IntPowers

PLATFORM · CONVERSATIONAL IVR

Smart IVR

Voice is the front door, not a phone tree.

A carrier-grade, standards-based IVR platform that resolves what it can, understands what it can't, and hands off with full context to a human agent — or a video call — on the same suite.

VoiceXML 2.x
W3C standard

Hundreds
of calls per server

6+
ASR/TTS/NLU vendors

Cloud / on-prem
deployment

2026 Product Brochure · Short edition

THE AUTOMATED VOICE PLATFORM

A carrier-grade IVR that speaks any engine you choose.

Standards-based

VoiceXML 2.0/2.1, MRCPv2 and SIP — open, not proprietary.

Vendor-neutral speech

HTTP and MRCP connectors plug in the ASR, TTS and NLU vendor you already trust.

Deploy anywhere

Bare metal, VMware, KVM, or AWS, Azure and Google Cloud.



THE GAP

Everyone promises AI voice. Most still make you press 1.

Conversational AI is the pitch. In practice, buyers are asked to choose between a rigid legacy tree, a forced move to someone else's cloud, or a rebuild inside a brand-new bot-builder canvas.

Press 1 for menus, forever

Cloud-only, take it or leave it

Bot-builder lock-in

Smart IVR starts from telephony, not a chatbot canvas.

A standards-based VoiceXML engine with open speech-engine connectors, and — as of August 2026 — an AI Agent Gateway that sits alongside VoiceXML rather than replacing it, so existing applications keep running.

Microsoft is retiring Nuance's on-premise Conversational IVR stack — sustaining support for on-prem installs ends June 2026.

Positioning based on published capability and roadmap pages of leading IVR/CCaaS vendors, reviewed August 2026

THE PLATFORM

A carrier-grade IVR that speaks any engine you choose

Smart IVR is a software-based, 100% packaged conversational IVR platform, VoiceXML 2.X compliant with extended tags, built on an open-standards core. It runs on your own servers, on a virtual machine, or in the cloud.



Standards-based

VoiceXML 2.0 and 2.1 (W3C), MRCPv2 (RFC 6787) and SIP (RFC 3261 / 5552) — open, not proprietary.



Carrier-grade

Multi-tenant architecture built to process hundreds of simultaneous calls per server.



Vendor-neutral speech

HTTP and MRCP connectors plug in the ASR, TTS and NLU vendor you already trust — not a walled garden.



Deploy anywhere

Bare metal, VMware, Proxmox and KVM, or AWS, Azure, Google Cloud and OVH — your choice.

VoiceXML 2.0/2.1

W3C compliant

MRCPv2

RFC 6787 speech control

SIP

RFC 3261 / 5552

Per port

subscription or license

Source: wiki.ivrpowers.com/en/smartivr/start, /resources/references

DIFFERENTIATOR

What it means for voice to be a real front door

Not a bot bolted in front of the phone system. The telephony layer and the conversation layer, designed to work as one.

Owns telephony end to end

SIP trunking, DID numbering, PBX/CCaaS interconnection, barge-in and transfer — natively, not bolted on.

Hands off with context

Call variables and conversation context carry through to Web ACD's queue and agent desktop at escalation.

Coexists with new AI

The AI Agent Gateway lets a connected AI own conversation while Smart IVR keeps owning telephony — no rebuild.

Vendor-neutral speech

Any MRCP- or HTTP-compatible ASR, TTS or NLU engine plugs in — Nuance, Verbio, Lumenvox, Google, Amazon, Azure.

Escalates to a real video agent

A call that needs a human can route into the same suite's Web ACD queue — voice, or face to face over video.

One telephony layer, one vendor

IVR, ACD and video all run on the same open-standards core, not stitched together from separate SKUs.

Entry points: any carrier or VoIP system over standard SIP trunking — no proprietary handset or app required.

Source: wiki.ivrpowers.com/en/smartivr/v2/faq, blog.ivrpowers.com (Aug 2026)



Did you know you can take your company's calls to the next level with Natural Language and AI?

<vxml> version="2.x"

Interactive Powers

CAPABILITIES

Self-service, administration and security — one engine

Mixed-initiative conversation

Natural-language mode via the native <nlu> element lets callers say what they want.

Barge-in enabled

Callers can interrupt a prompt at any point — standard VoiceXML behavior, honoured throughout.

VoiceXML code editor

Create, edit and upload .vxml, .php and .wav files in the browser, with syntax colouring.

IVR Watchdog

A scheduled job restarts failed components automatically — self-healing without a human on call.

Encrypted media

SRTP over the RTP media path, added via the res_srtp module in v2.4.0.

License-gated capacity

Channel count, ASR/TTS enablement and expiry are enforced per license, in one configuration block.

Source: wiki.ivrpowers.com/en/smartivr/v2/changelog, /v1/configuration, /v1/gui

THE SUITE

Smart IVR is the front door to three more products

Each platform stands alone and speaks standard protocols — but bought together they behave as one system, with no integration project in between.



Smart IVR

AUTOMATION LAYER

Carrier-grade VoiceXML IVR with speech engines, handling the call before a human is needed.



Web ACD

DISTRIBUTION LAYER

Queues, routes and distributes voice and video to the right agent, and runs their desktop.



Video RTC

MEDIA GATEWAY

Hybrid SIP + WebRTC gateway for browsers, mobile devices and kiosks, built for high availability.



Video REC

RECORDING LAYER

HD video recording, storage and archive, with export for analytics and compliance.

Cloud Services · hosting, monitoring and managed operation across all four platforms

Source: wiki.ivrpowers.com/en (platform documentation)

COMPARISON

Where Smart IVR parts company with bot-builder platforms

	A typical bot-builder platform	Smart IVR
Speech engine choice	Proprietary or single-vendor bot builder	**Vendor-neutral ASR/TTS/NLU via MRCP/HTTP connectors**
Deployment	Cloud-only, increasingly enforced	**Cloud, on-premises, virtualized or hybrid**
AI / voice-bot access	Gated behind the top subscription tier	**Bundled — no separate AI tier to unlock**
Adoption path	Rebuild inside a new bot-builder canvas	**AI Agent Gateway coexists with existing VoiceXML apps**
Commercial model	Per agent, per month, plus per-session fees	**Subscription or licenses**

"A typical bot-builder platform" summarizes patterns published on the capability and pricing pages of Five9 IVA Studio, Genesys Cloud CX, NICE CXone, Nuance/Microsoft, Twilio Voice and Vonage, reviewed August 2026. Specific vendor comparisons available on request.

IN PRODUCTION & COMMERCIALS

Running where the call matters, licensed to keep it that way

Selected clients

Banco de Sabadell	**Allianz**	**Generali**	**Alzira City Hall**	**AEELA**

Smart IVR automates phone conversations for banks, insurers, public agencies and service providers across Latin America and Europe. Named references available under NDA through your account team.

Port-based subscription, with a license available

Smart IVR is contracted by subscription, per port, on any deployment model — cloud, on-premises or hybrid. For the public sector and regulated environments that need to own the license, we still offer a perpetual per-port purchase, with the same annual maintenance. A full-function trial, capped at one port, is available for evaluation before you commit to capacity.

Port-based subscription means you pay for simultaneous channel capacity, not a named license tied to each agent. Cost tracks actual business usage, with AI included, not upsold — and a perpetual per-port purchase is still available for organizations that need to own the license.

Source: interactivepowers.com/en/platforms/smartivr; Source: wiki.ivrpowers.com/en/smartivr/v2/faq (licensing section)

SMART IVR · CONVERSATIONAL IVR

Give your callers a real front door.



Let us show you a call resolved, escalated and handed off with context — on your own use case, with a full-function trial and no bot-builder rebuild required.

Talk to Sales Request a Demo

IntPowers interactivepowers.com