

UC & Collaboration Solutions



Business Applications and Solutions for
Unified IP Telephony

Auto Attendant / IVR



Auto Attendant / IVR integrated and supported by CommSouth is the application suite used for the implementation of automated telephone services, from simple call answering to IVR services integrated with the customer infrastructure

This product allows you to implement response services, courtesy and routing for your business with a custom solution for every site or office. IVR is an open and flexible platform for voice applications and IVR (Interactive Voice Response) solutions are for VOIP (SIP) networks.

The application is not only a voice resource, but a complete solution fitting customer requests, ready to be used. Due to its ease of use and setup, flexibility, virtualization support, as well as the scalability and robustness, Auto Attendant / IVR is an ideal solution not only for medium and large companies but also applicable to small offices.

How it works

The application allows development of customized solutions of Voice applications in VoIP networks. The application performs voice and DTMF tone detection during a normal extension call. The IVR system may respond with pre-recorded or dynamically generated audio to further direct callers on how to proceed



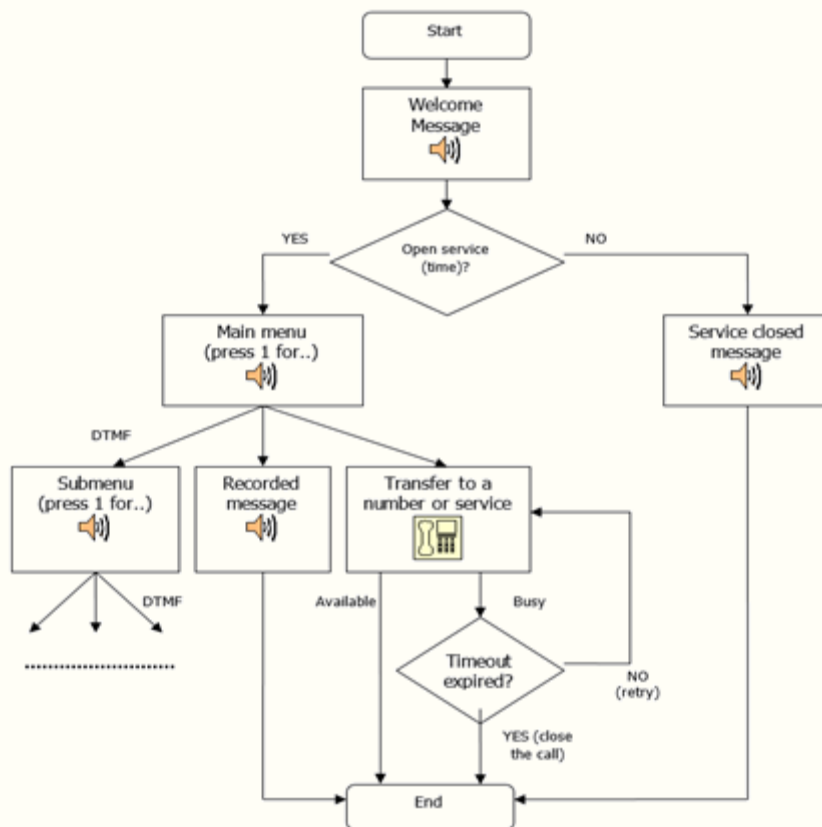
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General features

The main features provided by the suite are:

- provision of voice files and interaction with DTMF tones;
- specific voice prompts and timetables for different sites, enabling multi-site configurations, all sharing the same voice resources;
- flexible and configurable call-flow design (working time and holidays, voice prompts configuration, DTMF interaction);
- transfers to internal numbers, hunt groups, queuing services, and external numbers;
- management of specific treatment for normal days and for holidays;
- menu configuration at multiple levels, through simple web interface;
- custom (OpenIVR) Voice application implementation with use of TTS and ASR technologies integration, enabling voice driven scripts and dynamic voice prompt synthesis;
- supports reliable and redundant architectures with load balancing approach (active-active).



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Technical Features

The server hosting the application must be connected to the local LAN with proper QoS and guaranteed bandwidth. This will then guarantee stable server client connections and high quality of service. The server and the PC clients must be on the same LAN of the IP phones and of the IP-PBX. The server must be reachable from the remote client PCs.

Technical Notes:

The solution supports the following IP-PBXs:

- Cisco Unified Communications Manager® V. 6.x, 7.x, 8.x, 9.x, 10.x
- PBX Innovaphone
- IP-PBX SIP 2.0

Supported protocols:

- SIP
- G.711, G.729 a/b

For more information, please contact

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The application web portal supports the following web browsers:

- Internet Explorer 7 or later
- Chrome 5 or later
- Firefox 3 or later
- Safari 3 or later

Distribution

QueueManager is distributed as a preinstalled virtual appliance. CommSouth distributes the application using standard OVA/OVF formats. Supported platforms and hypervisors are:

- Vmware ESXi 4.x or 5.x
- KVM

The virtual machine is based on linux kernel v.2.6.18 and has an internal database PostgreSQL; so software activation requires just a License and the Virtual Appliance is fully manageable from an easy and intuitive administration web portal.

Please refer to the hypervisor vendor documentation for further information.

The virtual appliance is a ready to deploy model.