



Envox Communications Development Platform 7.1

Envox 7.1 is an open, standards-based platform with integrated application development and management components that significantly reduce the time, cost and complexity of deploying voice and IP communications solutions. Envox 7.1 combines comprehensive support for traditional voice communication with the industry's most complete support for IP communication, including IP telephony, video messaging, SMS, and email. By melding these capabilities, Envox 7.1 offers a unique multi-modal platform that enables organizations to deploy all of their communication solutions on a single, cost-effective platform. Envox 7.1 empowers developers to deploy:

- Voice self-service solutions, such as interactive voice response (IVR), interactive voice and video response (IVVR), outbound dialing, and speech-enabled self-service systems;
- Carrier Services, including video messaging, SMS, email, standards-based voice mail;
- Contact center solutions, including outbound dialing, intelligent routing applications and screen pop applications; and
- Unified communications solutions, including standards-based voice-mail systems and applications that combine traditional voice, IP telephony, video messaging, SMS, email, and fax communication.

The Envox Communications Development Platform provides significant value to enterprises, service providers, value added resellers, and systems integrators alike.

Features

- Comprehensive support for industry standards enables organizations to leverage prior investments in hardware, software and solution development, while providing a smooth migration path to the emerging standards and technologies that will be required in the future.
- Superior performance – The Envox Communications Development Platform has handled billions of transactions for our customers in the most demanding of environments
- Industry leading ease-of-use and unmatched flexibility (see our product reviews)
- Reduced development time and faster time-to-market – developers can create voice solutions 50% faster than they can with other graphical development tools
- Outstanding price/performance compared to proprietary IVR systems and other standards-based voice platforms
- The industry's broadest support for industry standards, such as VoiceXML, CCXML, MRCP, SIP, and Web services, ensures that solutions are compatible with a wide array of IT environments, including Web and service oriented (SOA) architectures.
- Powerful management tools for easily configuring, monitoring and managing large-scale deployments.



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Components

- **Envox Studio:** A graphical programming environment that reduces development time by 50% or more
- **Envox Communications Server:** A highly scalable, reliable and fault tolerant VoiceXML gateway and run-time environment for deploying Envov-based voice solutions and VoiceXML applications.
- **Envov Console:** A graphical interface that provides a single point of control for administering large-scale or distributed voice solution installation.
- **Envov Domain Server:** A dynamic license management utility that ensures the continuous availability of voice solutions.

Technical Specifications

PSTN Telephony

Capabilities: Answer, place and transfer calls; play menus and execute options; call bridging; call progress analysis; conferencing; IP telephony; call monitoring and recording; media streaming allows voice data to be transferred from Internet-based sources to telephony hardware.

Standards supported: T1, E1, SS7, USSD, Analog, Station Channels, ISDN (BRI/PRI), QSIG, DPNSS, R2, CCXML, Dialogic Global Call 4.2, Dialogic Host Media Processing 3.0, 2.0, MP3, Dialogic SR 6.0 PCI for Windows, SMS (GSM MAP)

VoIP/IP Telephony

Capabilities: Answer, place and transfer calls; play menus and execute options; call bridging; IP telephony; secure calls, call monitoring and recording; media streaming allows voice data to be transferred from Internet-based sources to telephony hardware.

Standards supported: SIP, H.323, RTP, SRTP, TLS, Dialogic Host Media Processing 3.0, 2.0, CCXML

Speech

Capabilities: Simple configuration interface allows for rapid deployment of solutions using speech recognition, text-to-speech and speaker verification technologies.

Standards supported: MRCP 2.0, VoiceXML 2.1, MS SAPI 4

Speech Recognition products supported: Nuance 9.0, 8.5, 8.0 SP3, Nuance OpenSpeech Recognizer 3.0, 2.0, Nuance PhoneticOperator 5.8, Loquendo 7.0, Telisma teliSpeech 1.3.

Text-to-speech products supported: Nuance RealSpeak 4.5, 4.0 CS.

Speaker verification products supported: Nuance Verifier 3.5, 3.0, Nuance SpeechSecure 3.1, 3.0.

Speech-enabled applications or modules supported: Nuance OpenSpeech Attendant, Nuance OpenSpeech Dialog Modules 2.0

VoiceXML

Capabilities: VoiceXML gateway, embedded VoiceXML browser for executing VoiceXML scripts anywhere within an Envov-based solution, multi-level VoiceXML application logging.

Standards supported: VoiceXML 2.1



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Call Control XML (CCXML)

Capabilities: CCXML interpreter embedded in the Envoy Communications Server executes CCXML scripts that provide call management, event processing and conferencing capabilities

Standards supported: CCXML 1.0

Web Services

Capabilities: Interact with any provided Web service within an Envoy developed solution. Act as a Web service provider that external applications can use to load and start scripts, and notify channels.

Standards supported: XML, SOAP, WSDL

Web

Capabilities: Create Web pages with dynamic information from databases or other data sources; read Web pages and store information or speak it to a caller; create Web-based agent desktop and screen pops; convert Web audio files to ADPCM or vice versa.

Standards supported: HTTP, XML, HTML, DHTML, ISAPI

Database

Capabilities: Connect to database sources to read, store and update information.

An SQL Wizard is available to non-technical personnel for rapid definition of SQL statements. The wizard supports all major SQL commands including Joins, Sub queries and Stored procedures.

Standards supported: ODBC, SQL, Native integration with Oracle 8, 9i, 9.2, 10g

CTI

Capabilities: Third party call control, call routing, and call data management. Integration with leading PBXs and IP PBXs available through custom or packaged Envoy CTI Links product family.

Products supported: Envoy CT Connect™, Cisco Unified Intelligent Contact Management (ICM) software, Cisco Unified Communications Manager (CallManger).

Datacomm

Capabilities: Interact with remote servers to retrieve, update and store information.

Standards supported: LDAP, TCP/IP, XML, UDP, X.25, Serial Port, DDE, MS Message Queue, RAS, Radius, 3270 and 5250 terminal emulation.

Video/Multimedia

Capabilities: Stream multimedia content, play, record, and send multimedia messages. Content can be audio only, video only, or can combine audio and video.

Video specifications: 30, 15, 10, and 6 frames per second; CIF, QCIF, and Sub QCIF picture formats; AMR, H.263 + codecs.

Audio specifications: Linear PCM, 16-bit

SMS

Capabilities: Send and receive SMS messages

Standards supported: GSM MAP

Email

Capabilities: Receive, send, forward, reply to and create email messages; read messages and act on content.

Standards supported: POP3, IMAP4, SMTP, MIME



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Fax

Capabilities: Receive, create and send faxes; convert HTML documents or HTTP links addresses to fax on the fly.

Standards supported: Intel boards with fax resources. V.17, T.38

Cryptography

Capabilities: Supported cryptography functions include encrypting and decrypting files using symmetric or asymmetric algorithms; creating or verifying digital signatures; creating hashes and exchange public keys

Standards supported: Microsoft Crypto API, HTTPS

External Code

Capabilities: Call external applications, hosted scripts and DLLs written in VoiceXML, C, C++, VB, Delphi, Active X, JScript, VBScript, and other major programming languages.

Develop/Debug Support

Capabilities: Advanced visual debugging tools (including breakpoints, traces, single step operation, variable simulation), call logging, hardware simulator compatible with soft phones, multi-level VoiceXML application logging.

Reporting

Capabilities: Envoy Reports is a Web-based reporting package compatible with the Envoy Communications Development Platform that provides standard IVR utilization and performance reports including call volume and call duration reports.

Envoy Communication Development Platform API

Envoy 7 natively supports Dialogic's telephony boards. Envoy's Telephony Integration API enables fast integration with additional third party telephony hardware.

Envoy's Speech Recognition API enables fast integration with additional third party ASR engines.

Telephony Boards

Envoy 7 supports a wide array of Dialogic products including both Telephony Boards and HMP. In addition, products from Aculab and PIKA Technologies have been integrated with the platform.