

## 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."**

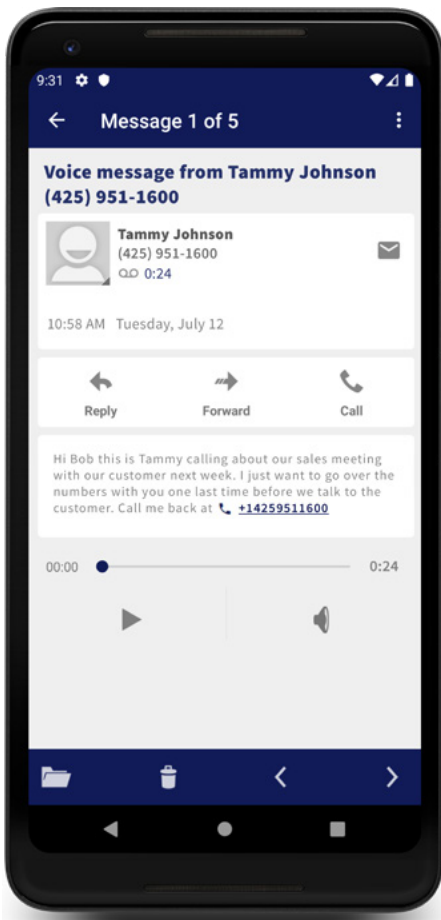
OpenText™ CX-E Voice brings next generation voice applications to any communications environment—Unified Messaging, Transcription, Personal Assistant, Call Center, Speech-enabled Directory and Automated Attendant, Secure Voicemail, IVR, Outbound Call and Text Campaigns, and more. A highly modular solution,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

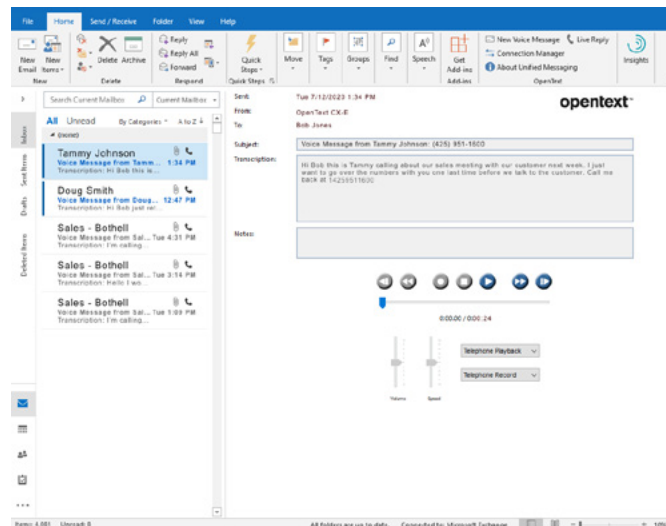
## Empower the mobile/telework office

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.

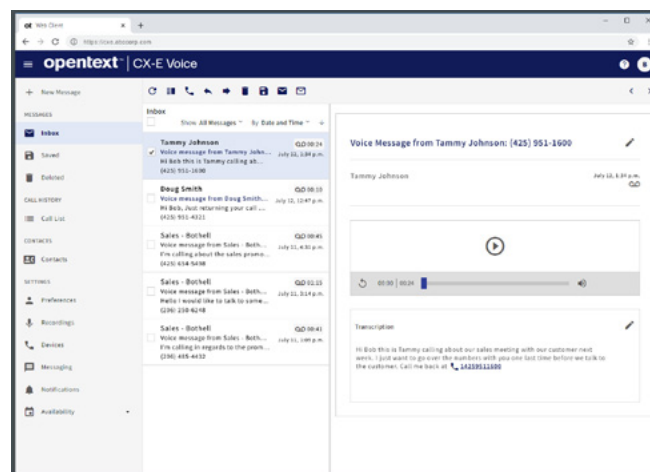
- Intelligent Call Routing
- Speech-Enabled Personal Assistant
- Unified Messaging
- Mobile and Web Client
- Mobile Number Protection
- Single Number Reach
- Missed Call Notification
- Advanced Call Screening
- Mobile Administration
- Remote Agent Call Center



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 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 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  |
|--|--|
|  <b>Survivability</b><br>Multiple Call Servers                            |  <b>Hosted</b><br>in Tier III Data Centers |
|  <b>High Availability</b><br>Hot-Standby Secondary System Servers         | <b>99.9% SLA</b>   |
|  <b>Disaster Recovery</b><br>Warm-Standby Offsite Tertiary System Servers |  <b>Nightly Backups</b>                    |
|  <b>Redundant Architecture</b>   |  |

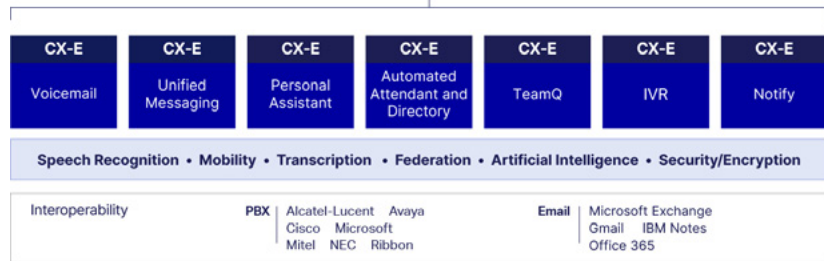
CX-E is the only PBX agnostic voice messaging solution continuously enhanced for 35+ years. That's why 24,000+ organizations—including the best hospitals, largest public and private universities, major government agencies and multinational companies worldwide—have turned to CX-E to help advance their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

[CX-E Voice Product Page](#)

[CX-E Voice Overview Video](#)

[CX-E TeamQ Overview Video](#)

## opentext™ | CX-E Voice



- 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

## 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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