

A6000

Interactive Voice Response

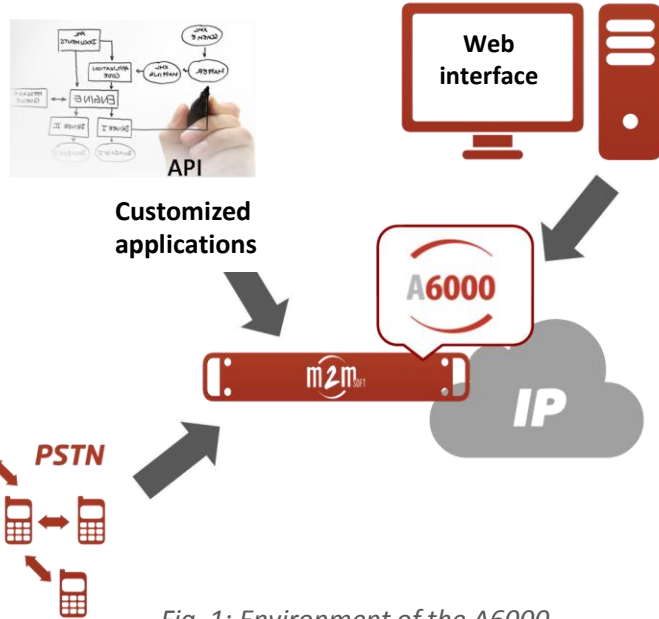


Fig. 1: Environment of the A6000

Overview

The A6000 is a programmable vocal server enabling the execution of classic services (display of audio announcements based on selected criteria, joining) and advanced ones (a Java API is associated to the solution). Its applications are various and its configuration, adaptable. In order to provide you the most suitable A6000 solution according to your need, M2Msoft offers accompaniment and consultancy services.

Advantages of the solution

- **Customization of scenarios:** The A6000, interactive voice response over IP, allows to launch tailored scenarios such as the display of audio announcements according to configurable criteria (identification of the caller number, destination pattern, time, etc).
- **Ideal solution for a client/agent relation:** In a client service environment, the joinings can be done via DTMF codes, the agent can also easily access to the reading or the writing of information on the database. The mixed communications between client and agent can also be recorded.
- **Specific developments:** The A6000 has a Java API that enables to take the control on the resources via an external application and the execution of advanced services. Application of numerical automation, prepaid service, automation of meteorological alerts, emergency interventions service and voice recognition are some of the examples of developments done for our clients.

Functionalities of the solution

Advanced functionalities

- Interactive voice response over IP
- Execution of tailored scenarios
- Modifiable criteria for announcement (identification of the caller number, pattern of destination, times, etc.)
- DTMF codes
- Management on database
- Management on holding lines
- Recording of communications
- Development of advanced services
- Voice recognition and synthesis (in option)
- API objects
- Administration web interface

Technical characteristics

- Signals: SIP, H323
- Voice codecs: G711 Alaw/Ulaw, G723.1 (6,4k), G729 (+A/B/AB)
- Number of channels: from 2 to 1000 per server
- Database: SQL
- OS supported: Linux (RH, Ubuntu, Debian) and Windows XP/Vista
- Administration: HTTP

To order

Contact the sales department of M2Msoft at 0820 200 263 or via sales@m2msoft.com.