

# **Smart IVR** • VoiceXML

Refining IVR with Software.  
Callbots, Voicebots...

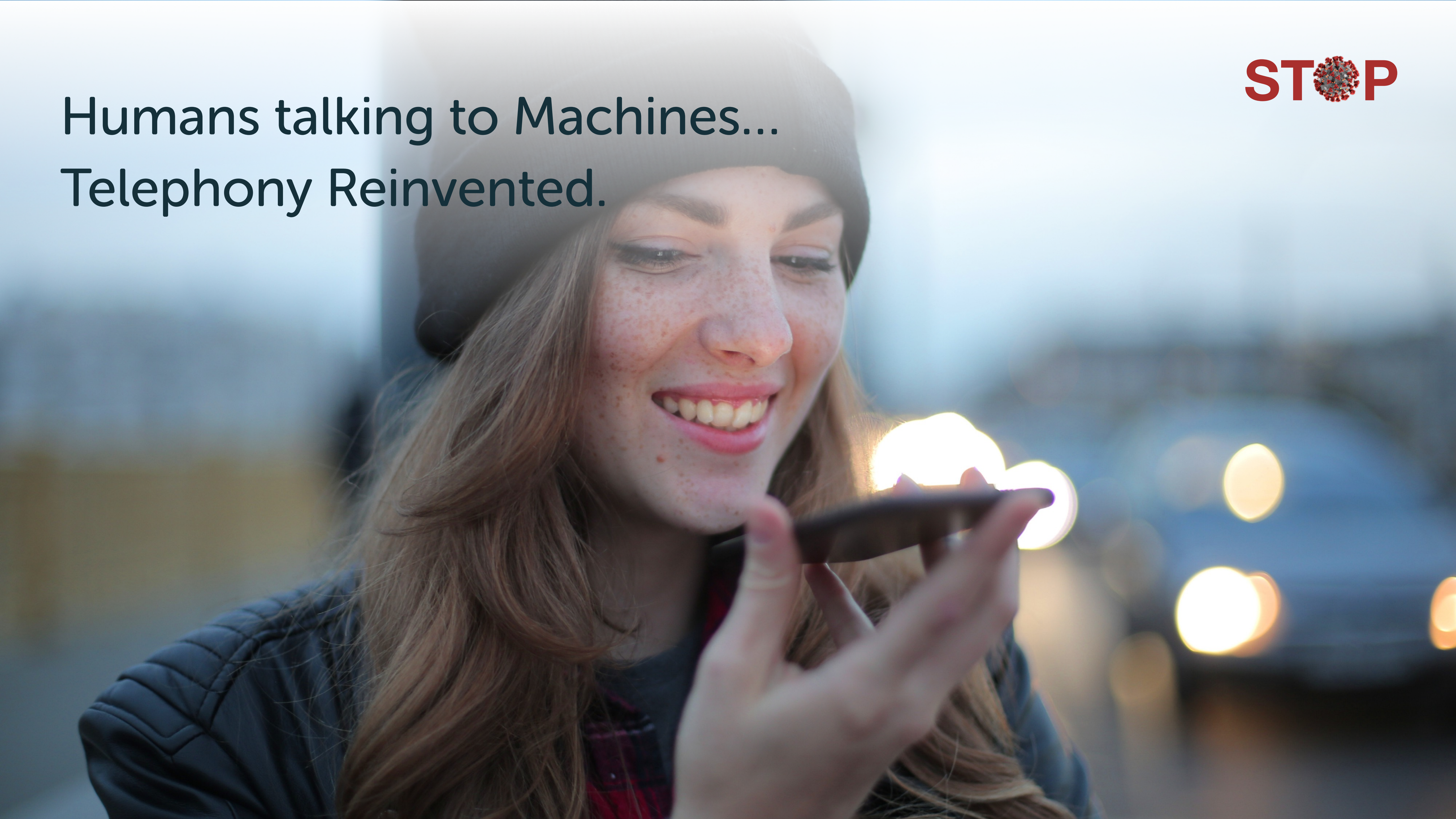


Interactive **Powers**

Streamline your business communications

Humans talking to Machines...  
Telephony Reinvented.

STOP



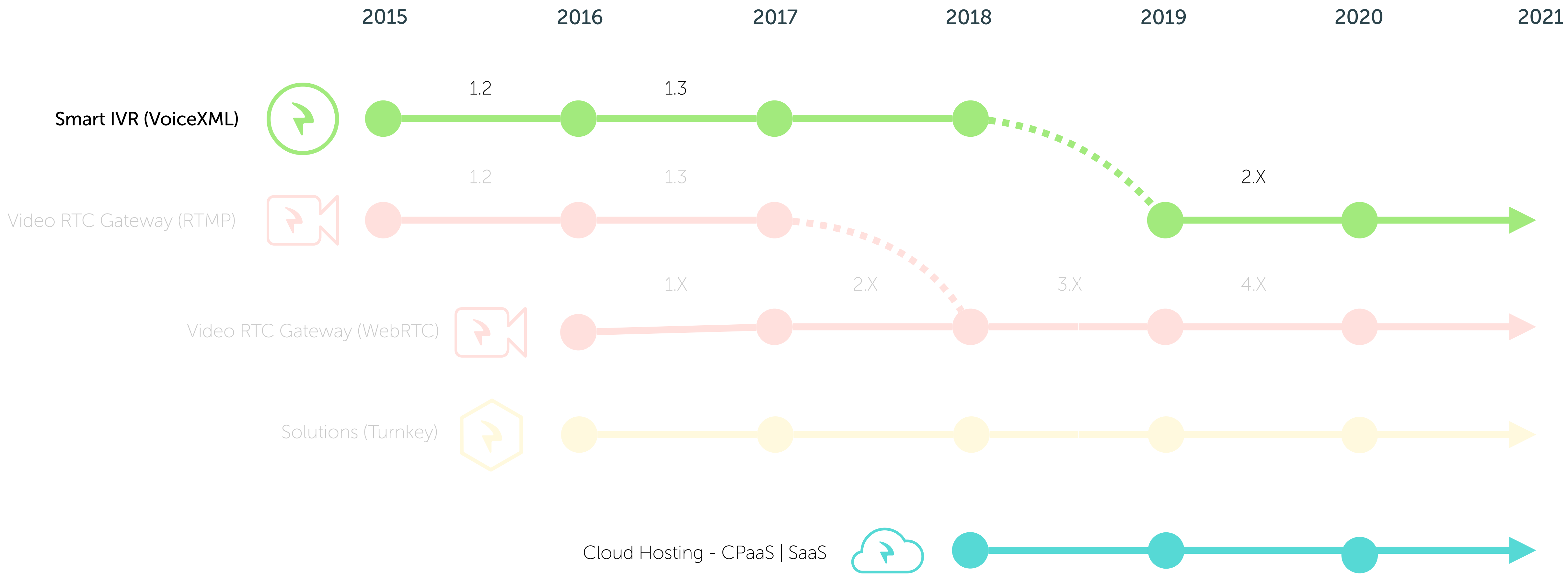


# Smart IVR

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



# IVR Roadmap





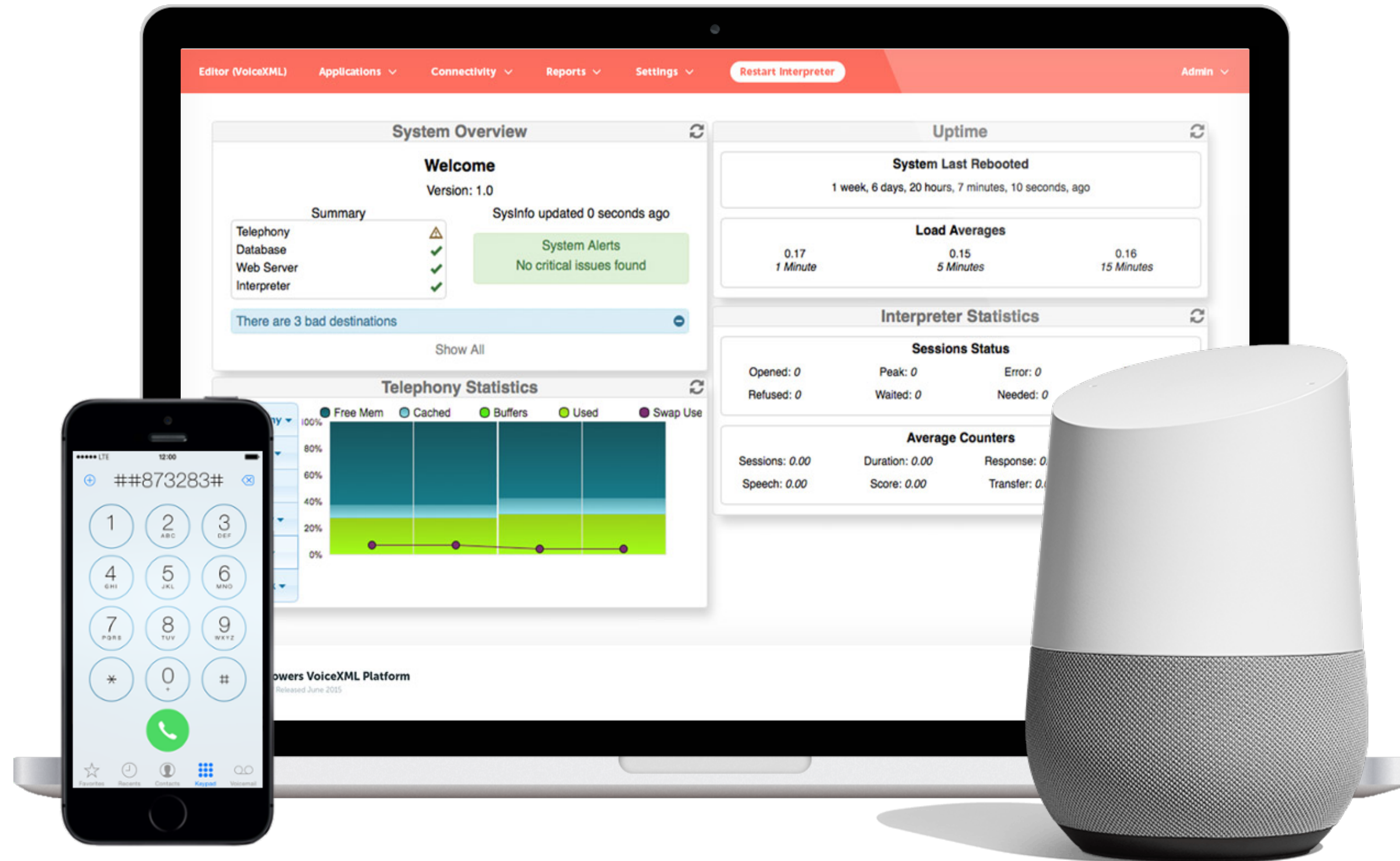
Touch-Tone  
Text-to-Speech  
Speech Recognition  
Natural Language  
DialogFlow  
SIP Connect  
Open Standards  
Call Recording  
Voice ID

# Smart IVR

Open Standard Interactive Voice Response

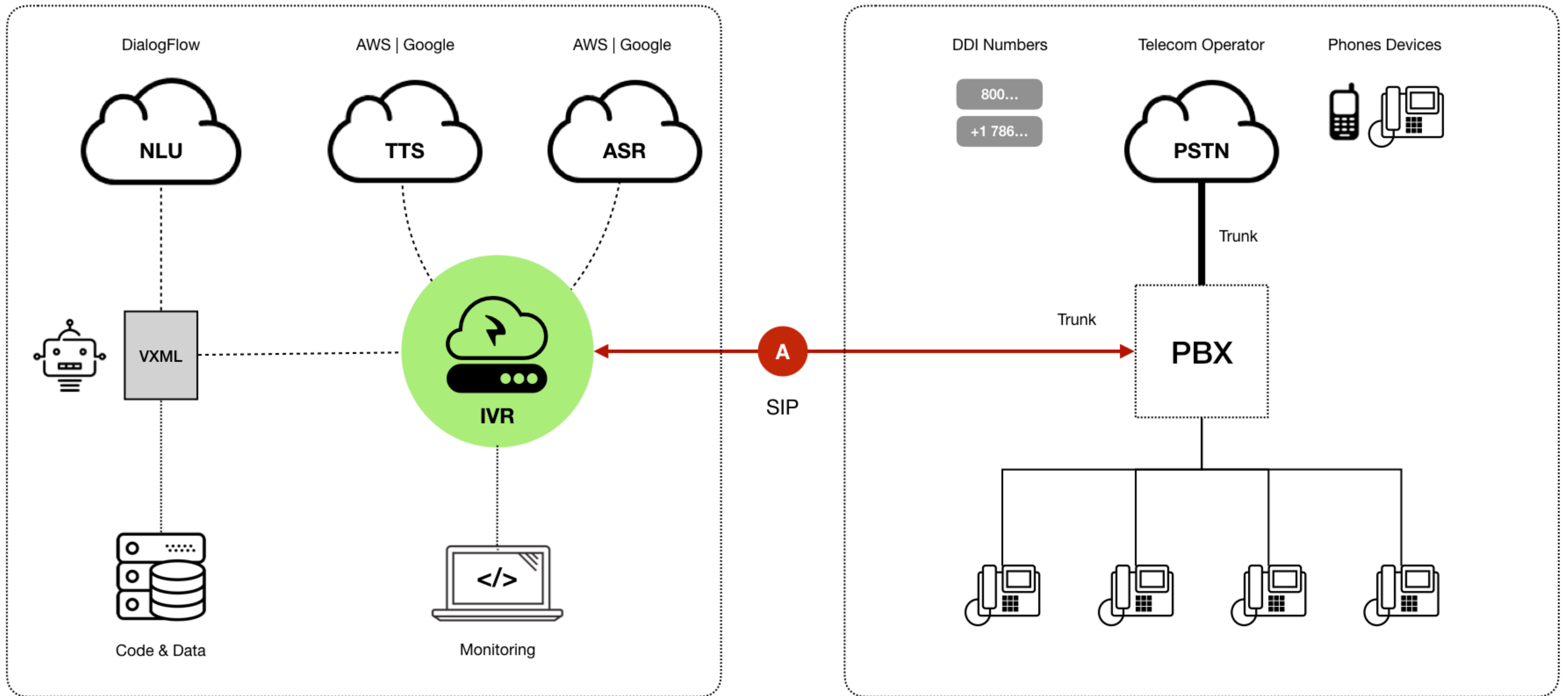
1.x

2.x



MRCP v1, v2  
HTTP-TTS/ASR

MRCP v1, v2  
HTTP-TTS/ASR  
gRPC-ASR




Editor (VoiceXML) Applications Connectivity Reports Settings Restart Interpreter

### VoiceXML Editor

Editing file: service1.vxml

```
1 <?xml version="1.0"?>
2 <vxml version="2.1" xmlns="http://www.w3.org/2001/vxml">
3   <property name="inputmodes" value="dtmf"/>
4   <form id="w">
5     <field name="wait" type="digits?length=1">
6       <filled>
7         <goto next="#end"/>
8       </filled>
9     </field>
10  </form>
11  <form id="end">
12    <block>
13      <disconnect />
14    </block>
15  </form>
16 </vxml><test></test>
17
18
```

Save Discard

 IVR Powers VoiceXML Platform  
V1.0 / Released June 2015

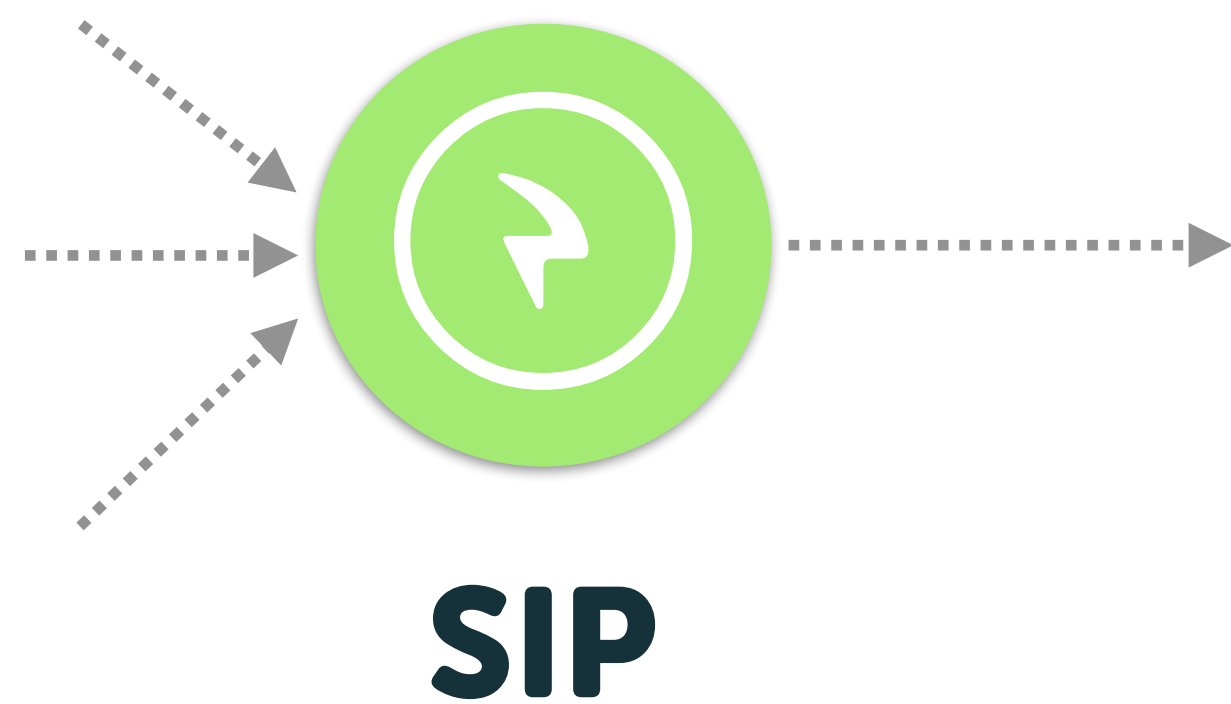
# VoiceXML 2.x

VoiceXML Open Standard

W3C 2.0, 2.1 compliant

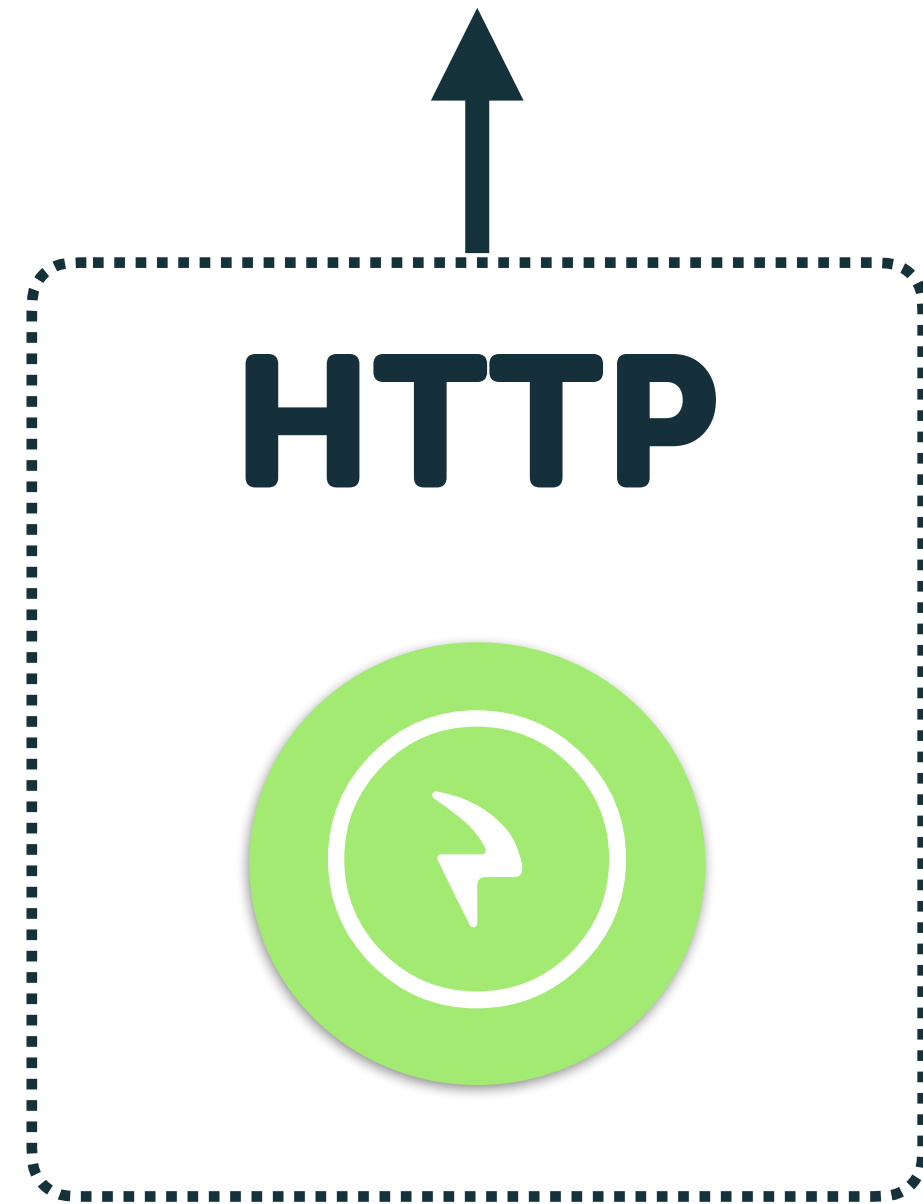
Extended <Tags>





## **DTMF**

Touch Tones Menus  
VXML controlled  
SIP compliant



Speech Recognition | Text-to-Speech

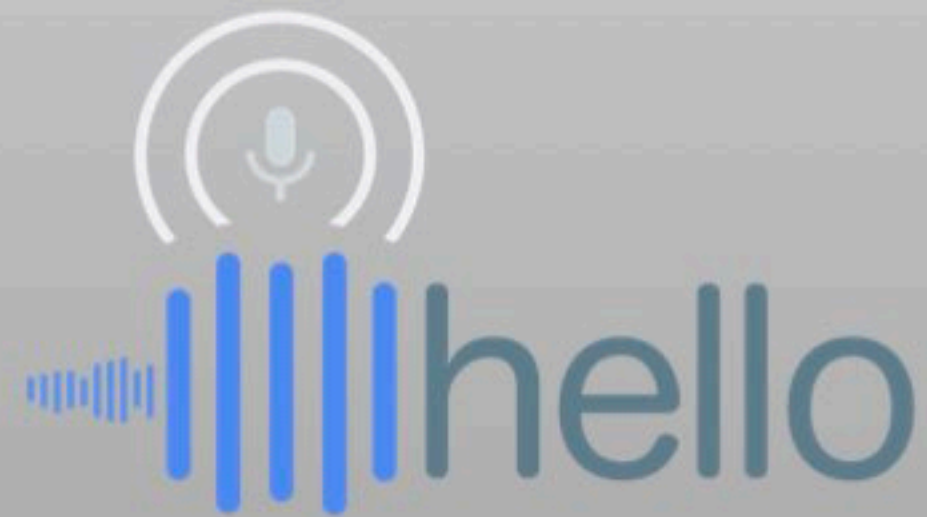
**HTTP**-Connector  
Google, Microsoft, Amazon  
Cloud Speech API  
Hyper-cached



Amazon Polly



Google Cloud





Speech Recognition

IMPORTANT:

Not all MRCP-ASR v2 interfaces will still updated.  
Please contact our sales department for specific configurations.

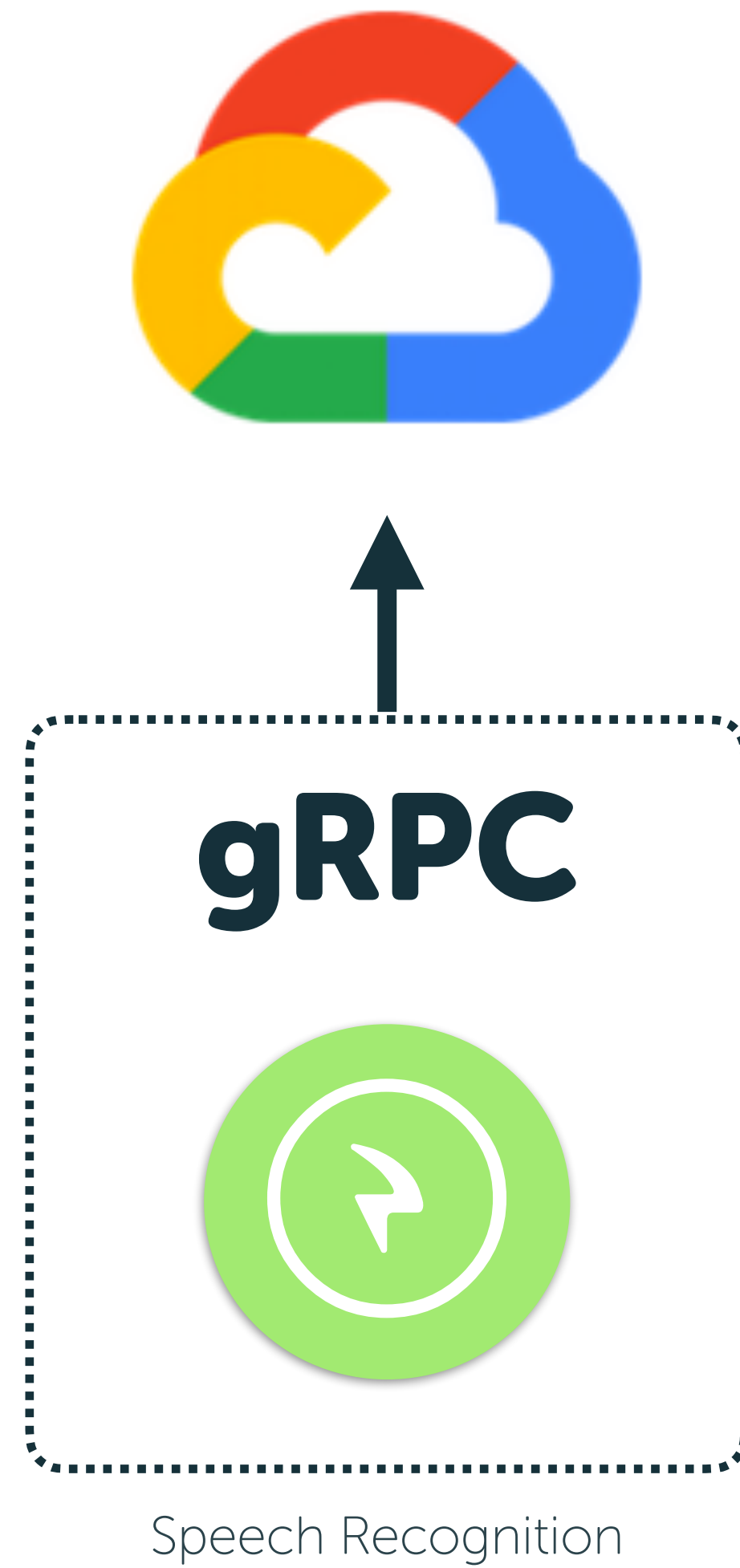
**MRCP**-Connector  
Nuance Speech Server  
MRCP v1 TTS  
MRCP v2 ASR

Interactive **Powers**

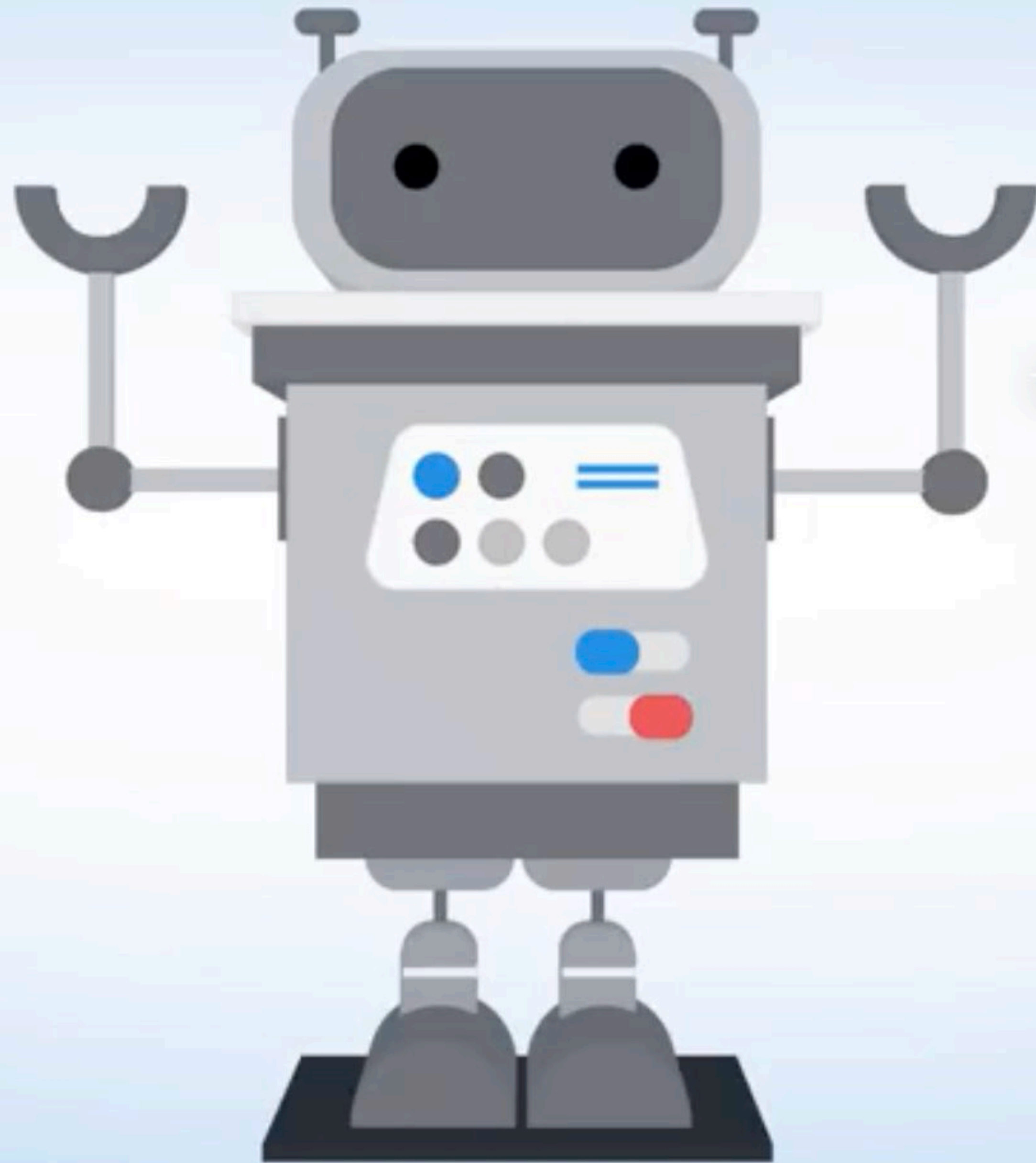
# Conversational IVR with **gRPC** <NLU> Natural Language Understanding



Google Cloud



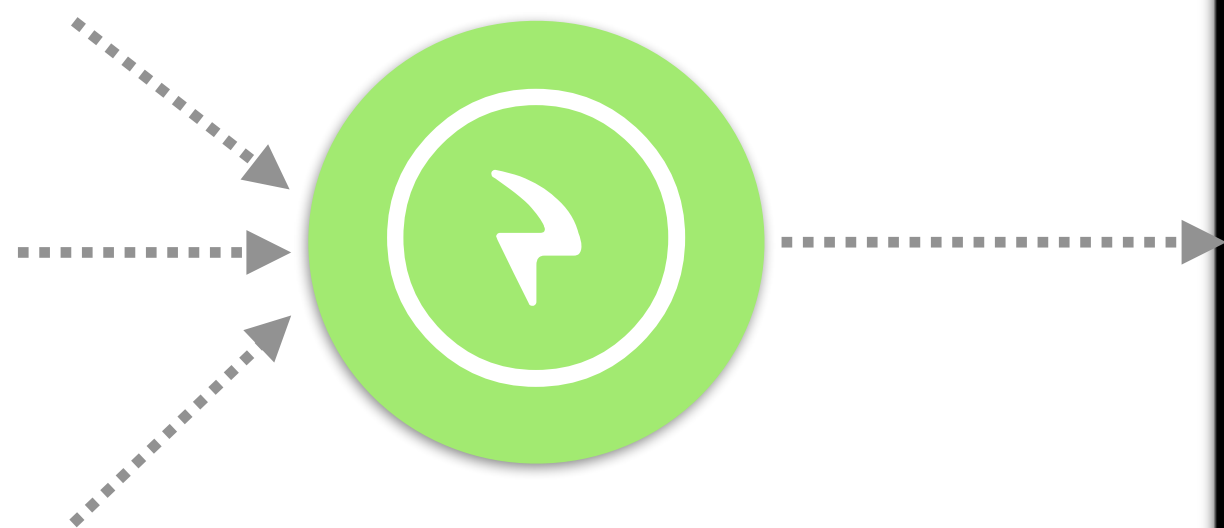
**gRPC**-Connector  
Google Cloud Speech API  
Real-Time Streaming  
Barge-In On/Off



**NLU**



Trunking  
Numbering



**PBX**

Extensions



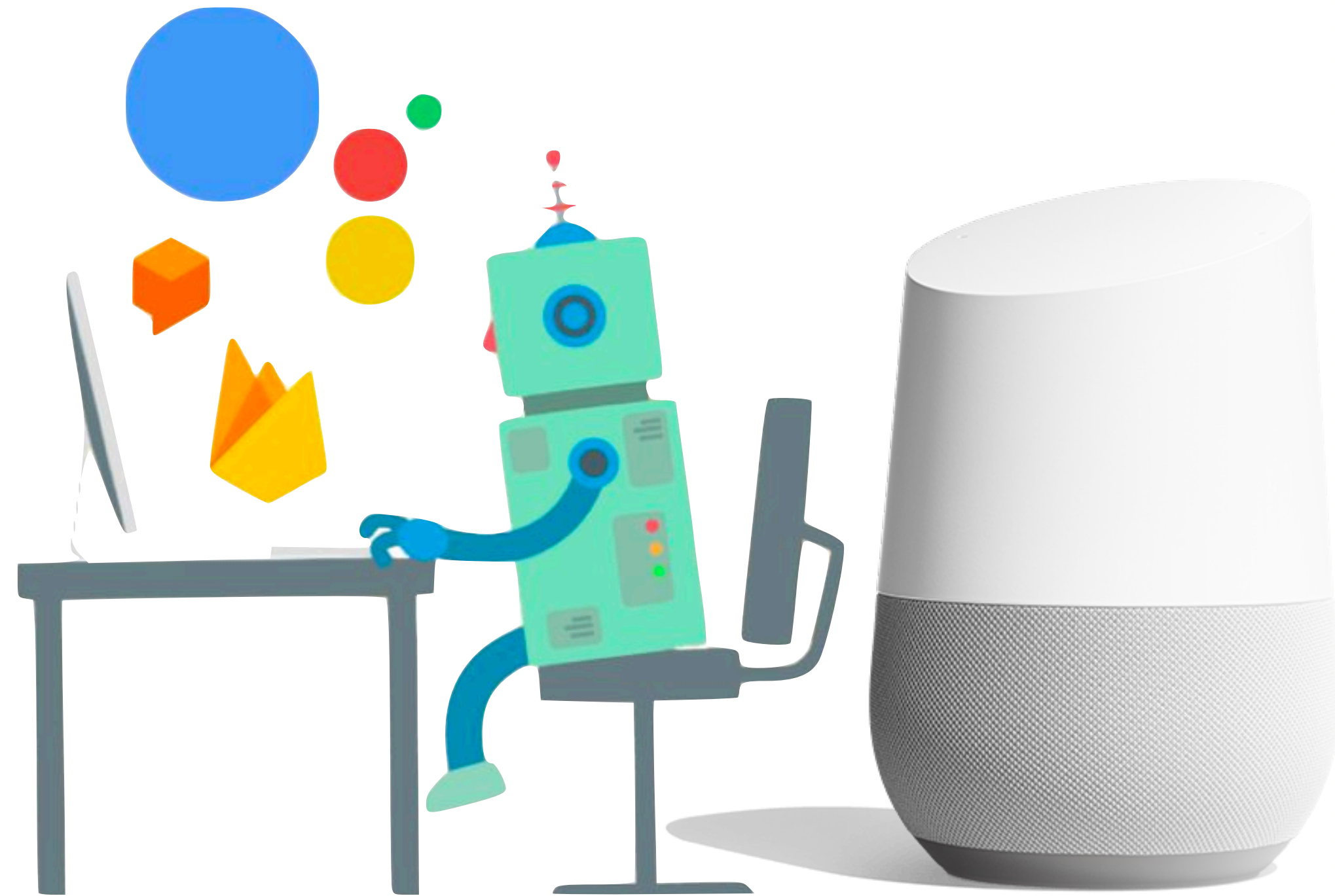
## **SIP Connect**

VoIP Cloud Elasticity

PBX Compatibility

Port Scalability





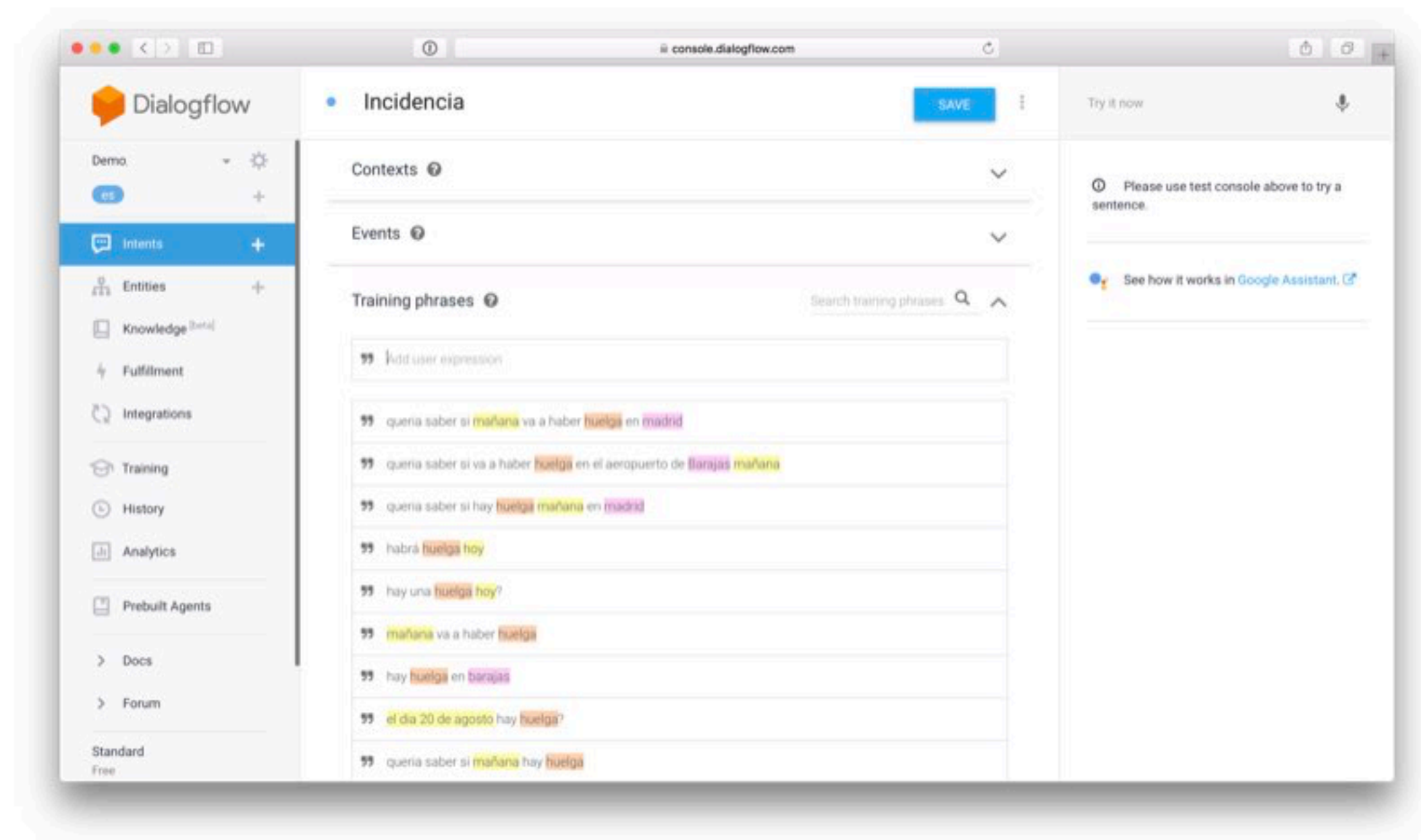
**Callbots, Voicebots**  
Conversational Framework  
DialogFlow Gateway  
VXML <NLU> Tag



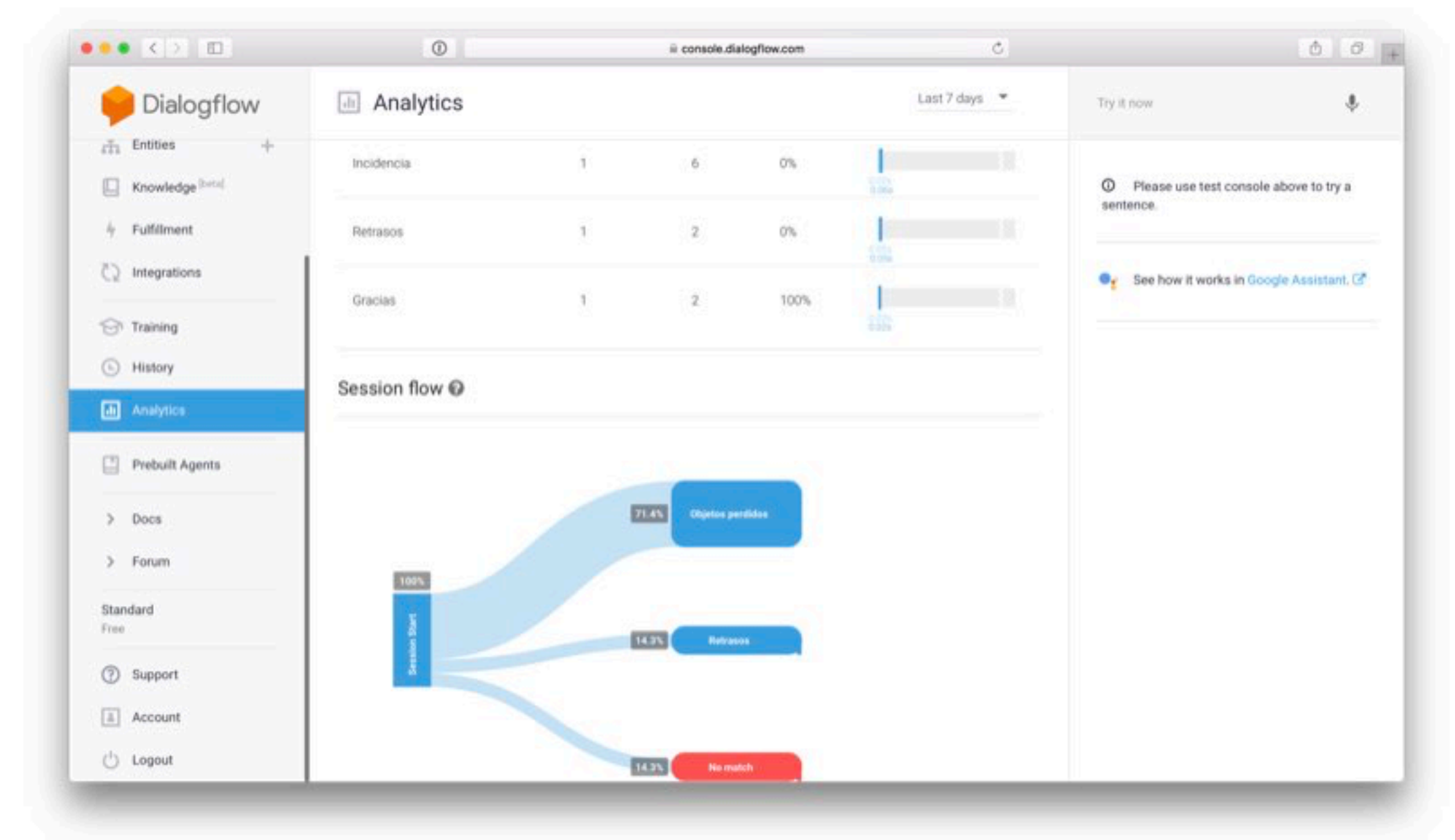
Dialogflow

**DialogFlow** Gateway  
 Multi-Project enabled  
 VXML-SIP Connect  
 ASR/TTS Ready

# DialogFlow, build, train, deploy, improve...



DialogFlow Training



DialogFlow Analytics



# 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.





High Availability Cloud Ready

Unlimited Elastic IVR Channels Capacity

# IVR Clustering

SIP Connect (Router)

HA Scenarios 1,2,3

Multi-Service / Ports

Interactive **Powers**



## CPaaS IVR Basic

per channels (port)

[PURCHASE](#)

- VoiceXML 2.x powered
- # DTMF / Touch Tone
- # TTS / Text-to-Speech HTTP-API
- DID Numbering (External)
- SIP Connect (Trunking)
- Voice Recording (External Storage)
- Log/Debugging



## CPaaS IVR Pro

per channels (port)

[PURCHASE](#)

- VoiceXML 2.x powered
- # DTMF / Touch Tone
- # TTS / Text-to-Speech HTTP-API
- # STT / Speech-to-Text HTTP-API
- DID Numbering (External)
- SIP Connect (Trunking)
- Voice Recording (External Storage)
- Log/Debugging



## CPaaS IVR Plus

per channels (port)

[PURCHASE](#)

- VoiceXML 2.x powered
- # DTMF / Touch Tone
- # TTS / Text-to-Speech HTTP-API
- # STT / Speech-to-Text HTTP-API
- # NLU / Natural Language gRPC-API
- # ASR / Speech Recognition MRCP-v2
- DID Numbering (External)
- SIP Connect (Trunking)
- Voice Recording (External Storage)
- Log/Debugging

# Platform as a Service

We run most leading cloud computing services



Google Cloud



Amazon Web Services



Microsoft Azure



Interactive Powers

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