

CONTAX IVR



AN IVR PORTAL PLATFORM FOR TELEPHONY MEDIA INTERACTION

Features

Web as well as Windows based GUI-Call Flow Designer with Flow Chart Service Creation environment

Super Functionality Palettes with Drag-&-Drop ease to design call flows

Open & Portable Architecture-Application server independent with system resources sharable over the network

IVR Portal Manager to select IVR Flow per Call or IVR-On-Demand Flow services on the fly

Media (Voice, Fax , SMS...) Interaction Application generation using the IVR Runtime Engine & System Monitor modules

Data exchange with Web Server & SQL Server courtesy '.ASP' support

MS SAPI based ASR & TTS advanced speech functions support

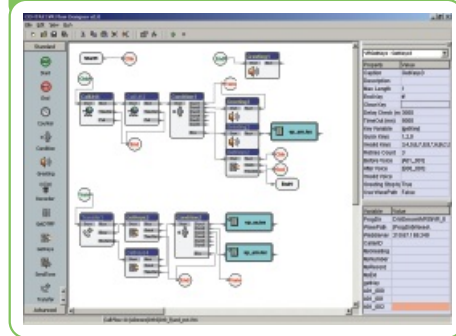
Independent Line Operation & Monitoring to provide for independent, concurrent application processing & real-time monitoring on different line channels, CDRs

Step-by-Step Flow Design, Simulation & Debugging

Provide more than 50 IVR Call Flow Samples and reference IVR Flow

TAPI compliant line devices support including Analog, T1/E1 boards, as well as VoIP Devices

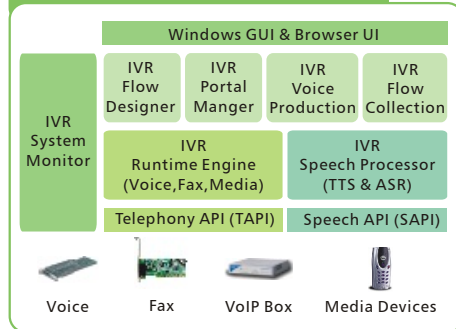
IVR Flow Designer



IVR Portal Manager



CONTAX IVR Function Modules



CONTAX[®] IVR



AN IVR PORTAL PLATFORM FOR TELEPHONY MEDIA INTERACTION

Product Specifications

General Telephony

A multimedia message (voice, fax, SMS, speech etc.) IVR interaction service flow application generator

Voice, Fax and SMS

Voice record & play
Fax send & receive
SMS send & receive

Speech and Language

Built-in speech pre-processor for the Text-to-Speech (TTS) and Automatic Speech Recognition (ASR) functions
Standard Microsoft Speech API (SAPI) engine support
Multi-language selection

IVR Flow Designer

Web & Windows based Call Flow Designer GUI
Flow-chart service creation environment
Integrated Super function, basic and extended palettes
Drag-and-drop, Cut/copy-paste
Template wizard to build reusable call-flows
Step-by-step call flow design and simulation over the same platform

Data Exchange

'ASP' support for exchange of data through a web server from/to any MS ADO/ ODBC database such as SQL Server, Oracle, Informix, MS-Access, DBase, Fox-pro....

IVR Portal Manager

IVR flow service management by portal table
Request service flow on demand
Single entry, multiple flow services

IVR Flow Collection

Provide more than 50 IVR flow samples
Update IVR flow collection through Internet services
A number of useful IVR applications included such as Auto-Attendant, Voicemail, AutoLogin etc.

IVR Voice Production

Built-in voice production management interface for both client and system voicelibraries
Multi-language support and selection

IVR Run-time & System Monitor

Multiple, concurrent line channel monitoring with each running a different application
Channel(s) can be assigned to work in inbound or/ and outbound mode only
Line independent operation
System logs to record system activities
System reports to record number of incoming, abandoned calls etc.
Call flow usage monitoring
System administration includes channel setting, security management and channel status monitor

Line Devices Support

Microsoft TAPI compliant analog, T1/E1 & IP devices support (Talk Voice 8LV)
NMSS CT Access interface (AG4000)
MS-Windows COM port-compliant devices with T.30 fax capability (Talk Voice 4LF)

System Requirement

Pentium III 450MHz., 128MB RAM
Voice boards with TAPI driver
Fax boards with COM port driver
Windows 2000/ XPOS
Microsoft IIS 5.0
Microsoft SAPI 5.0

Ordering Information

CONTAX IVR

An IVR Portal Platform for Telephony Media Interaction. Includes:
IVR Flow Designer, IVR Runtime Engine, IVR System Monitor, IVR Portal Manager, IVR Flow Collection

CONTAX IVR /L2

2-Line IVR Runtime License

CONTAX IVR /L4

4-Line IVR Runtime License

CONTAX IVR /L8

8-Line IVR Runtime License

CONTAX IVR /L16

16-Line IVR Runtime License

CONTAX IVR /L30

30-Line IVR Runtime License

CONTAX IVR /L30+

Over 30 Lines IVR Runtime License

