

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, video messaging, 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 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.

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 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 communications.
- Visual self-service solutions via web browser, smartphone, mobile or other connected device.

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 call backs, modifying the priority of the call and specifying the appropriate agent to connect the caller.

Supported integrations are:

- Enghouse Interactive Communications Center (EICC)
- Contact Center: Enterprise (CCE)
- Contact Center: Service Provider (CCSP)

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

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

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).

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 Recognizer 10.5, 10.0, Loquendo 7.0, LumenVox.
- Text-to-speech products supported: Nuance Vocalizer 5.0, 6.0, 6.2, Nuance RealSpeak 4.5, 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.
- 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, 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, ISAPI.

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.

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

- Enhouse 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, and other major programming languages.
- Integration with external applications written in Java.

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 Enhouse Interactive

Enhouse Interactive's integrated suite of solutions includes multi-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 even hybrid requirements.