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APPLICATION OVERVIEW

OpenText™ CX-E Voice
Speech Automated Attendant and Directory

Improve self-service for callers by letting them navigate using their most natural means of expression: their voice

$ **Reduce** operational costs with self-service directory

Centralize your automated attendant across a diverse PBX environment

Deploy speech without frustration with Nuance recognition and multilingual interface

Handle large call volumes 24/7 with resilient architecture

To manage large volumes of call traffic, organizations need a resilient solution that answers, routes calls, plays announcements and takes messages, 24/7.

OpenText™ CX-E Voice offers an extremely powerful Automated Attendant and Directory application that improves self-service for internal and external callers. Industry-leading interoperability allows deployment either on-premises or in the cloud and in combination with all major PBXs—Avaya, Cisco, Microsoft, Mitel, NEC, RingCentral and more.

Reduce operational costs with self-service directory

With CX-E Voice, organizations can reduce operational costs while providing accessible, satisfying, self-service options to callers. CX-E speech-enabled Automated Attendant and Directory allows organizations to free staff for other tasks while also reducing caller frustration by allowing them to simply say the name of the person or department they wish to reach. Menus can be programmed to support the full system directory—including the names and alias names for every user on the system.

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Centralize your automated attendant across a diverse PBX environment

Different departments with different schedules? No problem. Many organizations have consolidated their telephony infrastructure across multiple locations. For these complex environments, CX-E Automated Attendant supports an unlimited number of call processing menus. Each department and location can create different menus for operating hours, holidays and more, allowing the system to serve callers with the best options and announcements for any situation.

Deploy speech without frustration with Nuance recognition and multilingual interface

CX-E Automated Attendant and Directory uses Nuance Automatic Speech Recognition®, delivering an excellent customer experience that supports multilingual communities. Nine speech recognition options are available: English (U.S., UK or Australian), French (Canadian or European), German, Spanish (U.S. or European), and Swedish.

Handle large call volumes 24/7 with resilient architecture

CX-E Voice can be deployed in the cloud and managed in redundant, resilient data centers. However, organizations requiring on-premises or private cloud deployments can easily add high-availability, disaster recovery and georedundancy due to CX-E's resilient architecture.

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

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> *"With an average of up to 200,000 calls a week, we needed a system that could reliably handle such a high call volume and provide a platform for growth. CX-E was the only solution that fit the bill."*

Kathleen Sullivan
SDSU Voicemail Administrator

→ Read the Success story

> *"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
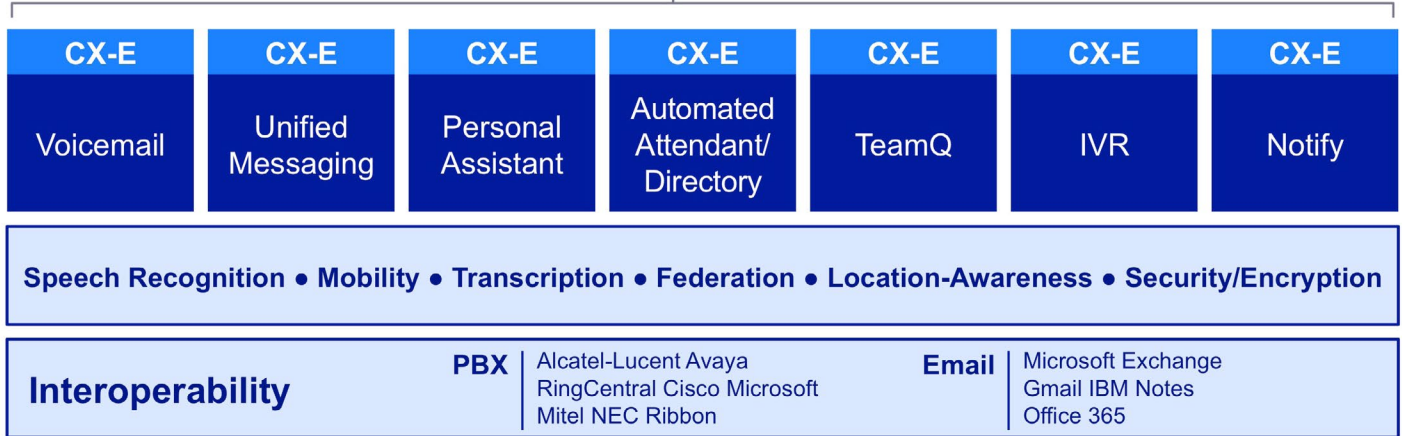Director of IT
Navy Pier

→ Read the Success story

CX-E is the only PBX-agnostic automated attendant application that has been continuously enhanced for more than 40 years, earning its place as the most powerful call processing solution on the market. That's why the best hospitals, largest universities, major government agencies and multinational companies worldwide have turned to CX-E to help advance their communications

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

CX-E Automated Attendant and Directory features:

- Handles complex call processing flows across multiple PBXs—Avaya, Cisco, Microsoft, Mitel, NEC, RingCentral and more
- Intuitive speech interface to navigate menus or DTMF
- Corporate directories
- Multiple alias names ("John Tyler," "Jonathan Tyler," "Doctor John Tyler")
- Supports multiple time zones
- Supports various announcements: Holiday, work hours, peak calling times
- Flexible scheduling: Time-of-day, day-of-week, specific day, specific date
- Intelligent call routing
- Front ending departmental transfers into call centers
- Unlimited call processing menus
- Pre-recorded announcements (e.g driving directions, school announcements)
- Customer greetings
- Fax-on-demand
- Interactive voice response (IVR)
- Transaction processing (voice forms)
- Natural language allows callers the convenience to navigate menus and directories and puts them in control of their call
- Support for exclusion of select employees in directory and transfer to assistant functionality
- Text-to-speech support for directory name playback
- Call screening
- Setup automation via Active Directory® integration or data import scripts using customer-provided directory data

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CX-E	CX-E	CX-E	CX-E	CX-E	CX-E	CX-E
Voicemail	Unified Messaging	Personal Assistant	Automated Attendant/ Directory	TeamQ	IVR	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

→ CX-E Voice Product Page

▶ CX-E Voice
   Overview Video

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**.

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