



**Enghouse
Interactive**



“This system has given us a new and intelligent touch point for our customers, enabling us to improve our overall services and customer satisfaction.”

PATRICK LUNG
CHIEF EXECUTIVE
Microsoft Asia Pacific Operations Center

Communications Portal

INTERACTIVE VOICE RESPONSE

Enghouse Interactive Communications Portal 9.0 is an open, standards-based platform with integrated application development and management components that significantly reduce the time, cost and complexity of deploying voice and IP communications solutions. The Communications Portal 9.0 combines the industry's most complete support for IP communication, including telephony, video messaging, SMS, and email with comprehensive support for traditional voice communication. By melding these capabilities, the Communications Portal 9.0 offers a multi-modal Portal that enables organizations to deploy all of their communication applications on a single, cost-effective platform.



The Communications Portal Empowers:

- Voice self-service solutions, such as interactive voice response (IVR), interactive voice and video response (IVVR), outbound dialing, and speech-enabled self-service systems
- SMS, email, standards-based voice mail
- Contact center solutions, including outbound dialing, intelligent routing applications and screen pop applications
- Unified communications solutions, including standards-based voice-mail systems and applications that combine traditional voice, IP telephony, video messaging, SMS, email, and fax communication

Enghouse Interactive Communication Portal provides significant value to enterprises, service providers, value added resellers, and systems integrators alike.

Benefits

- Comprehensive support for industry standards enables organizations to leverage prior investments in hardware, software and solution development, while providing a smooth migration path to the emerging standards and technologies that will be required in the future
- Superior performance – the Communications Portal has handled billions of transactions for our customers in the most demanding of environments
- Industry leading ease-of-use and unmatched flexibility
- Reduced development time and faster time-to-market – developers can create voice solutions 50% faster than they can with other graphical development tools
- Outstanding price/performance compared to proprietary IVR systems and other standards-based voice platforms
- The industry's broadest support for industry standards, such as VoiceXML, CCXML, MRCP, SIP, and Web services, ensures that solutions are compatible with a wide array of IT environments, including Web and service oriented architectures (SOA)
- Powerful management tools for easily configuring, monitoring and managing large-scale deployments

Components

- Enghouse Interactive Studio: A graphical application development environment that reduces development time by 50% or more
- Enghouse Interactive Communications Server: A highly scalable, reliable and fault tolerant VoiceXML gateway and run-time environment for deploying Enghouse Interactive voice solutions and voiceXML applications
- Enghouse Interactive Console: A graphical interface that provides a single point of control for administering large-scale or distributed voice solution installation
- Enghouse Interactive Domain Server: A dynamic license management utility that ensures the continuous availability

The Technology

VoIP/IP Telephony Capabilities

- Answer, place and transfer calls; play menus and execute options; call bridging; IP telephony; secure calls, call monitoring and recording; media streaming allows voice data to be transferred from Internet-based sources to telephony hardware
- Standards supported: SIP, RTP, SRTP, TLS, Dialogic Host Media Processing 3.0, CCXML 1.0

PSTN Telephony Capabilities

- Answer, place and transfer calls; play menus and execute options; call bridging; call progress analysis; conferencing; IP telephony; call monitoring and recording; media streaming allows voice data to be transferred from Internet-based sources to telephony hardware
- Standards supported: T1, E1, SS7, USSD, Analog, Station Channels, ISDN (BRI/PRI), QSIG, DPNSS, R2, CCXML, Dialogic Global Call 4.2, Dialogic Host Media Processing (HMP) 3.0, MP3, Dialogic SR 6.0 PCI for Windows, SMS (GSM MAP)

Speech

- Simple configuration interface allows for rapid deployment of solutions using speech recognition, text-to-speech and speaker verification technologies
- Standards supported: MRCP 2.0, VoiceXML 2.0, 2.1, Speech Recognition products supported: Nuance 9.0, 10.0, Loquendo 7.0, teliSpeech 2.0
- Text-to-speech products supported: Nuance Volcalizer 5.0, 6.0, Nuance RealSpeak 4.5

Database

- Connect to database sources to read, store and update information
- Wizard is available to non-technical personnel for rapid definition of SQL statements. The wizard supports all major SQL commands including Joins, Sub queries and Stored procedures
- Standards supported: ODBC, SQL, Native integration with Oracle

VoiceXML

- VoiceXML gateway, embedded VoiceXML browser for executing VoiceXML scripts anywhere within an Enghouse Interactive based solution, multi-level VoiceXML application logging
- Standards supported: VoiceXML 2.1, 2.0

Call Control XML (CCXML)

- CCXML interpreter embedded in the Communications Portal executes CCXML scripts that provide call management, event processing and conferencing capabilities
- Standards supported: CCXML 1.0

Web Services

- Interact with any provided Web service within. Act as a Web service provider that external applications can use to load and start scripts, and notify channels
- Standards supported: XML, SOAP, WSDL

Web

- Create Web pages with dynamic information from databases or other data sources; read Web pages and store information or speak it to a caller; create Web-based agent desktop and screen pops; convert Web audio files to ADPCM or vice versa
- Standards supported: HTTP, XML, HTML, DHTML, ISAPI

CTI

- Third party call control, call routing, and call data management. Integration with leading PBXs and IP PBXs available through custom or packaged Syntellect CTI Links product family
- Products supported: Enghouse Interactive CTI Connect™, Cisco Unified Intelligent Contact Management (ICM) software, Cisco Unified Communications Manager (CallManger)
- Multiple CTI Connect Servers in a single CTI link providing a primary, as well as backup CT connect servers and a fully redundant architecture

Datacomm

- Interact with remote servers to retrieve, update and store information
- Standards supported: LDAP, TCP/IP, XML, UDP, X.25, Serial Port, DDE, MS Message Queue, RAS, Radius, 3270 and 5250 terminal emulation

Video/Multimedia

- Stream multimedia content, play, record, and send multimedia messages. Content can be audio only, video only, or can combine audio and video
- Video specifications: 30, 15, 10, and 6 frames per second; CIF, QCIF, and Sub QCIF picture formats; AMR, H.263 + codecs
- Audio specifications: Linear PCM, 16-bit

Cryptography

- Supported cryptography functions include encrypting and decrypting files using symmetric or asymmetric algorithms; creating or verifying digital signatures; creating hashes and exchange public keys
- Standards supported: Microsoft Crypto API, HTTPS

SMS

- Send and receive SMS messages
- Standards supported: GSM MAP

Email

- Receive, send, forward, reply to and create email messages; read messages and act on content
- Standards supported: POP3, IMAP4, SMTP, MIME

Fax

- Receive, create and send faxes; convert HTML documents or HTTP links addresses to fax on the fly
- Standards supported: Intel boards with fax resources. V.17, T.38

Reporting

- Enghouse Interactive Reports is a Web-based reporting package that provides standard IVR utilization and performance reports including call volume and call duration reports

External Code

- Call external applications, hosted scripts and DLLs written in VoiceXML, C, C++, VB, Delphi, Active X, JScript, VBScript, and other major programming languages

Develop/Debug Support

- Advanced visual debugging tools (including breakpoints, traces, single step operation, variable simulation), call logging, hardware simulator compatible with soft phones, multi-level VoiceXML application logging

Communications Portal API

- The Communications Portal natively supports Dialogic's telephony boards. The platform's Telephony Integration API enables fast integration with additional third party telephony hardware
- Communication Portal's Speech Recognition API enables fast integration with additional third party ASR engines

About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.



Learn more at www.enghouseinteractive.com

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