



TERAVOICE

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FEATURES

TERAVoice is a high-performance multi-threaded windows system-service offering a unique and scalable telephony platform. The system can be easily expanded by purchasing additional licenses for lines and Call Handlers, can be perfectly adapted to individual needs. TERAVoice can scale up from a simple 1 line solution up to multiple T1 or E1 lines with $n * 30$ lines. For larger installation TERAVoice can be installed as a cluster of several servers.

Broad Support For Telephony Hardware

TERAVoice offers support for a broad range of telephony hardware like no other product. Among those are CAPI based ISDN devices from single SO (1 BRI) up to 2xS2M (2 PRI) as well as TAPI based telephony boards from Dialogic, NMS, CallURL, way2Call and even simple voice modems.

Voicemail

TERAVoice offers voicemail functionality for any kind of voicemail or announcement application. Each mailbox can have an unlimited amount of announcements depending on time, date or weekday defined and can record messages of unlimited length. Messages can be listened to via Remote Control, from the inbox of any SMTP based e-mail system or with a client application that comes with TERAVoice. The language of all voice prompts for remote control can be selected for each mailbox individually.

Notification-Options

TERAVoice can inform users about new messages:

- via e-mail
- via SMS to a mobile phone or a pager
- via MWI (message waiting indication) on PBX phones
- with the Windows client tool

Voice over IP Gateway

TERAVoice enables smooth transition from traditional telephony to VoIP (Voice over IP) by acting as a VoIP Gateway. A VoIP user can connect to the public network like from any other PBX phone.

Call Handler Assignment

TERAVoice offers all common methods for assigning incoming call to the defined Call Handlers:

- by hardware device or interface (buiding groups is possible)
- Inband-Signaling (analog PBXs can send DTMF tones to indicate to which extension a call was targeted)
- MSN/extension (the number that was called)
- Redirector (number of the redirecting extension to which a call was targeted)



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Easily Create IVR Applications

Simple IVR applications can be created by configuring one or more Voice Menus with an easy GUI. More complex applications that need to access and interact with databases or other kind of data can be easily implemented with IVR Scripts created in VBScript or JavaScript. This is as easy as creating dynamic website with ASP.

Extensive Support Of Call Transfer

TERAVoice offers all kinds of functions for Call Transfer via PBX or even in public ISDN networks (ECT-E and ECT-I) as well as the normal TAPI methods in analog networks. Additionally TERAVoice provides a method for bridging calls via software in case the network does not support it or for bridging calls across different hardware or hardware connected to different networks (requires full-duplex hardware).

Call Recording

TERAVoice offers a method for recording calls that are connected via the waiting queue feature. TERAVoice can initiate a 3 party conference and stay connected as a quiet participant to record the conversation (3 party conference must be available on the network and the telephony hardware).

Remote Administration

The TERAVoice administration console can be installed and used on any computer connected to the network for remote administration and remote monitoring.

Text-to-Speech Support

Instead of providing audio files for voice prompts TERAVoice can also use entered text that is synthesized via text to speech (supports all SAPI5.1 TTS engines).

Language Support

TERAVoice offers German and English language for its user interface. The language of voice prompts for remote control can be selected for each mailbox individually. Additional languages and a kit for creating own system voice prompts will be provided after release.



CALL HANDLERS

Call Handlers in TERAVoice are responsible for how an incoming call is handled. Which Call Handler is selected for an incoming call depends on the assignment parameters that are configured for each Call Handler (see Features: Call Handler Assignment). The following types of Call Handlers are available with TERAVoice:

Voice Mailbox



Voice Mailboxes allow playback and recording of voice messages. A mailbox can be set up to use scheduled messages that are played at certain times, dates or weekdays. For each schedule it is possible to allow or deny recording. The maximum message length is configurable and a custom goodbye message can be configured for each mailbox.

Remote control can be enabled or disabled for each mailbox. Remote control can be used to listen to and delete new received voice messages. The playback message can be recorded and several options can be set using remote control. Authentication for remote control can be done by CallerID and by entering a PIN number manually. Each mailbox can be configured for different notification options. For more info see 'Notification'. Mailbox access via the client tool can be secured via standard Windows Security settings for each mailbox..

Voice Menu



Simple IVR applications can be implemented with voice menus. Each voice Menu can playback a custom message. Further processing is done by events: An event can occur depending on digits dialed by the caller, on user definable timeouts or on end of message playback. For each event an action can be set to be carried out. The following actions are available:

- Switch to a different Call Handler (can be a mailbox, a different voice menu, a waiting queue or any other TERAVoice Call Handler)
- Transfer the call to a certain extension or another external phone number, depending on call transfer support of the PBX or the public network.
- Repeat playback of the current message
- Shut down the call and hang up

IVR Module



For easy creation of IVR applications TERAVoice supports two types of programmability support: IVR Scripts and IVR ActiveX Objects.

Writing scripts is as easy as creating asp web pages. TERAVoice offers an integrated script editor with syntax highlighting and test-mode for simulation. Scripts can be debugged with any Windows script debugger.

For those who prefer to use their familiar ActiveX enabled development environment such as Visual Basic, Visual C++, Delphi and others, creating IVR modules for TERAVoice can be done by implementing a single COM interface. A test mode for simulation as well as full runtime debugging support is available. TERAVoice additionally supports scheduled execution of IVR Scripts or IVR ActiveX objects. This function can be used for performing maintenance tasks but also for performing automated outgoing calls.



CALL HANDLERS

H.323 User



Incoming calls can be connected to any internal user on the network that is using hardware equipment or software that is capable of VoIP (voice over IP) and conforms to the H.323 protocol. Of course any call that is connected to a call handler that is capable of redirecting calls (like voice menu, IVR module) can redirect calls to H.323 user.

Additionally TERAVoice can act as an H.323 gateway which allows internal H.323 users to call out via PSTN or ISDN using TERAVoice as their gateway.

Scheduler



The Scheduler is a special type of call handler. It does not implement any functionality in terms of telephony processing and is working as a time, date and weekday-dependent dispatcher. It can act as a primary call handler for calls that are not yet connected in order to switch processing to another Call Handler depending on the active schedule. If no schedule is active the current call will not be answered.

The Scheduler can also be used as a secondary call handler for calls that are already connected and handled by a voice menu or an IVR module. That Call Handler can issue a switch mailbox command with a Scheduler as target in order to further switch the call over to the target defined for the current schedule. If no schedule is currently active the call will be disconnected.

Waiting Queue



The waiting queue Call Handler can be used to implement waiting queues for hotlines or other types of high-volume call centers for which a free agent cannot be guaranteed permanently. For each Waiting Queue a list of extensions can be defined and modified at any time to designate all available agents to which calls should be transferred. The Waiting Queue will playback informational messages to the caller each time his queue position changes: "You are currently position X on the waiting queue."

Music On Hold



The Music On Hold call handler is able to feed a permanent audio stream to the PBX for music on hold playback to use with PBX systems that support feeding from internal phone lines.

Remote Control

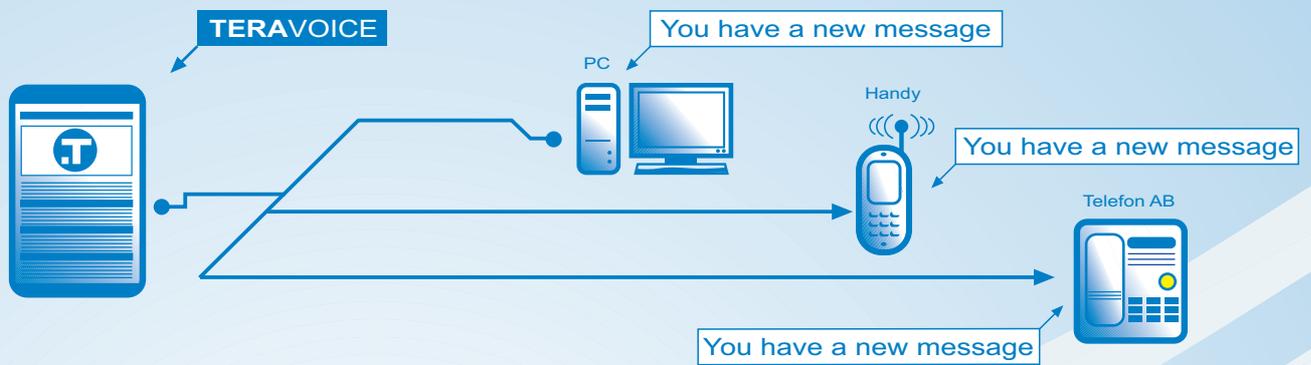


The remote control handler enables remote control as an alternative to accessing remote control from the mailbox. A user mailbox may have a certain timeout for taking a call. Using the remote control handler as a separate call handler allows taking calls immediately for faster remote control access. Auto-Login is available depending on CallerID in order to eliminate the need for entering mailbox ID and PIN number for users that are calling the remote control box from e.g. their internal phone their mobile or their home phone.

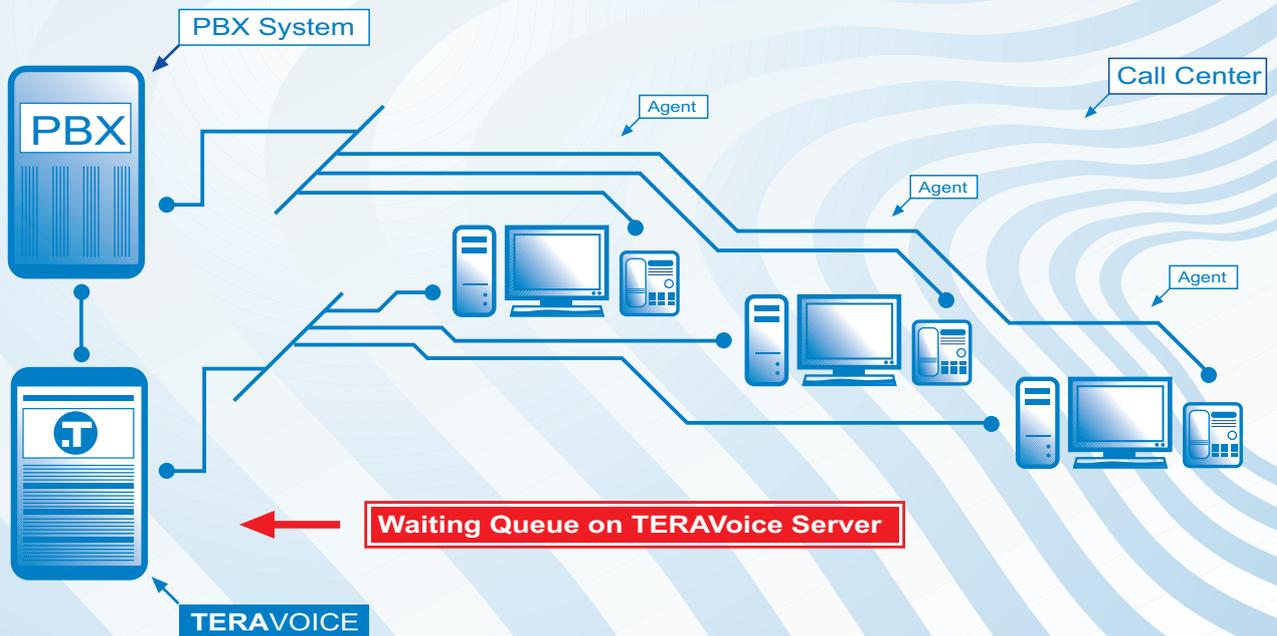


DEPLOYMENT SCENARIOS

Voicemail



Waiting Queues



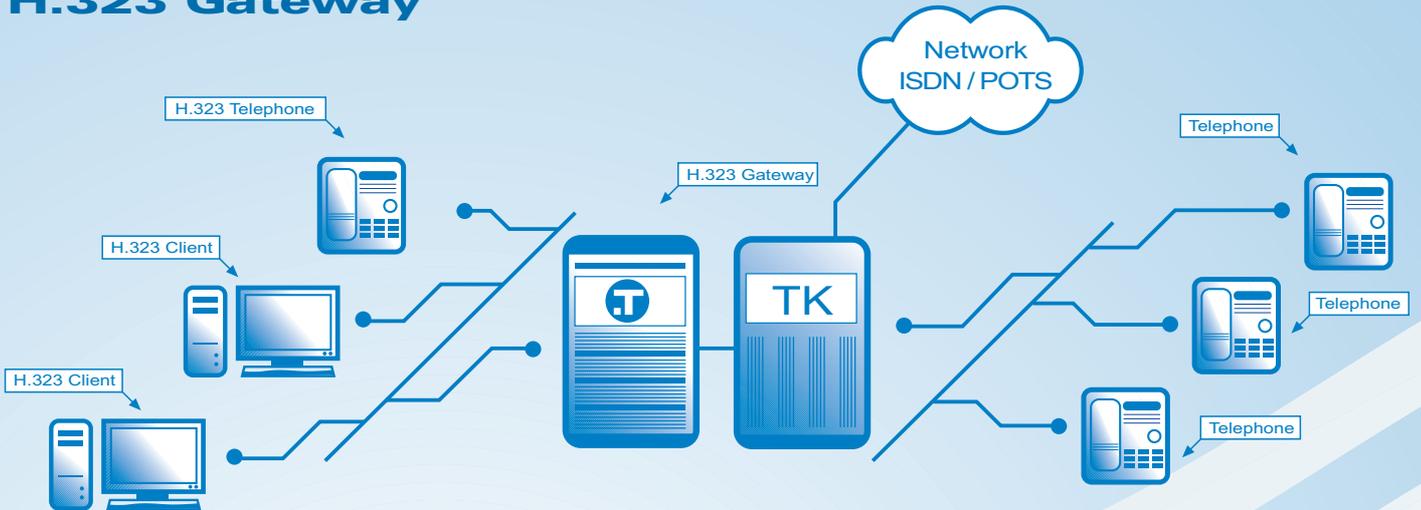


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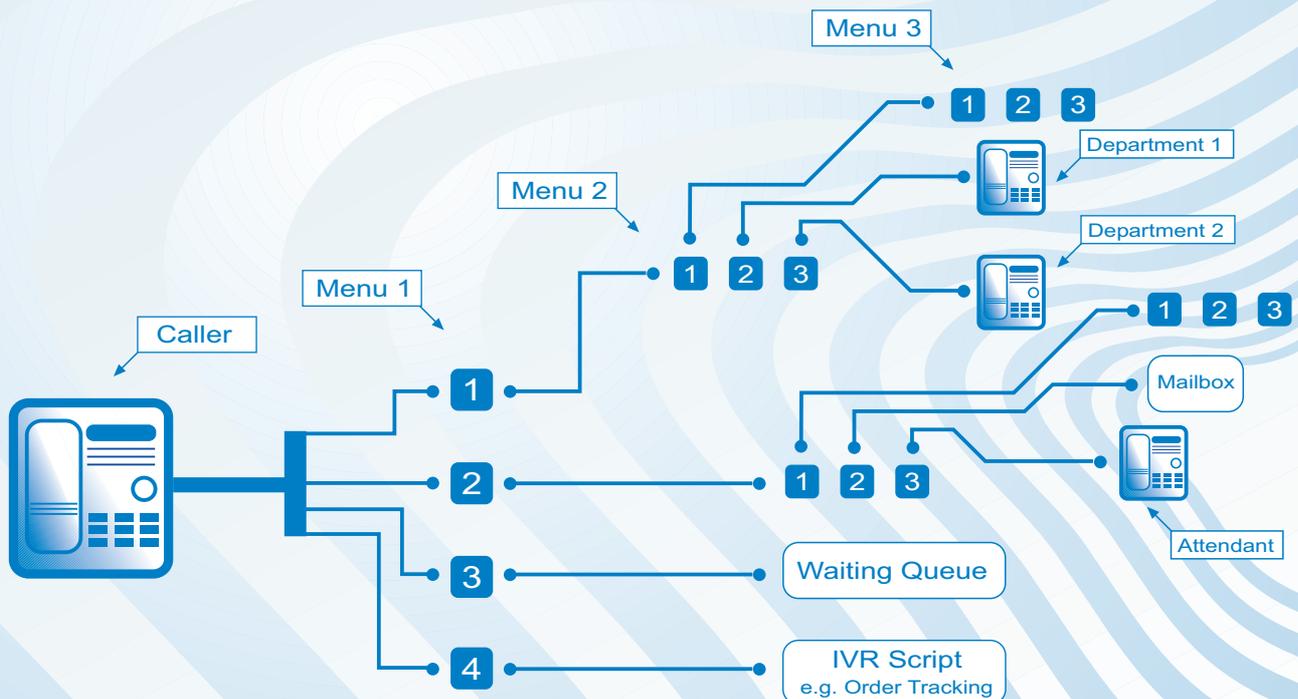
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DEPLOYMENT SCENARIOS

H.323 Gateway



Interactive voice response (IVR)





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