Smart IVR • HA

Refining IVR with Software.
Callbots, Voicebots...



Interactive **Powers**
Streamline your business communications


We understand **IVR** has to be highly reliable.
CPaaS | SaaS | On Premise

Smart IVR

Carrier-grade IVR platform, with exceptional performance, scalability, reliability and application multi-tenancy. Its distributed architecture can efficiently process hundred/ thousand of simultaneous calls.





IVR Clustering

SIP Connect (Router)

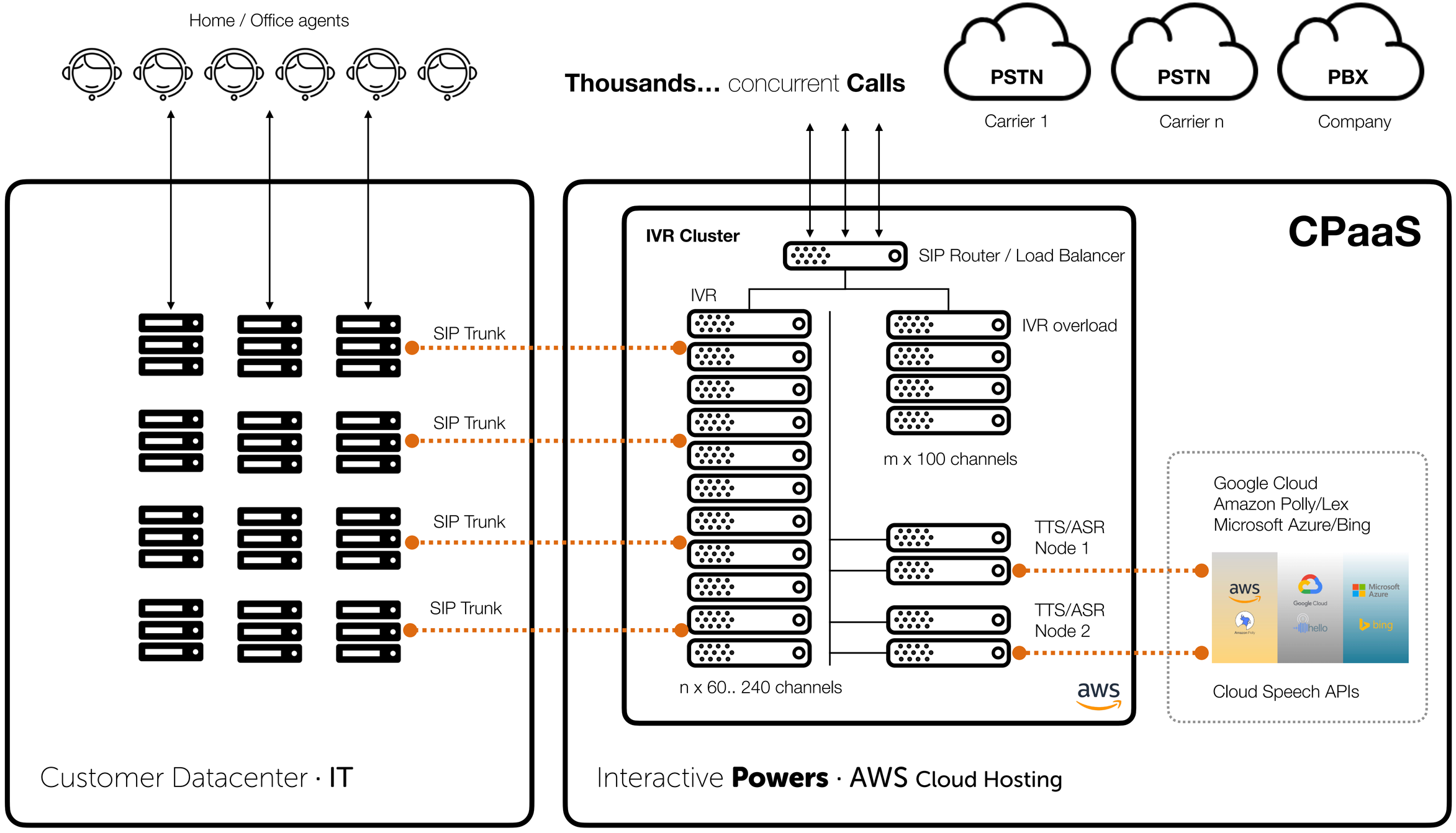
HA Scenarios 1,2,3

Multi-Service / Ports

High Availability Cloud Ready

Unlimited Elastic IVR Channels Capacity

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Home / Office agents
Thousands… concurrent Calls
PSTN
Carrier 1
PSTN
Carrier n
PBX
Company
CPaaS
IVR Cluster
SIP Router / Load Balancer
IVR
IVR overload
m x 100 channels
SIP Trunk
SIP Trunk
SIP Trunk
SIP Trunk
TTS/ASR
Node 1
TTS/ASR
Node 2
n x 60.. 240 channels
Google Cloud
Amazon Polly/Lex
Microsoft Azure/Bing
Cloud Speech APIs
Customer Datacenter · IT
Interactive Powers · AWS Cloud Hosting

HA Scenarios 1, 2, 3

Inbound Calls traffic for Contact Centers

Scenario 1 Frontend HA	**Scenario 2** Backend HA	**Scenario 3** Front & Back HA
SIP Connect	SIP Connect	SIP Connect
2... n IVR Servers	1 Video IVR Server	2... n IVR Servers
1 PBX Node Server	2... n PBX Node Servers	2... n PBX Node Servers
SIP Router required		SIP Router required

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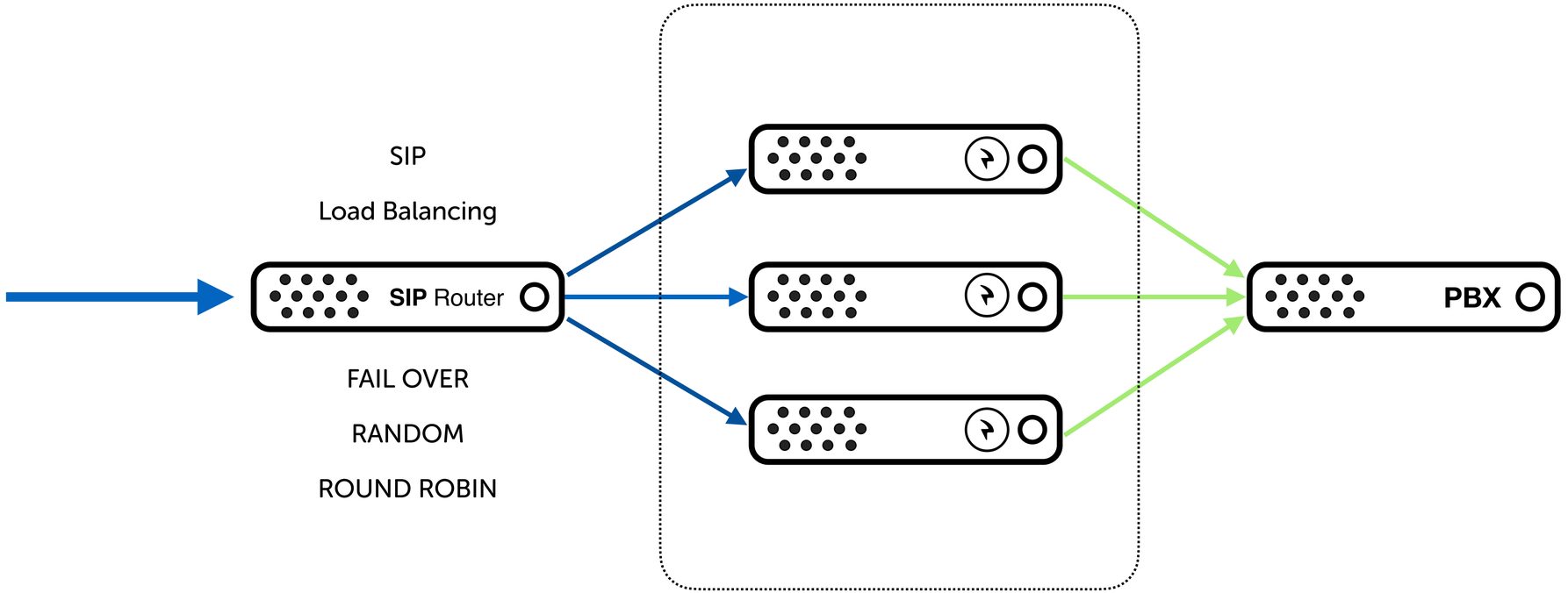
Cloud Hosting

For enterprises that need real-time communications without IT investments. Run Smart IVR platforms in the most secure and scalable cloud computing environments in the market.



Scenario 1

Smart IVR Frontend HA with 2...n Servers



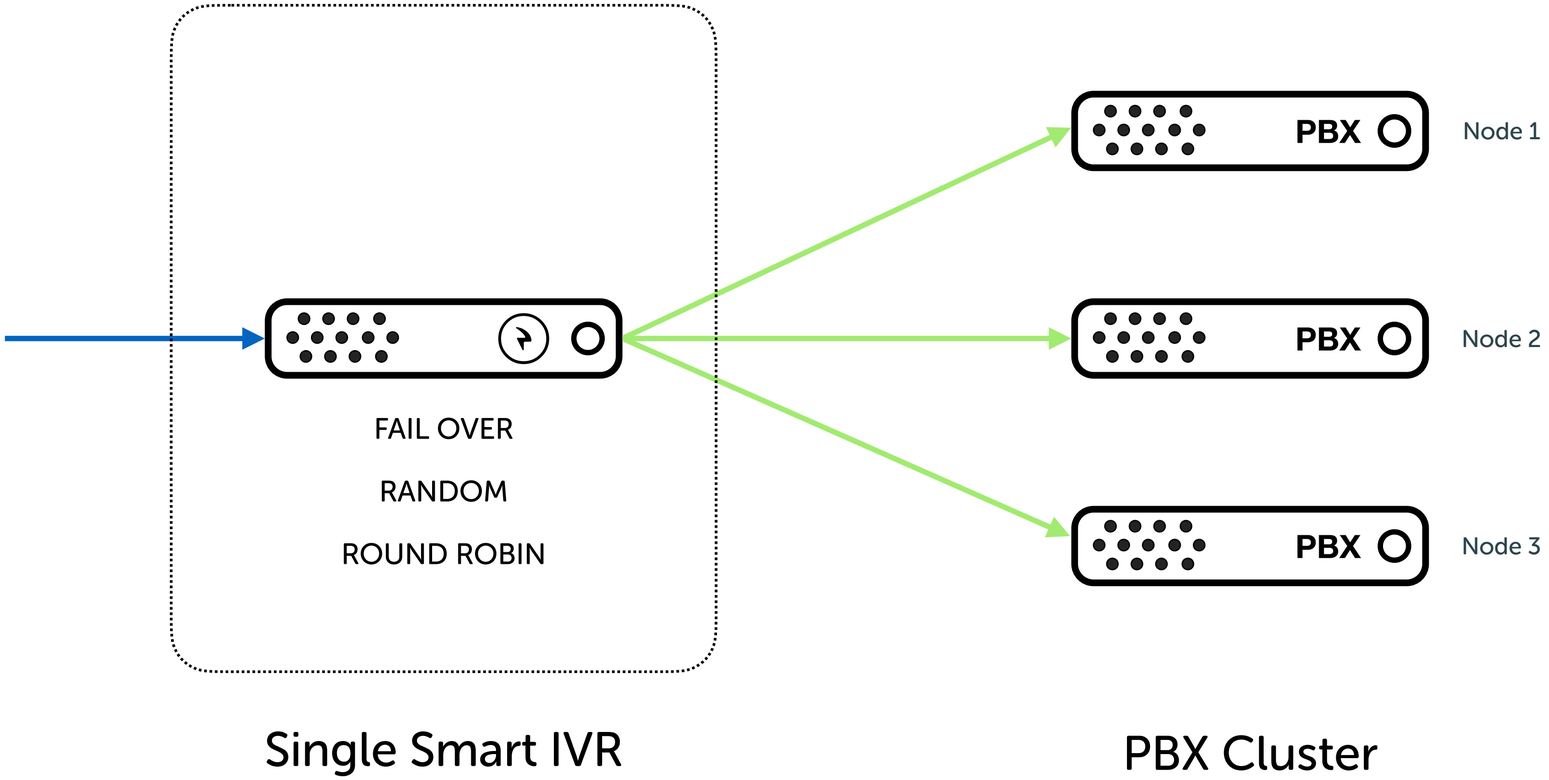
Smart IVR Cluster

[2... n] Servers

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Scenario 2

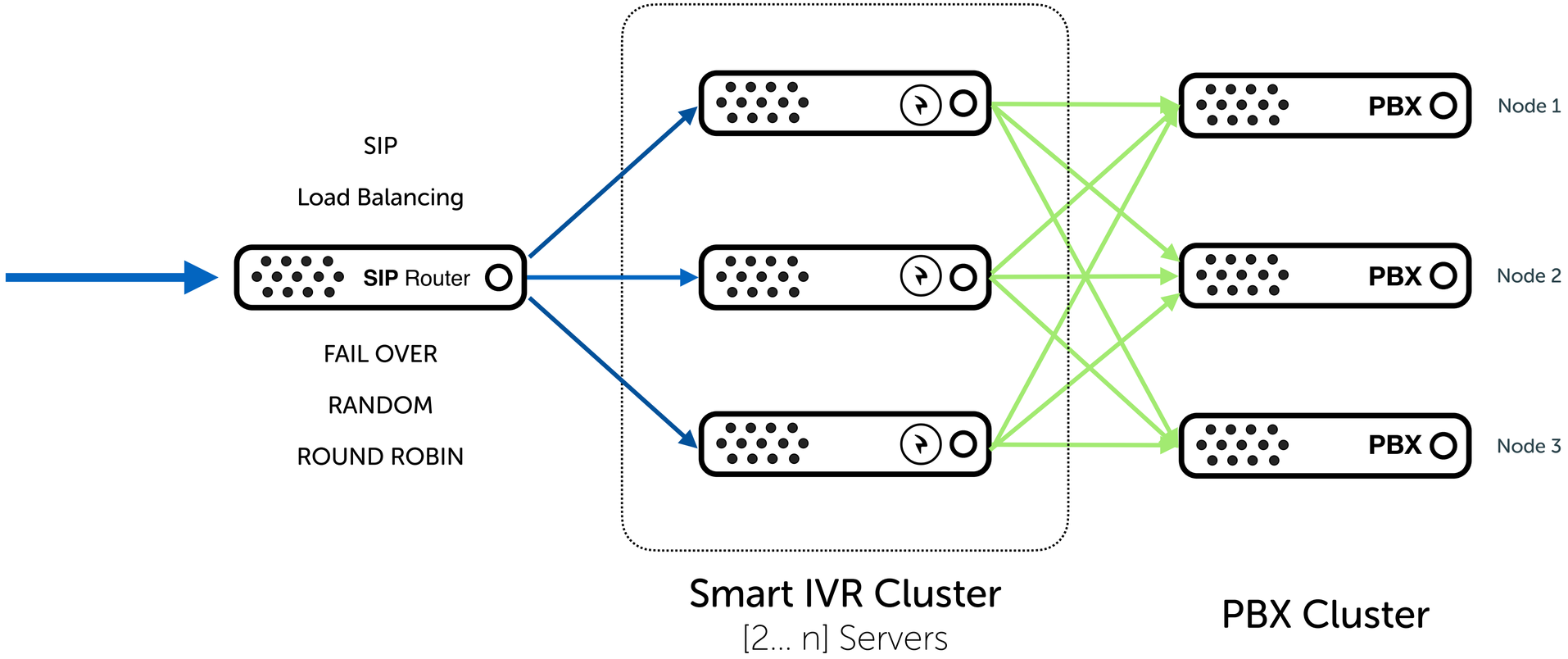
PBX Backend HA with 2...n Servers



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Scenario 3

Smart IVR/ PBX Frontend & Backend HA with 2...n Cross Servers



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