



XM
Connect



DATASHEET

XM CONNECT ON-PREMISES

UNMATCHED INTEROPERABILITY FOR YOUR CURRENT AND 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, 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:

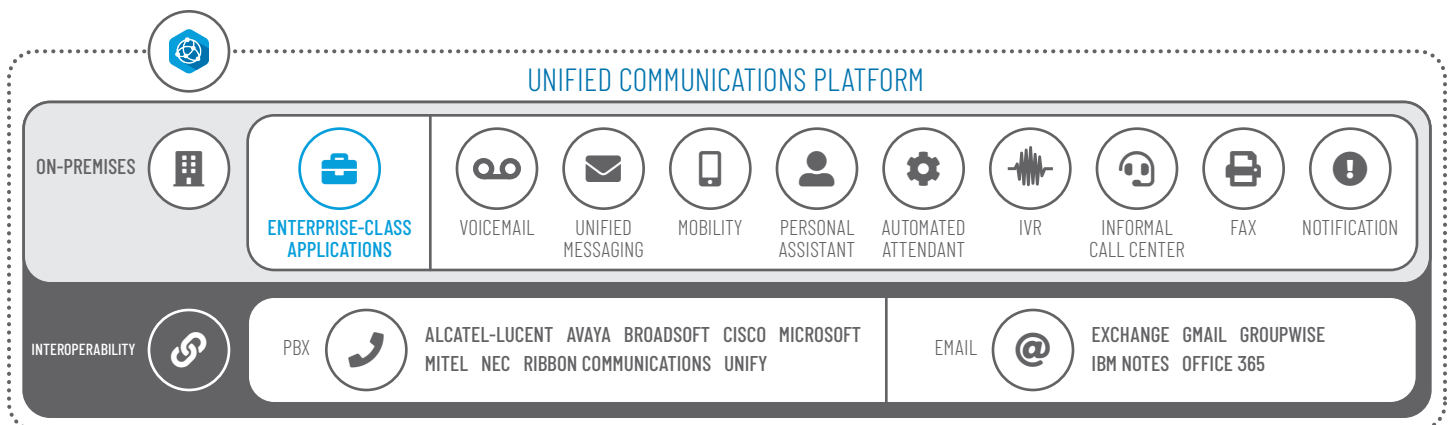
- › Premium Voicemail with end-to-end security (storage, transport and endpoints)
- › Mimics TUI of legacy Voicemail systems to minimize retraining
- › Industry-leading Unified Messaging with flexible storage options to meet compliance confidentiality requirements
- › Voicemail transcription that can 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

VoiceMail

- › Industry-leader in Voicemail; 1,000+ Features
- › 35 Years Continuous Development
- › Unlimited Voice Mailboxes
- › Alternate TUI
 - Octel Aria / Serenade
 - Avaya Intuity AUDIX
 - Nortel Meridian Mail / CallPilot
 - Mitel Centigram
 - Adomo
 - Active Voice Kinesis/Repartee
- › 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 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 PROCESS

Call Center – XM Team0™

- › Informal Call Center
- › 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

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

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

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

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 Team0 – 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
- › Federated Identity: Web Client Supports Single Sign-On using SAML with Microsoft Active Directory

ADMINISTRATION

- › Single Point of User Administration
- › Mobile Administrative Client
- › Networking (AMIS, VPIM, 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 Repartee 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, 8 (32-bit & 64-bit)
- › Windows 7 Professional (32-bit & 64-bit)
- › Windows Vista Business (32-bit)

EMAIL ACCESS

Server:

- › Microsoft Exchange 2016, 2013, 2010, 2007
- › IBM Notes/Domino R9.0, R8.5, R8.0
- › Google Gmail, GroupWise, Mirapoint Email Server, Office 365 and any IMAP4 compliant Email System

Client:

- › Microsoft Outlook 2016, 2013, 2010, 2007
- › IBM Notes R9.0, R8.5, R8.0