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, Call Center, Fax and Notification applications to companies of all sizes.

Its industry-leading UC interoperability enables organizations to maximize their PBX and email investments by providing seamless integration into multi-vendor environments. XM Connect delivers mission-critical applications to meet ever-changing demands associated with cloud, mobility and security.

APPLICATION FEATURES:

› Premium Voicemail with end-to-end security (storage, transport and endpoints)
› Mimics TUI of legacy Voicemail systems to minimize retraining
› Industry-leading Unified Messaging with flexible storage options to meet compliance confidentiality requirements
› Voicemail transcription that can be viewed and searched
› Mobile Client separates personal and business communications; single number reach; mobile number protection
› Speech-enabled command and control to comply with state driving laws and regulations
› First context-aware Personal Assistant to increase call completion
› Speech-enabled Automated Attendant for multiple departments, sites, and time zones
› Informal Call Center supports up to 50 teams and 250 agents with no CTI connection required on the phone system, available in an economically priced offering
› Integrates with XM Fax™ to ensure secure transmission of highly sensitive documents
› Outbound call and text Notification to streamline business processes

PLATFORM FEATURES:

› Integrates with leading phone systems (Avaya, Cisco, NEC, Microsoft, Mitel and more) simultaneously
› Delivers Unified Messaging to multiple email systems simultaneously (on-premises and cloud); Exchange, Office 365, Gmail and any IMAP4 compliant email system
› Unmatched scalability - 800 XM Connect Ports and 60,000 users
› Resilient architecture for high availability and disaster recovery initiatives
› Single virtual server and admin environment for Voicemail, Unified Messaging, Call Processing, Mobility, Speech, IVR and Call Center

Cloud Version Also Available
FEATURES

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

Voice mail
- Industry-leader in VoiceMail: 1,000+ Features
- 35 Years Continuous Development
- Unlimited Mailbox Features
- Alternate TUI
  - Octel Aria / Serenade
  - Avaya Intuity AUDIX
  - Nortel Meridian Mail / CallPilot
  - Mitel Centigram
  - Adomo
  - Active Voice Kinesis/Repertee
- 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
- Integrates with the Leading Fax Solutions: XM Fax and RightFax
- Mobile Client and Web Client Fax Access
- Delivers Fax to XM Connect for 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 toInform 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 PROCESS

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

IVR
- NET Open Development Framework to Build Custom IVR Applications
- Full 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

INTEROPERABILITY

Telephony
- 4G/3G/2G - Traditional TDM, IP-PBX, Centrex and IP Centrex Integrations
- Telephone Integrations to Avaya, Alcatel-Lucent, BroadSoft, Cisco, Microsoft, Mitel, NEC, Ribbon Communications, Unity and More
- Multiple Protocols: SIP, SMDI, Digital Station Emulation, O316, CAS
- Simultaneously Supports up to 10 PBX Types on a Single System

Email
- Delivers UM to Multiple Email Stores and Clients
- Supports Microsoft Exchange, Office 365, Google Gmail or any IMAP/4 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

SPECIFICATIONS

MAXIMUM CAPACITY
- Up to 800 ports: Network for Larger Capacity
- Up to 3 System Servers (database) and 20 Call Servers (application)
- Up to 60,000 Users
- XM TeamO – Up to 50 Teams and up to 25 Agents per Team with a Maximum of 250 Agents Total
- Notification – Up to 48 Ports

MULTI-TENANCY
- Up to 100 Tenants
- Helps Reduce Hardware, Maintenance and Licensing Costs
- Tenants are Completely Separate (Silo) No Interaction

PRESENCE
- Federated Presence to Calendar: Microsoft Exchange/Office 365 and Google Calendar
- Federated Presence to Microsoft Skype for Business

ADMINISTRATION
- Single Point of User Administration
- Mobile Administrative Client
- Networking (AMIS, VPM, Avaya Message Networking Server Support)
- SNMP
- Active Directory MMC Snap-In
- User Initiated Password Reset
- IPv6 Support
- Message Archiving (3rd party)
- Migration Wizards for Kinesis and Repertee for Windows

RESILIENCY
- 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

OPERATING SYSTEM

Server:
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2 (64-bit)
- Microsoft Windows Server 2008 R2 (64-bit)

Client:
- Windows 10 (32-bit & 64-bit)
- Windows 8.1 (32-bit & 64-bit)
- Windows 7 Professional (32-bit & 64-bit)
- Windows Vista Business (32-bit)

EMAIL ACCESS

Server:
- IBM Notes/Domino R9.0, R8.5, R8.0
- Google Gmail, GroupWise, Mirapoint Email Server, Office 365 and any IMAP compliant Email System

Client:
- IBM Notes R9.0, R8.5, R8.0