

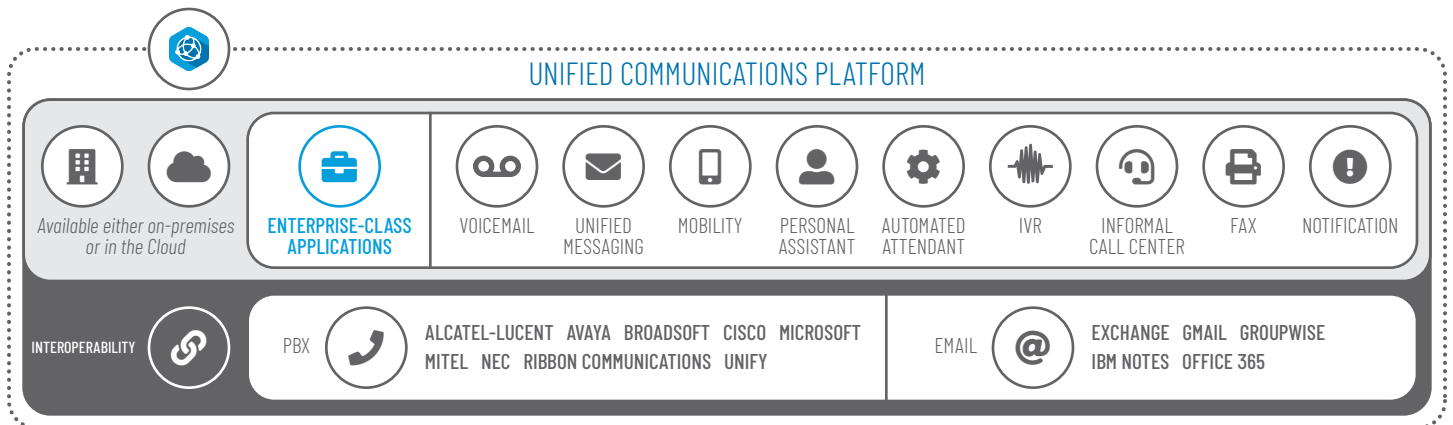


BROCHURE

POWERFUL UNIFIED COMMUNICATIONS APPLICATIONS

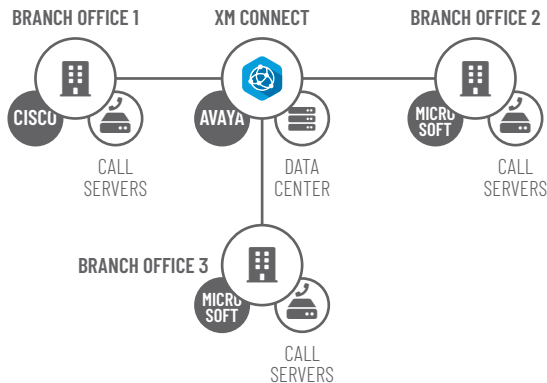
HARNESSING YOUR CURRENT & FUTURE IT INVESTMENTS

XM Connect™ (formerly known as CX-E) is an enterprise-class Unified Communications platform delivering premium Voicemail, Unified Messaging, Mobility, Personal Assistant, Automated Attendant, IVR (Interactive Voice Response), Call Center, Fax, and Notification applications to companies of all sizes.



INDUSTRY-LEADING UC INTEROPERABILITY

EXPAND YOUR CURRENT & FUTURE PHONE AND EMAIL WITH POWERFUL FEATURES



XM Connect works with your existing and future PBX and email investments – Avaya, Cisco, Google, Microsoft, Mitel, NEC and more. It allows you to dramatically expand what your system can do (across multiple locations and vendor solutions) without the massive cost of ripping & replacing your existing PBX and email infrastructure.

Not only is your current infrastructure enhanced, but the solution leaves the door wide open for any mergers and acquisitions you make. XM Connect will seamlessly integrate new properties and secondary sites under a single, centralized UC applications platform.

HIGH AVAILABILITY & GEO-REDUNDANCY

PREVENT DOWNTIME OF CRITICAL VOICE SYSTEMS



FULL-FEATURED VOICEMAIL & ALTERNATE TUIS

REPLACE LEGACY VOICEMAIL WITH EASE

XM Connect Voicemail delivers powerful next-generation features such as secure voice messaging and voicemail transcription services. As an industry-leading solution, it can deliver whatever functionality your users demand.

A full range of alternate telephone user interfaces (TUIs) are available that can mimic whatever your old system was. Users can use the same commands at similar prompts, there's no need to teach them new ones.

CUSTOMIZABLE IVR AND SPEECH-ENABLED AUTOMATED ATTENDANTS

INCREASE CUSTOMER SATISFACTION

Speech recognition makes Automated Attendant systems feel more modern, polished, and human. Rather than asking your callers to press specific buttons, let them speak commands. The system can support multiple Automated Attendants simultaneously, allowing customized solutions for departments, sites, and time zones.

Take things even further with customizable Interactive Voice Response (IVR) applications that leverage text-to-speech technology and database read/write access, allowing customers to self-serve information requests, pay bills, refill prescriptions, make reservations, and more - even in the middle of the night.

UNIFIED MESSAGING AND SPEECH-ENABLED PERSONAL ASSISTANT

BOOST STAFF EFFICIENCY AND CALL COMPLETION

XM Connect Unified Messaging pools all communications sent to a staff member (voicemail, fax, e-mail) into their inbox, simplifying and encouraging collaboration. The system is built to be flexible to suit the needs of a wide variety of organizations. It can deliver messages across a wide variety of on-premises and Cloud email systems. Flexible storage options allow communications to be kept in compliance with security guidelines and privacy regulations.

Speech-Enabled Personal Assistant provides your employees hands-free, eyes-free access to communications wherever they are. The Personal Assistant can intelligently route calls based on an employee's work schedule, meetings, presence status, or physical location. Get important calls where they need to go and make callers feel heard with context-generated availability greetings.

XM TEAMQ INFORMAL CALL CENTER

TAKE YOUR PHONE SUPPORT TO THE NEXT LEVEL

XM Connect can dramatically improve small support teams' productivity through XM TeamQ™, its informal call center application. XM TeamQ delivers powerful call center features - ACD, UCD, agent desktop control with screen pops, supervisor interface, call recording, report and more at an economical price. The resulting solution is much more powerful than a standard hunt group, but more appropriately priced for small teams of mixed-duty knowledge workers.

ENHANCE YOUR COMMUNICATIONS SECURITY

XM Connect provides end-to-end security across message storage, transport, and endpoint. Secure voice messaging functionality prevents voicemails designated "private" from being forwarded to other users or sent outside the system.

XMedius also offers cutting-edge secure document & file exchange solutions (XM Fax & XM SendSecure) that can further enhance your organization's protections.

Available On-Premises or in the Cloud

POWERFUL APPLICATIONS SUITE

VOICE

Automated Attendant

- › Speech and DTMF Automated Attendants
- › Handles Complex Call Processing Flows Across Multiple PBX Brands
- › Intelligent Call Routing Capabilities
- › Unified Name Directory Utilizing Speech or Dial by Name
- › Supports Multiple Time Zones
- › Supports Different Menu Announcements: Holidays, Work Hours, Peak Calling Times

Voicemail

- › Industry-leader in Voicemail
- › Unlimited Voice Mailboxes
- › Alternate TUI
 - Octel Aria / Serenade
 - Avaya Intuity AUDIX
 - Nortel Meridian Mail / CallPilot
 - Mitel Centigram
 - Adomo
 - Active Voice Kinesis/Repatee
- › Voicemail Transcription Services
- › Voice Networking
- › Multiple Extensions Per Mailbox
- › Auto & Trusted Log-In
- › Multiple Greeting Support
- › User Controlled Message Presentation
- › Call Recording
- › Web Client
- › Message Notification

- › Variable Length Dial Plans
- › Automatic Message Forwarding
- › Message Notification via MWI, Call Out, Email, Text
- › Only Enterprise-Class Independent Voicemail Solution for Microsoft Skype for Business

Unified Messaging

- › Delivers UM to Multiple Email Systems (Premise and Cloud)
- › Supports Multiple Email Servers Simultaneously
- › Most Flexible Storage Options to Meet Security, Compliance and Confidentiality Requirements
- › Integrates Email, Voicemail and Fax into a Single View
- › Secure Voice Messages via Mobile Client and Web Client
- › Voicemail-to-Text (3rd party service)
- › Text-to-Speech
- › Localized Clients

Fax (On Premise Only)

- › Integrates with the Leading Fax Solutions: XM Fax and RightFax
- › Mobile Client and Web Client Fax Access
- › Delivers Fax to Unified Messaging
- › Telephone Access to Fax Messages
- › Fax-On-Demand
- › MOBILITY
- › Mobile Client

- › Secure Mobile Client for Android and iPhone
- › Place, Receive, and Manage Business Calls
- › Single Number Reach
- › Basic Call Screening: Accept and Send to Voicemail
- › View and Manage Voice Messages

Call Completion

- › Calendar-Based Call Routing
- › Presence Status Call Routing
- › Location-Based Call Routing (Geofencing and WiFi)
- › User Schedule Call Routing

Secure Messaging

- › Private Voice Messages Cannot Be Forwarded Internally or Externally
- › Restricts Web Client Message Streams so Copies are not Retained or Forwarded Externally
- › Supports TLS for Message Encryption
- › Supports Secure RTP
- › Strong Password Enforcement

Personal Assistant

- › Speech-Enabled: "Call John Smith", "Get new Email"
- › Presence Integration with Calendar/IM to Inform Callers of User Status
- › Advanced Call Screening: Accept, Send to Voicemail, Acknowledge, Transfer to Another Person/Device, Record Call
- › Multi-Lingual Support

TEAM COMMUNICATIONS & BUSINESS PROCESSES

Informal Call Center – XM TeamQ™ (also available separately)

- › Automatic Call Distribution (ACD)
- › Uniform Call Distribution (UCD)
- › Agent Desktop Control with Informative Screen Pops
- › Agents Control Workflow – Pull Calls, Reserve Calls, Redirect Calls and Decide When Available
- › Supervisor Interface
- › Reports
- › Economically Priced, no CTI Connection Required on Telephone System
- › Call Recording

Interactive Voice Response (IVR)

- › .NET Open Development Framework to Build Custom IVR Applications
- › Pull Information from: SAP, Oracle, Microsoft SQL and More to Deliver 24/7 Access to Information over the Phone

Notification

- › Call and Text/SMS Notification Services
- › Communicates Pre-Recorded Announcements
- › Customized Announcements (Dates, Numbers, Monetary Amount, Names)
- › Reports

HIGH ROI FEATURES

INTEROPERABILITY

Telephony

- › 400+ Traditional TDM, IP-PBX, Centrex and IP Centrex Integrations
- › Telephony Integrations to Avaya, Alcatel-Lucent, BroadSoft, Cisco, Microsoft, Mitel, NEC, Ribbon Communications, Unify and More
- › Multiple Protocols: SIP, SMDI, Digital Station Emulation, QSIG, CAS
- › Simultaneously Supports up to 10 PBX Types on a Single System
- › XM Connect Cloud supports IP Telephony Integrations only

Email

- › Delivers UM to Multiple Email Stores and Clients
- › Supports Microsoft Exchange, Office 365, Google Gmail or any IMAP4 Compliant Email Server

Database

- › Open Development Framework for Business Process Enablement
- › Web Services for Integration into Web Portals, Directories and Applications
- › Interactive Voice Response (IVR)
- › Outbound Notification Services
- › Click-to-Call

RESILIENCY

On-Premises

- › Business Continuity Achieved Using Call Servers Across Multiple Locations
- › High Availability, Fully-Synchronized Hot Standby System Server with Port Distribution Across Multiple Call Servers
- › Disaster Recovery, Fully-Synchronized Warm Standby System Server
- › Virtualization – VMware vSphere and Microsoft Hyper-V
- › Redundant Server Components
- › Built-in System Reliability

Cloud

- › Hosted in tier III data centers from Intermedia
- › SSAE16 type II compliant
- › 99.999% SLA
- › Nightly Backups
- › High Availability & Geo-Redundant Architecture

MULTI-TENANCY

- › Up to 100 Tenants
- › Tenants are Completely Separate (Silo) No Interaction

ABOUT XMEDIUS

XMedius is a global leader in the field of enterprise communications solutions. Its suite of enterprise-grade on-premises and cloud communications offerings enable businesses to benefit from secure unified communications and the ability to exchange sensitive and confidential data while meeting and exceeding regulatory standards.

For more information about XMedius and its products, visit website.

XMEDIUS.COM

