

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 and replace."

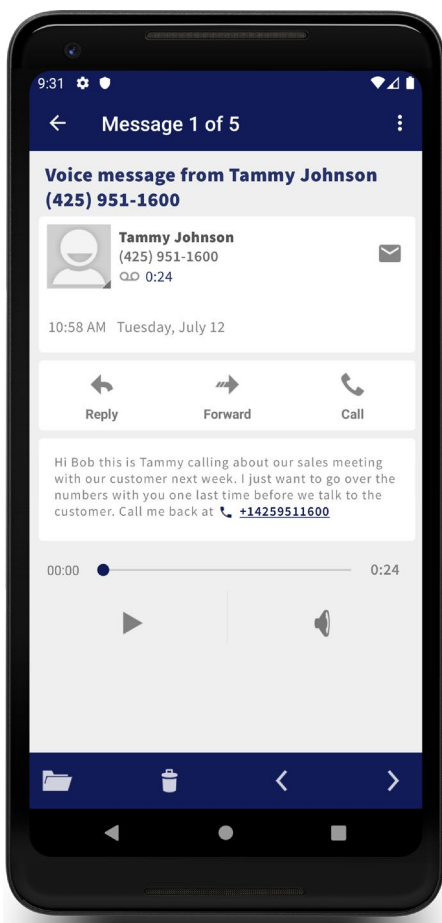
OpenText™ CX-E Voice brings next-generation voice applications to any communications environment, including unified messaging, transcription, personal assistant, call center, speech-enabled directory and automated attendant, secure voicemail, IVR, outbound call and text campaigns. A highly modular solution, 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, RingCentral or other vendors' solutions, or 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 and replacing existing PBX and email infrastructure.

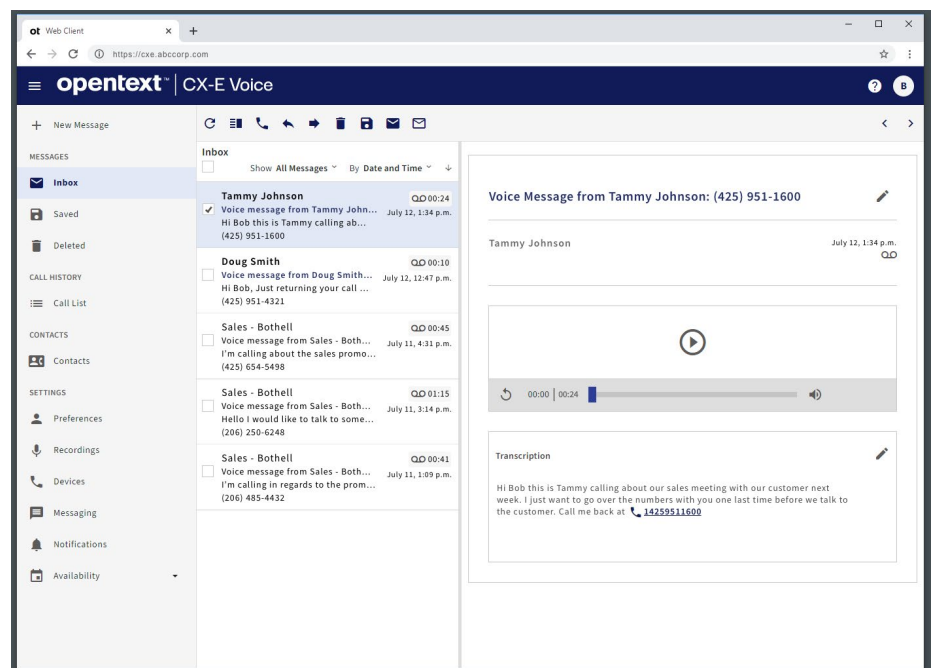
Empower the mobile/telework office

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, including:

- 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



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 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 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 Consortium
Manager of Telecom Operations

[Read the Success story](#)

Modernize business communications with speech recognition

Speaking is three times faster than typing and much safer while driving. Users can ask CX-E Personal Assistant to "Call John Smith," "Get new messages" or "Schedule a meeting at 2:00 pm."

Organizations can reduce operational costs while providing accessible, satisfying self-service options to callers. CX-E speech-enabled automated attendants and directories allow staff to take care of other tasks and reduce caller frustration 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 an 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 the 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®
- Deployment to a private cloud using CX-E containers
- A single administration environment for applications
- Multi-tenancy capabilities
- 60,000 subscribers

On-Premises	Cloud
 Survivability Multiple call servers	 Hosted in tier III data centers
 High availability Hot-standby secondary system servers	 99.9% SLA
 Disaster Recovery Warm-standby off-site tertiary system servers	 Nightly backups
	 Redundant architecture

CX-E is the only PBX agnostic voice messaging solution continuously enhanced for 40+ years. That's why 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.

opentext™ | CX-E Voice

[CX-E Voice Product Page](#)

[CX-CX-E Voice Overview Video](#)

[CX-E TeamQ Overview Video](#)

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

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

Voicemail	Unified Messaging
<ul style="list-style-type: none"> • Message security/Encryption • Access via VUI, TUI, mobile client, email and web client • Voicemail transcription 	<ul style="list-style-type: none"> • Exchange, Office 365*, Gmail integration • Click-to-call from the inbox or contacts • Storage options for compliance/confidentiality
Personal Assistant	Directory
<ul style="list-style-type: none"> • Speech-enabled • Call screening • Contact/Calendar federation 	<ul style="list-style-type: none"> • Speech-enabled • Automated attendant • Corporate directories
TeamQ	IVR
<ul style="list-style-type: none"> • Call center • Group queuing 	<ul style="list-style-type: none"> • Self-service • Data dip
Notify	Interoperability
<ul style="list-style-type: none"> • Outbound text and call campaigns 	<ul style="list-style-type: none"> • Integration to Avaya, Cisco, Google, NEC, Microsoft, Mitel, RingCentral and more • PBX and email investment protection • Feature parity between different PBXs

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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