OPENTEXT

CX-E certified with OmniPCX Enterprise™

CX-E is a unified communications solution that delivers best-in-class interoperability, scalability and resiliency while delivering advanced call processing, voicemail, unified messaging, personal assistant, speech recognition, IVR and notification applications.
CX-E is context-aware and delivers new location-based services, federated presence, and a multi-lingual speech interface.

Integration Overview:

The CX-E server is loaded on a Windows-based Server. The connection to the OmniPCX Enterprise is over the IP Network using the SIP protocol. The voice stream between the CX-E and the OmniPCX Enterprise Gateways / Phones is transmitted over the IP Network in an uncompressed or compressed format - G711 or G729.

CX-E can be configured to be a standalone voicemail system or as a unified messaging system integrated to an email system

Technical Details:

Environment

Partner	ALE
• CX-E v9.0 • CX-E v22.1 • CX-E v22.4	• OmniPCX EnterpriseR12.1™ • OmniPCX EnterpriseR12.4™ with/without encryption • OmniPCX EnterpriseR100™ with/without encryption

Supported APIs/Protocols

- SIP

Company Overview:

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. Bring content to the core of every customer interaction whether it is on the phone, in person or on any digital channel. OpenText Digital experience solutions include Unified Communications, Contact Center, Digital Fax and Customer Analytic.

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CAUTION: This validation provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise on-premises platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.
However, be aware, this document is associated with an InterWorking Report (IWR) available on the ALE Business Portal which give all possible restrictions and limits.
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