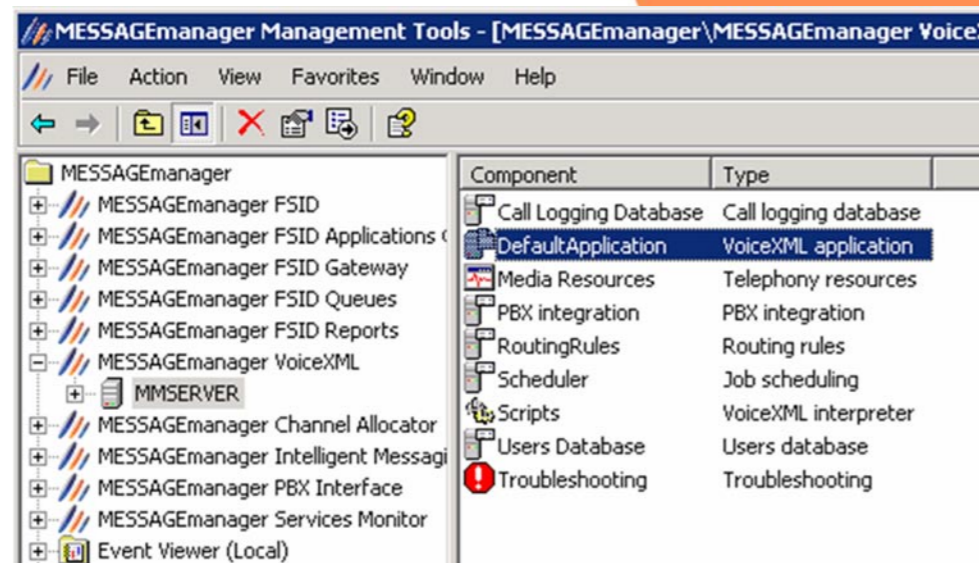


Administration

Microsoft Management Console (MMC) and .NET enabled Web Management Tools provide detailed event information and trouble-shooting tools, reports and enable the administrator to manage PBX and Channel settings and schedule tasks for back up.



Media Processing

MESSAGEmanager supports all VoiceXML 2.0 tags and JavaScript using native Microsoft XML and scripting engines. The VoiceXML Service supports Asynchronous JavaScript and XML (AJAX) technology, to allow a VoiceXML script to perform operations in the background while the script continues its dialog with the caller.

Nuance OpenSpeech™ Recognizer (OSR) provides an engaging, helpful natural interface that serves callers quickly, efficiently and consistently. OSR delivers the highest accuracy in the largest number of languages and dialects and is highly flexible, automatically adapting to different acoustic environments to improve accuracy, including noisy environments, cell phones, and Voice over Internet Protocol (VoIP).

RealSpeak™ Text-to-Speech (TTS) converts textual information into personalised, natural-sounding speech. RealSpeak is able to read, understand and convert text information into high quality sounding voices in 21 languages.

MESSAGEmanager runs on Windows Pentium or Xeon hardware and supports both IP Telephony SIP and H.323 Call Control and TDM switches and PBX's, with Dialogic media resources.

Professional Services

MESSAGEmanager Solutions provides a comprehensive set of services from the early stages of project evaluation to the final training in conjunction with partners and third-party consulting firms.

Despite the popularity of the internet, the telephone is the most pervasive communications device in the world.

With over 2 millions devices and its anytime, anywhere nature, the challenge for business is to provide consistent and cost effective service for customers via the telephone.

Since the internet emerged as a stage on which to interact with customers, business has invested heavily in web self service applications.

MESSAGEmanager VoiceXML

Telephone Access To Your Web Site



MESSAGEmanager Solutions

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▶▶▶ About VoiceXML



The VoiceXML standard, first published in 1999 is a World Wide Web Consortium (W3C) specification based on many years of research and development by AT&T, IBM, Lucent Technologies and Motorola.

VoiceXML allows interaction between a caller on a telephone and a Web or business Server. Communication between voice applications and the VoiceXML interpreter is similar to the desktop web browser model.

VoiceXML makes the speech platform a browser that communicates with the Web application over HTTP - no different than Internet Explorer.

The "grammar", which includes all the words and phrases that can be recognised, define the "richness" of a caller's experience. VoiceXML uses XML "tags" to reference a grammar and describe the call flow, i.e., how the dialog proceeds between a caller and the automated system.

The only difference between what the Web would show and what VoiceXML would tell a caller is limited to presentation.

▶▶▶ A Typical User Call Session

1. A user initiates a call using any phone.
2. The IVR system receives the call and instantaneously requests the VoiceXML page from the Web application server.
3. The application server dynamically populates the VoiceXML page, possibly accessing back-end business applications for data.
4. The IVR receives the VoiceXML page and starts interpreting it.
5. The IVR plays one or more prompts to the user, and the user presses the phone keypad or speaks in response.
6. The IVR may request new VoiceXML pages from the Web application server, depending on caller responses.

“MESSAGEmanager VoiceXML services provide telephone access to web content and services using speech recognition, text-to-speech and audio prompts.”

▶▶▶ Applications

MESSAGEmanager is ideal for:

- Responding to inquiries, billing problems, product return authorisations.
- Providing information such as dealer/store/ATM locator, order status mortgage/loan rate finder, schedule and flight information, meter reading, ticket management and voice portal.
- Contact management solutions that enable call routing, auto attendant.
- Transactional solutions such as placing orders, making travel reservations, bill payment, name and address changes, order placement and purchasing, account activation and enrolment, survey and pin password reset.

▶▶▶ Benefits

- Responds promptly and accurately every time a customer calls 24 hours per day.
- Consistent customer experience across all communication channels.
- Reduced phone workloads and costs.
- More responsive and efficient customer care.
- Improves service and lowers costs by automating and connecting most common phone calls.
- Enables frontline staff to respond more quickly to calls and provide a higher level of service.

▶▶▶ Define Telephone Dialogs Graphically!

Visual Builder is a powerful graphical tool designed for business analysts and developers who may not have programming skills but focus on knowledge of the call flow, systems, and data.

Visual Builder contains a number of building blocks that represent connectors to database and web services, speech grammars, dialogs and prompts from which entire applications can be created.

The resultant call flow automatically creates the VoiceXML code to allow callers to interact with business applications.

