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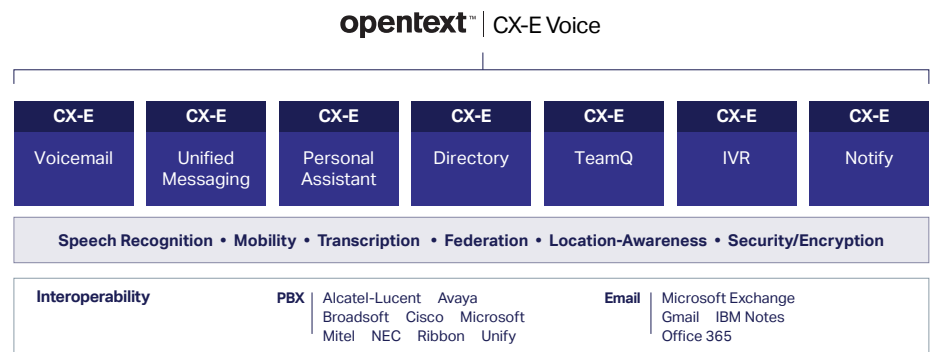
OpenText™ CX-E Voice 21.2

Features at a Glance

The following is a summary of OpenText CX-E Voice 21.2 new features, qualifications, deprecated and discontinued features.

OpenText™ CX-E Voice delivers secure enterprise voice applications - Unified Messaging, Transcription, Personal Assistant, Call Center, Speech-enabled Directory and Automated Attendant, Voicemail, IVR, Outbound Call and Text Campaigns.

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.

CX-E 21.2 enhances the mobile/remote worker user experience though the addition of a Microsoft Teams integration, new Speech Recognition tools and enhancements to the Web Client user experience and more.

opentext™ | CX-E Voice

CX-E	CX-E	CX-E	CX-E	CX-E	CX-E	CX-E
Voicemail	Unified Messaging	Personal Assistant	Directory	TeamQ	IVR	Notify

Speech Recognition • Mobility • Transcription • Federation • Location-Awareness • Security/Encryption

Interoperability	**PBX**	Alcatel-Lucent Avaya Broadsoft Cisco Microsoft Mitel NEC Ribbon Unify	**Email**	Microsoft Exchange Gmail IBM Notes Office 365

New Features in CX-E Voice 21.2

Microsoft Teams Integration

Microsoft Teams integration allows for CX-E to integrate with Teams, using the Session Initiation Protocol (SIP) via AudioCodes Mediant SBC. The supported call types are Microsoft Teams to Microsoft Teams calls and calls originating outside of Microsoft Teams. Other supported functionality includes if a Microsoft Teams call is not answered, the call is forwarded to CX-E. After the personal greeting is played, a caller can leave a voicemail. When a voicemail is available in CX-E, a Microsoft Teams message is posted, and the WAV files of the voicemail is available for playback. If transcription is enabled in CX-E, then a transcript will be present in the Microsoft Teams message. A user can access Exchange via Telephone User Interface and Voice User Interface and manage messages sent via CX-E to Exchange and messages sent by Cloud Voicemail. A user can leave a message via the Telephone User Interface and the message will then appear in Microsoft Teams.

Speech Recognition Explorer

The Speech Recognition Explorer tool allows technical administrators a way to tune speech to reduce recognition failures. The tool is accessible through a web-based interface. The Speech Recognition Explorer tool allows technical administrators to search for calls, play back utterance audio, and view details of each call including information such as: date, time, recognition reason, phrase, and confidence value. Technical administrators can also export a file of the information found in their search.

Auto Attendant Recognition Status Report

The Auto Attendant Recognition Status report allows administrators the ability to report on recognition statistics and gain a better understanding of how their system is doing on a holistic level. The report is accessible through a web-based interface. The Auto Attendant Recognition Status Report includes the following information: Actions (such as whether a caller hung-up or transferred), Speech Events (such as final mismatch or final time-out), Number of calls for each auto attendant, and a roll-up of all calls. Administrators can download and export the report as a CSV or XML file.

Configurable Color Scheme for Web Client

For those who would like to customize their Web Client to display a specific color theme, administrators can now configure the color scheme for Web Client. This setting is available in the config-app and administrators can either enter a custom color to create a color theme or choose from a color palette to apply a color theme.

Various minor enhancements to Web Client

Minor enhancements to Web Client include:

- The ability to upload recordings so users do not need to record every single custom greeting/announcement directly into the application.

- A purged message icon has been added so users have an indication of which messages have been purged and therefore, have limited capabilities.

- The ability view/edit daily schedule overrides, so users do not have to redo their entire set schedule.

Increased Maximum Mailbox Number Length to 15 Digits

In support of customers who would like to match their mailbox length to the E.164 numbers, administrators can now create mailboxes with a maximum number of 15 digits and convert existing mailboxes to 15-digit mailboxes. Mailbox number length can also be increased upon upgrade.

Security Improvements

Security improvements include:

- Replacement of TAPI

- Update to MySQL Server and ODBC to 8.0.24

CX-E SOAP Implementation Change

gSOAP has been replaced with Windows Web Services (WWS) API. As a result, there may be applications that use our SOAP API that will require minor changes before they are able to work with version 21.2. For example:

- SOAPAction header is now mandatory.
- User-Agent header must not contain the word "Mozilla."
- Namespaces are now strictly enforced.
- SOAP SSL certificate is now stored in the Windows Certificate store.
- All TeamQ Desktop Client installations must be upgraded to version 21.2 simultaneously with the CX-E server is upgraded, otherwise, TeamQ Clients will not function.

New Qualifications for CX-E Voice 21.2

Mitel MiVoice Business 9.1

CX-E has been certified with Mitel MiVoice Business version 9.1.

iPhone iOS v14

Android v11

Deprecated and Discontinued Features

AT_ExeLib.exe

Deprecated the ability for a user to wrap an application and then launch it via the execute command in a call processor.

AT_EmailSend

Removed a stand-alone program that sends emails using an SMTP Server. It is not in use and therefore, is being removed from the product.