“CallXpress allows us to be more responsive to our customers,” says Smith. “And that gives us the competitive advantage we’re looking for.”

“With CallXpress unified messaging, our off-site employees can get all their messages – voice, fax and email – in one call. Instead of just checking voice mail, they are regularly checking all of their messages.”

Warren Smith,
Director of Information Systems,
the Victor Reinz Division of Dana Corporation
Email, fax and voice mail have changed the way the world does business.

Now, unified messaging is about to change it again.

In today's fiercely competitive business environment, fast, dependable messaging is essential. The problem is, conventional systems can't always live up to that standard. If you've ever spent a day trying to get an urgent fax to a traveling employee, or missed a business opportunity because you couldn't access your email, you already know how often traditional messaging methods fall short. Further, managing all those different messaging formats is eating into productivity: today's workers spend an increasing percentage of their time just accessing messages.

There is a better way: CallXpress® unified messaging from Captaris. With CallXpress, employees don't have to be in the office to get a fax, or logged on to a computer to access their email; all of their messages—voice, fax and email—are available via the telephone, wireless device, or...
computer, anytime they need them. CallXpress increases productivity at the office, too: with all three message types displayed together on the desktop computer, message retrieval is fast, and prioritizing easy.

Anytime, anywhere access to messages means customers aren’t left waiting, mobile workers are accessible, and urgent messages are available right away. Bottom line: you save money. Not only do simplified IS administration and lower telephone charges reduce costs, but productivity rises as employees spend less time managing messages and more time acting on them.

Higher productivity, lower operating costs, foolproof message delivery—finally, a messaging solution that can handle the real demands of today’s business environment.

**Take Control of Your Company’s Communications**

- **Keep mobile workers connected.** With CallXpress, mobile workers can get all their messages—voice, fax and email—from the road with a simple phone call. No more waiting for hours to pick up faxes at the hotel, no more searching for a place to log on for email; traveling and remote employees stay as well informed as those at headquarters. And, mobile workers can ensure they receive immediate notice of urgent messages by instructing CallXpress to notify them when a particular message comes in.

- **Improve customer satisfaction.** Anytime, anywhere access to messages means your customers don’t have to wait—even if your workforce is highly mobile or geographically dispersed. CallXpress is the only unified messaging solution to offer integrated interactive voice response (IVR) and customer call management to help you improve customer service and response time.

- **Increase efficiency.** Managing messages has become a huge drain on employee productivity. Each day, the average office worker handles more than 200 messages in as many as eleven different formats, from sticky note to pager, cell phone to fax. By integrating email, fax and voice messages, CallXpress cuts message management time by 50 to 70 percent. More efficient faxing alone can shave hours off employees’ weekly workload: companies using RightFax™, the Captaris e-document delivery and enterprise fax solution, have been shown to save about $30,000 in staff time per year for every 30 employees. [1] CallXpress also helps employees work smarter: with all message types and senders displayed on the desktop, workers have the information they need to prioritize from minute to minute.
Reduce costs. A single, unified messaging system takes less time to manage than three or more separate messaging systems, lowering the cost of administration, training and support. CallXpress also reduces long distance costs with a comprehensive dialing system that routes voice messages and faxes via the Internet instead of the public switched telephone network.

Realize a fast ROI. With CallXpress, you don’t have to wait for a return on your investment: through increases in productivity, lower cost of management and reduced long distance carrier charges, a company with 200 CallXpress seats can gain back the cost of implementation in an average of 68 days. [2]

Gain the Freedom...to be Mobile

Captaris products allow your office to work for you, even when you’re not there! With CallXpress, traveling doesn’t mean losing touch: you can access all of your messages—fax, voice and email—via the telephone or wireless device from anywhere in the world.

Let’s say you’re expecting an important email message but it will be hours before you can plug in your laptop. Not to worry. You simply take out your mobile phone and dial in to your mailbox. Using either your touch tone keypad on the telephone or voice commands, CallXpress delivers all of your voice, fax, and email messages to you over the phone. When listing to email messages, CallXpress text-to-speech technology reads the subject line and sender information to you, allowing you to choose which messages to listen to first, then proceeds to read the message content.

Responding is easy:

- Send a voice response to your email messages. No need to have a computer on hand—just choose the reply option and record your response; it will arrive in the sender’s email Inbox as a .wav file attachment.
- Use CallXpress Live Reply to respond to a voice message with a live telephone call—by pressing a single button.
- Select multiple messages and process them with a single command. For example, forward a group of messages to a co-worker in a single message.
- Forward longer email and fax messages that require more careful reading to another email address; or, for immediate access, send them to a nearby fax machine for printing.
- Access email attachments from the phone by forwarding them to any fax machine.

And CallXpress supports multilingual text-to-speech, allowing your global employees to take advantage of the mobility features of CallXpress.
The speech recognition engine, Captaris Speech, acts as your personal assistant, transforming any phone into a voice portal to critical business information. Captaris Speech can access your personal schedule and manage conference calls, too! Captaris Speech and CallXpress combine to provide communication without limits—making each employee more efficient and effective.

...to be Available

Never miss another urgent message, no matter where you are. With the CallXpress rules-based message notification capability, you can instruct the system to notify you of messages during designated time periods or to notify you only of specific messages or messages from specific senders. For example, have all urgent messages—voice, fax and email—forwarded to your mobile phone, so that you can take care of time sensitive matters right away. CallXpress will try to reach you at up to nine phone numbers, including pagers, mobile phones and SMS-enabled devices. You can also use the CallXpress message forwarding feature to automatically re-route messages while you’re on the road. Messages can be forwarded to a co-worker’s Inbox, for example, or to your hotel fax machine.

...to Work without Interruption

Get your work done, without worrying about missing an important message. With CallXpress, you don’t have to answer the phone or

From your Microsoft Outlook or Lotus Notes Inbox, you can quickly see all three message types because they are identified with their own unique icon.
leave your desk to check voice messages or faxes. All of your mes-
sages—fax, voice and email—appear in your Microsoft®
Outlook/Exchange® or Lotus Notes® and Domino™ email Inbox.
Prioritizing is easy: it only takes a quick glance to see what types of
messages have come in and who they’re from. You no longer have
to wade through all of your voice messages to get to the important
one. Just like with email, you can select whichever voice message
you want to listen to first.

Let’s say the message you need is a voice message. As soon as it
arrives you will be alerted—either via a phone icon in your email
Inbox or via message waiting indication. To listen to the new voice
message, just click on the message and a window opens with play-
back controls.

You choose how to respond. You can record a voice response or
forward the message to someone else, just as you would on a
phone. Or you can:

- send an email response
- send a voice response to multiple recipients
- send a fax with one click
- forward a voice message via the Internet, avoiding long dis-
tance charges
- combine different types of messages, for example, forward a
  fax or email with a voice message attached
- organize and save messages in folders for future reference
- Live Reply to the sender of the message using captured ANI
  information, numbers stored in the Microsoft Outlook or Lotus
  Notes address book, or a callback number entered by the sender

CallXpress also allows you to control personal mailbox settings
through the CallXpress graphical user interface or via the Internet,
not just through the telephone. You can record/review your out-of-
office, standard or busy greetings, choose how and in what order
voice messages will play, set automatic forwarding of all messages,
urgent messages only or messages from a specific sender, and
change your CallXpress password.

...to Be There for Your Customers, 24/7

CallXpress also offers sophisticated call management and
Interactive Voice Response (IVR) technologies to help you take
customer service to new levels.
The CallXpress call management application allows employees to view all incoming calls in queue from the desktop, even if they're on the other line. The program displays callers' identities, the purpose of their calls, and any caller information contained in your personal information management program or database. CallXpress Desktop Call Manager is configured to support most PIM on the market today, such as ACT!, Goldmine, Onyx, and more. CallXpress Desktop Call Manager uses DDE to "pop" customer information at the employee's workstation. With the information they need right on screen, employees can route calls and address customers needs more efficiently, enhancing customer satisfaction and increasing productivity.

The CallXpress IVR system gives you 24/7 customer service by enabling your database to read or fax information on demand. Customers can dial in and get the information they need, when they need it, without waiting or holding—allowing employees to focus on more productive tasks. You can also use the system to facilitate information flow to your staff. For example, your sales force can dial in and listen to the day's bookings via the telephone or receive a report as an automatic group voice message.

With CallXpress Desktop Call Manager, you can see who is calling and why before you pick up the phone.

• The CallXpress call management application allows employees to view all incoming calls in queue from the desktop, even if they're on the other line. The program displays callers' identities, the purpose of their calls, and any caller information contained in your personal information management program or database. CallXpress Desktop Call Manager is configured to support most PIM on the market today, such as ACT!, Goldmine, Onyx, and more. CallXpress Desktop Call Manager uses DDE to "pop" customer information at the employee's workstation. With the information they need right on screen, employees can route calls and address customers needs more efficiently, enhancing customer satisfaction and increasing productivity.

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The Captaris Advantage

There are good reasons why Captaris has more than 80,000 systems installed worldwide, as well as 80 percent of the Fortune 100 market, and a state-of-the-art feature set is only one of them. The CallXpress system also offers a robust, scalable architecture, easy integration, and streamlined administration for large and multi-site organizations.

Streamlined Administration

The CallXpress e-Admin Connection suite reduces the total cost of ownership for large, multi-site organizations through streamlined administration.

• Simplified management of multiple CallXpress systems across the Internet. With Global User Administration™ from Captaris, administrators in multi-site enterprises can manage numerous systems through one unified view. No more navigating between separate screens for each server; administrators can see all network systems and user accounts and perform administrative changes across multiple systems simultaneously.

• Easy administration through the Microsoft Exchange Directory. Today, most administrators have to manage three separate directories for voice, fax and email messaging. That means nearly every change to a user record requires three separate entries. Now, those using Microsoft Exchange can perform all adds, moves and changes for CallXpress and the RightFax enterprise fax server through the powerful Microsoft Exchange Directory. Administrators can leverage their knowledge of the Microsoft Exchange interface to manage voice, fax and email directories across one or multiple Exchange servers.
Automatic synchronization of user and server data across the Internet. Maintaining accurate, up-to-date user information on each node in the network is critical. With the CallXpress Digital Networking™ module, it’s easy: CallXpress automatically synchronizes user and server data via the Internet, dramatically reducing maintenance and ensuring that users across the entire enterprise can communicate as easily as if they were in the same location.

Silent installation of desktop clients. For customers with automated software deployment, introducing CallXpress unified messaging desktop software to subscribers’ desktops is simple. The CallXpress network-based installation mechanism allows companies to move client-side configuration to the desktop—saving time on the part of the administrator.

**Scalability**

- Scaling up to 128 ports per system, CallXpress can support as many as 10,000 users on a single Windows NT Backoffice™ certified server platform.
- CallXpress is also sized incrementally, so that you can begin with the right scale solution for your workforce and expand easily as your company grows.
- CallXpress supports over 150 integrations, both IP and circuit-based.
  - For growing global companies, localized versions of the CallXpress Unified Messaging client are available in German, French, and Spanish.

**Seamless Networking**

The superior networking of CallXpress makes it the solution of choice for large, multi-site enterprises. CallXpress supports both analog and digital networking formats as well as Voice Profile for Internet Messaging (VPIM) and the industry standard Audio Messaging Interchange Specification (AMIS) profiles for network-
ing with other vendors’ messaging systems. With CallXpress, you can network an unlimited number of systems together to create a solid, enterprise-wide communication solution.

Case in Point

Gaining a Competitive Advantage
Like many enterprise organizations, the Victor Reinz Division of Dana Corporation had an increasing number of mobile employees—and a growing message management problem. To retrieve emails from the road, employees had to search for a phone line to plug their PC into and then dial into the network, a time-consuming process that many put off until they arrived at their destination. As for the 200-plus faxes that arrived in the office each day, those had to wait—there was just no way to access them remotely. Messages were piling up and customer service was starting to suffer. “Unless an employee was at his or her desk in the office, he or she had no way of knowing if an urgent message was waiting,” says Warren Smith, the company’s director of information systems. “It was obvious that in order to continue providing superior service to our customers, we needed an advanced messaging system.” Smith chose CallXpress unified messaging, a high capacity, fault-tolerant system that allows users to manage all of their messages from their familiar email Inbox. Now, Victor Reinz employees can access all three types of messages—voice, fax and email—from a telephone, wireless device, desktop computer or the Internet. Urgent messages no longer have to wait: mobile employees can respond to emails from the airport or review recent fax messages via their mobile phone. The company saw benefits at the office, too: by giving employees the ability to fax from the desktop, the company realized a 50 percent increase in productivity, Smith estimates.

Tomorrow’s Messaging, Today

Unified messaging is the natural extension of electronic mail. It has become as common as voice mail was ten years ago—every enterprise must have it just to keep up. Those who adopt unified messaging have a tremendous advantage over competitors: better customer service, faster response to business opportunities, and lower costs. Thousands of growing companies have already streamlined their corporate communications with CallXpress unified messaging. We hope you’ll be next. Log on to www.captaris.com and try our free demo. We think you’ll like it.

[1] Based on a study conducted by Snaps, Inc., a Captaris partner. This study assumes 30 employees per fax machine sending 25 faxes per day at 10 minutes each, with a mean burdened hourly labor cost of $20 per hour.

“Between CallXpress unified messaging and Desktop Call Manager, we are more efficient and better able to serve our customers. Before Captaris, there was a two-day turn-around time between when someone left a message asking for information and when we were able to get back to them with an answer. Now, it takes about four hours. Captaris has definitely streamlined our operation.”

Michael Sherwood, IT Director, City of Oceanside, California
Captaris is a leading provider of unified communications and mobile business solutions. It is home to some of the most recognized product brands in the business communications industry, including RightFax, CallXpress, MediaLinq and Infinite. Captaris gives you the freedom to conduct business at anytime, from anywhere, and the control to manage the information you need, when you need it. Captaris keeps business within your reach.

For more information please contact us at: www.captaris.com or 425.820.6000