Number Reach
- Missed Call Notification
- Advanced Call Screening
- Mobile Administration
- Remote Agent Call Center



Mobile Client



Email Unified Messaging



Web Client

"With hands-free driving laws, Speech-Enablement was a top priority as many visitors are calling into Navy Pier while driving. CX-E was the perfect fit, blending sophisticated Call Processing, Speech-Enabled Automated Attendant and Directories."

Chuck Sansone
Director of IT
Navy Pier

[Read the full Success story](#)

"All life safety systems must have a high level of redundancy. CX-E is that unflappable workhorse that we don't have to think too much about. It just works."

David Parker
Director of IT Service Continuity
Alaska Native Tribal Health Consortium

[Read the full Success story](#)

"Not only did CX-E meet all of our initial requirements, it was hands-down the easiest to administer."

Steve Mack
University of Washington
Manager of Telecom Operations

[Read the full Success story](#)

Modernize business communications with speech recognition

Speaking is 3x faster than typing and much safer while driving. Ask CX-E Personal Assistant to "Call John Smith", "Get New Messages" or "Schedule a meeting at 2 pm".

Reduce operational costs while providing accessible, satisfying self-servicing options to callers. CX-E speech-enabled Automated Attendants and directories allow staff to take care of other tasks. Caller frustration is reduced by allowing them to simply say the name of the person or department they wish to reach.










Deploy secure, stress-free voice applications

CX-E is an easy replacement for unified messaging/voicemail systems, as it can be integrated with your existing PBX. CX-E secure/encrypted voice messaging is ideal for organizations in highly regulated industries such as healthcare, education, legal, finance, and government.

Rely on enterprise-class architecture on-premises or in the cloud

While preventing downtime of your most critical voice applications, CX-E enterprise-class architecture offers:

- Two deployment models: On-Premises and Cloud
- Virtualization through VMware vSphere and Microsoft Hyper-V
- Single Administration environment for applications
- Multi-tenancy capabilities
- 60,000 subscribers

 On-Premises	 Cloud
 Survivability Multiple Call Servers	 Hosted in Tier III Data Centers from Intermedia
 High Availability Hot-Standby Secondary System Servers	 99.9% SLA
 Disaster Recovery Warm-Standby Offsite Tertiary System Servers	 Nightly Backups
	 Redundant Architecture

CX-E is the only PBX agnostic voice messaging solution continuously enhanced for 35+ years. That's why 24,000+ organizations—including the best hospitals, largest public and private universities, major government agencies and multinational companies worldwide—have turned to CX-E to help advance their communications for the future.

[CX-E Voice Product Page](#)

[CX-E Voice Overview Video](#)

[CX-E TeamQ Overview Video](#)

CX-E Voicemail	CX-E Unified Messaging	CX-E Personal Assistant	CX-E Directory	CX-E TeamQ	CX-E IVR	CX-E Notify
Speech Recognition • Mobility • Transcription • Federation • Location-Awareness • Security/Encryption						
Interoperability		PBX Alcatel-Lucent Broadsoft Mitel	Avaya Cisco NEC Ribbon	Microsoft Unify	Email Microsoft Exchange Gmail Office 365	IBM Notes

- OpenText™ Professional Services
- OpenText™ Managed Services
- OpenText™ Learning Services

Voicemail

- Message Security/Encryption
- Access via VUI, TUI, Mobile Client, Email and Web Client
- Voicemail Transcription

Unified Messaging

- Exchange, Office 365, Gmail Integration
- Click-to-call from the Inbox or Contacts
- Storage Options for Compliance/Confidentiality

Personal Assistant

- Speech-Enabled
- Call Screening
- Contact/Calendar Federation

Directory

- Speech-Enabled
- Automated Attendant
- Corporate Directories

TeamQ

- Call Center
- Group Queuing

IVR

- Self-Service
- Data Dip

Notify

- Outbound Text and Call Campaigns

Interoperability

- Integration to Avaya, Cisco, Google, NEC, Microsoft, Mitel and more
- PBX and Email Investment Protection
- Feature Parity Between Different PBXs



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