

Communications Portal **Interactive Voice Response**



Enghouse Interactive Communications Portal (CP) 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. CP combines the industry's most complete support for IP communication, including telephony, SMS and email with comprehensive support for traditional voice communication. By melding these capabilities, the Communications Portal offers a multi-modal portal that enables organizations to deploy all of their communication applications on a single, cost-effective platform.

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 handles 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.

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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, Director Ejecutivo
MICROSOFT ASIA PACIFIC OPERATIONS CENTER

Communications Portal Empowers

- › Voice self-service solutions, such as interactive voice
- › Response (IVR), 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, SMS, email and fax communications.
- › Visual self-service solutions via web browser, smartphone or other connected devices.

Enriched Portfolio Integration

Communications Portal can be integrated with several of the Enghouse Interactive contact centers, facilitating self-service integration for speech, touch-tone IVR, and Mobile IVR for smartphones and websites.

Self-service applications can now seamlessly integrate with the contact center, improving service delivery by enabling callbacks, modifying the priority of the call and specifying the appropriate agent to connect to the caller.

Supported Enghouse Interactive integrations are:

- › Communications Center (CC)
- › Contact Center: Enterprise (CCE)
- › Contact Center: Service Provider (CCSP)
- › Presence Suite (PS)

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 application interface that provides a single point of control for administering large-scale or distributed voice solution installations.

Enghouse Interactive Domain Server

A dynamic license management utility that ensures 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 allowing voice data to be transferred from Internet-based sources to telephony hardware.

Standards supported SIP, RTP, SRTP, TLS, and CCXML 1.0.

Integration with CTI Connect Media Gateway for SIP enabling lower cost telephony integration.

Communications Portal provides significant value to enterprises, service providers; value added resellers, and system integrators alike.

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 allowing 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).

Speech

Simple configuration interface allowing 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 Recognizer, LumenVox.

Text-to-Speech products supported Nuance Vocalizer, LumenVox.

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.

Voice XML

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 CP 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. Act as a Web service provider that external applications can use to load and start scripts, and notify channels.

Standards supported XML, SOAP, WSDL, and RESTful.

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, and ISAP.

CTI

Third party call control, call routing and call data management.

Products supported: Enghouse Interactive CTI Connect™. Multiple CTI Connect Servers in a single CTI link providing a primary, as well as backup CTI 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.

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.

Email

Receive, send, forward, reply to and create email messages; read messages and act on content.

Standards supported POP3, IMAP4, SMTP, and MIME.

SMS

Receive, send, forward, reply to and create SMS messages; read messages and act on content.

Supported integrations: Message Media, Twilio with the ability to create custom integrations to other platforms.

Database

Connect to database sources to read, store and update information.

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

Integration with external applications written in Java, C++ and other technologies, please ask for more details.

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.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes omni-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and hybrid requirements.



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www.enghouseinteractive.com