

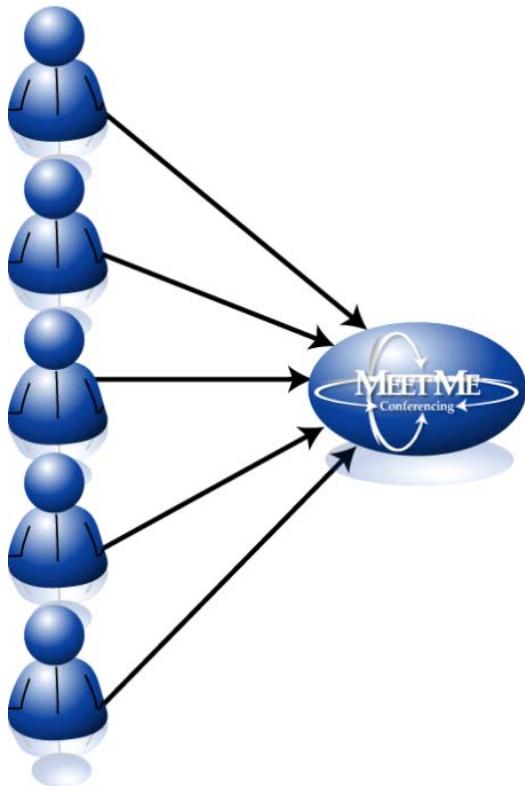
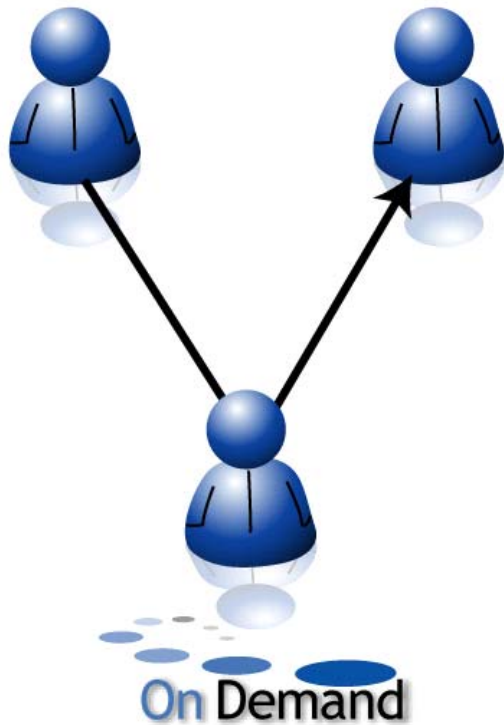


# Interact TeleConferencing



**Interact  
Incorporated**  
Software Systems

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## Introduction

Interact Incorporated's TeleConferencing product is a fully automated, full-duplex conferencing system, utilizing enhanced digital audio conferencing technology that requires no intervention by a live operator. The system supports multiple simultaneous conference sessions, and can handle a minimum of 128 bridge lines/ports per SIMM module and increases based on number of available DSP resources. These bridge lines can be routed to literally hundreds of passive listeners, opening up a wide range of applications in which audio conferences can be accessed by large, dial-in audiences.

Interact's TeleConferencing has all the features of other high-end, proprietary systems – but at a much lower cost. And like all Interact products, it offers near-limitless expandability and supports multiple simultaneous applications.

This conferencing service may be implemented within a service provider's existing solution installations, or as a stand-alone service.

Interact will outline two ways clients are able to quickly implement conferencing services with a minimum cost of entry into the market.

The first and most simplistic entry into conferencing is "On Demand" conferencing. This would allow any person calling another from anywhere to conference as many additional parties as necessary.

The second method of deploying conferencing discussed within this document is pre-scheduled "Meet-Me" conferencing. This method of conferencing allows an administrator to pre-schedule a conference up to one year in advance. At the designated time, conferees dial directly into the conference and are automatically bridged together.

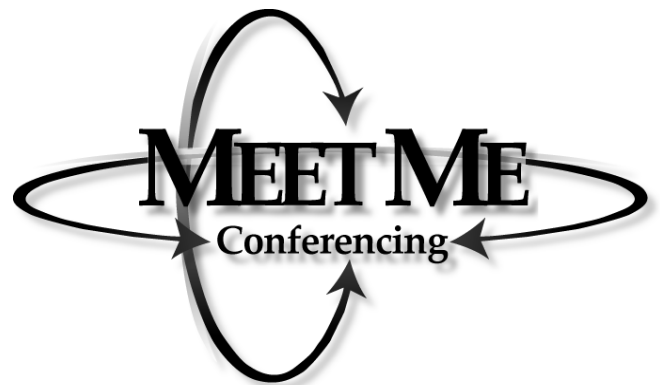
"Meet-Me" conferencing is designed for the high-end, corporate market. By offering a scheduled conference service, Service Providers are able market this service commercially to large corporations.

## Principle Benefits and Advantages

- Designed for Usage in all PSTN, IP, and Wireless Environments
- Supports All Prevailing Forms of Virtual Audio Conferencing
- Requires No Live Operator Intervention
- Convenient, Incredibly Cost-Effective Outsourcing Available Through Interact
- Can support Multiple, Simultaneous Applications Such as Calling Card Processing, Voice Mail, Unified Messaging, SMS, MMS, Fax Utilities, etc.
- Advanced Cross DSP Technology Encourages Optimum Usage of all Available Voice Channels within a Single Chassis
- Quick and Unlimited Application Customization via Open APIs and / or Interact-directed Requests
- Hardware Neutrality, Allowing Interact and our Customers to Choose the Best Infrastructure for Each Solution
- Advanced Carrier-Grade Scalability and Reliability
- ANI / DNIS Identification, Restrictions, Redirection
- Expanded Recording Support for .wav (Microsoft)
- Support for Cutting Edge Voice Recognition and Text-to-Speech Technologies
- Background Noise Suppression, Echo Cancellation

## Additional Benefits and Advantages

- Preferential Add-on, Enables Conference Administrators or Conference Members to Add Parties to an Existing Conference
- Out Dialing to Late Participants
- Configurable Conference Pre-Notification available, via Out dial, SMS, e-Mail, etc.
- Automatic Roll Call, Enabling an Administrator to Quickly Determine Who is in Attendance
- Active Participant Recognition Available
- Conferee Entry / Exit Announcements
- On-Hold Messaging
- Music-on-Hold Available
- Pre-Conference Scheduling via Web Interface Available for up to a Year in Advance
- Impromptu Conference Setup, Requiring No Advanced Scheduling



## Conference Classifications

Knowing that progressive service providers function in environments demanding instantaneous adaptation to customer needs and wants, Interact has packed each and every one of our Conferencing applications with enough “horsepower” and flexibility to not only keep up with traditional requirements that customers may have, but encourage them to stretch the limits of their imagination.

### Preset (Simplified)

- Plays Welcome Announcement
- Bridges All Parties Together

### Dial-Out (Simplified)

- Individual Out-Dial
- Bridges Individual Conferees

### Meet-Me (Simplified)

- Conferees Dial a Pre-Arranged Phone Number to Enter Conference at a Designated Time
- Automatic Bridging

## Hardware Requirements

Interact’s SPOT currently has all of the hardware components necessary to implement our conferencing applications. The deployment strategy is based on system requirements below:

Dialogic CSP 2090 with:

- 1 DSP2+ with 2 SIMM boards (4096 points)
  - 2 ChipStreams configured with Unified Conferencing
  - 2 ChipStreams configured with DTMF detection/generation
- This configuration supports 128-163\* concurrent calls

\* Based on number of, length of, and frequency of prompts and call duration

Since 1981, Interact has been dedicated to providing highly customizable Communication and Rating solutions to discriminating clients spanning the globe.

Readily equipped to supply extremely short time-to-market solutions accommodating both entry-level and central office class models, Interact builds every solution on an open, distributed, and modular architecture which is deployable on a variety of hardware platforms.

### Corporate Headquarters

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