

# AVST Serves All Four Flavors of Unified Messaging

## Server-based UM

Single store of all messages on the e-mail server

## Client-based UM

E-mail messages on one server and voice and fax messages on a separate server



## Secure UM

Secure web-based access to voice and fax messages

## Simplified UM

Copies of voice and fax messages are forwarded to the user's e-mail account

**Choose the right flavor to fit your company's storage, access and security needs. Or mix and match them!**

Unified Messaging has become a hot topic, and by now most companies are brewing plans to implement UM. Do you know which flavor of UM best fits your needs for storage, access and security?

The good news is that you're not stuck with one flavor for your whole organization. You can blend as many of these flavors as you want within your company — if you use CallXpress®. CallXpress is the most flexible unified messaging system on the market today. With CallXpress, you have complete flexibility in how you wish to deploy and use unified messaging now, and in the future.

There are four different types of unified messaging architecture: Server, Client, Simplified, and Secure. Each flavor offers distinct advantages. Read on to find out how they can serve your needs.

Unifying Communications **AVST** [www.avst.com](http://www.avst.com)

# UNIFIED MESSAGING ARCHITECTURE

## Server-based Unified Messaging

With server-based unified messaging or single store, all of the messages (voice, fax and e-mail) are placed into one location - the e-mail server. This allows users to access their voice messages using any or all of their familiar methods: their desktop e-mail program, telephone, any web-based e-mail access program, and their PDA e-mail program.

### Advantages include:

- Ideal for mobile users
- Easiest to use remotely with a laptop computer
- Fully leverages e-mail system features (e.g. Archive)
- Supports the widest range of interfaces and devices

## Client-based Unified Messaging

With client-based unified messaging, the voice and fax messages remain on the CallXpress system. This dual message store version of unified messaging integrates voice and fax message access from the desktop e-mail client and telephone while minimizing the impact on the LAN and e-mail message store.

### Advantages include:

- Ideal for companies that require separate message stores
- Less of a traffic load on the network
- Less storage load and activity on the e-mail server
- Non-Windows operating system support for clients
- E-mail server independence



CallXpress®

## Secure Unified Messaging

With secure unified messaging, users access their messages on the CallXpress server using Web Phone Manager, a secure voice portal. Playback of messages can be restricted to a telephone or streamed to a Windows based client. Voice and fax messages never interact with the e-mail server and therefore cannot be forwarded externally.

### Advantages include:

- Ideal for businesses who need to keep voice messages secure
  - No local copy of voice mail
  - No forwarding capability outside the company
- Web client access to voice messages
  - No client install
- E-mail server independence

## Simplified Unified Messaging

Simplified unified messaging is the easiest method to deploy because of the wide range of e-mail systems supported. CallXpress sends an e-mail notification and optionally includes a copy of the user's voice or fax messages as an attachment to the e-mail.

### Advantages include:

- Ideal for SOHO users or small business
- Works with hosted e-mail providers
- Supports any e-mail system, including IMAP4 and POP3
- Supports notification to mobile devices

## THE BEST BLEND IS CALLXPRESS.

Can't decide which architecture is right for you today or what you'll need in the future? Luckily, you don't have to lock yourself into one choice. With CallXpress from AVST, you can feel comfortable that your unified messaging architecture is a configuration choice, not a pre-purchase decision requirement.

## CALL AVST FOR MORE INFORMATION.

For 25 years, AVST has been shaping the evolution of communication, with more than 38,000 customers. Our award-winning CallXpress solution has been unifying communications for companies all over the world. So as the world of enterprise communications advances, you can be assured that AVST has your future covered.

**To learn more visit [www.avst.com](http://www.avst.com) or contact us at +1.949.699.2300.**



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