



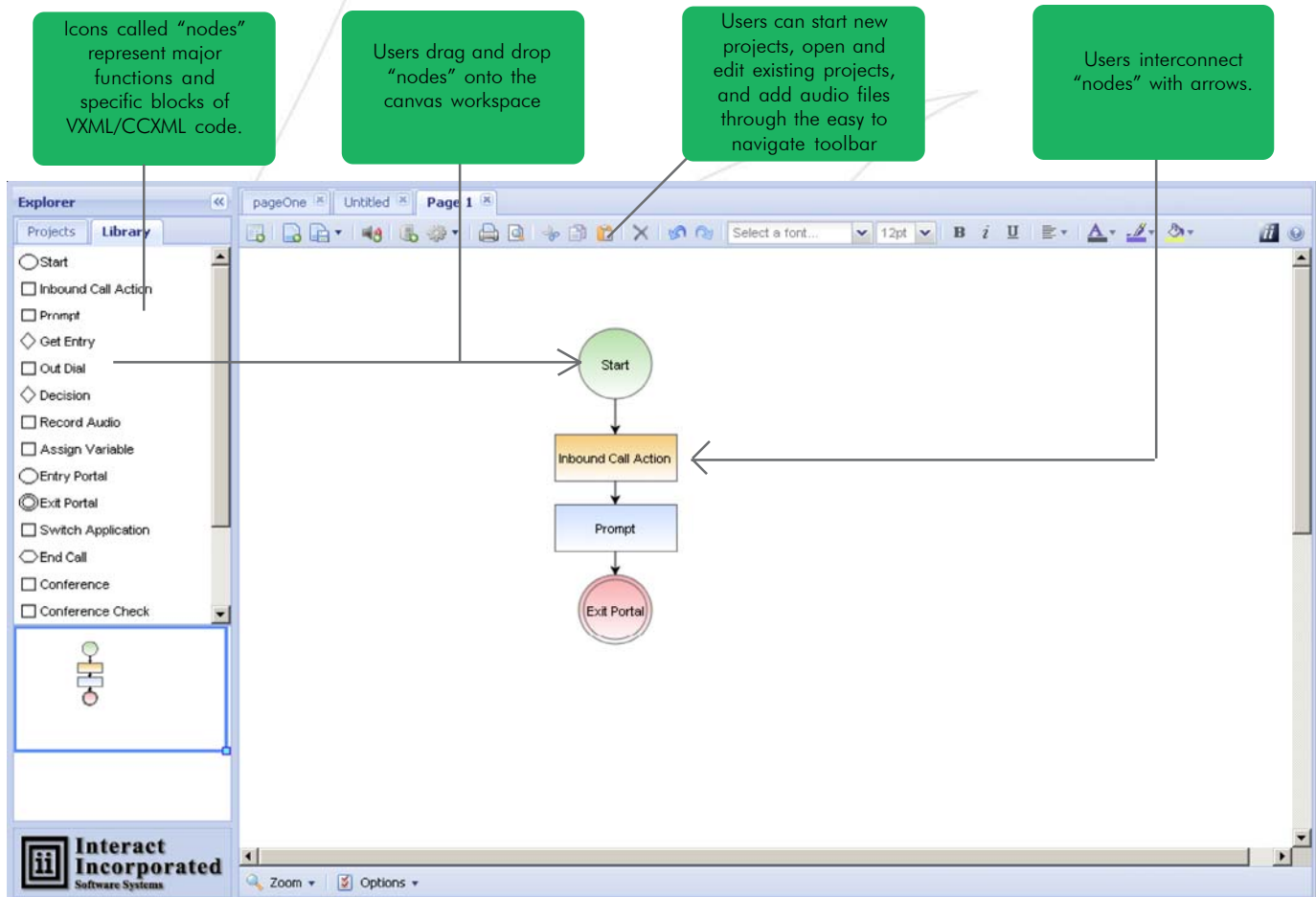
SPOTbuild: VXML/CCXML based Call Flow Generator

Overview

Why tie-up valuable resources and capital writing VoiceXML/CCXML applications by hand when Interact Incorporated can provide you with a cost effective, time saving alternative? SPOTbuild is Interact Incorporated's easy-to-operate graphical service creation environment for the design and deployment of calls flows and voice applications. In traditional VoiceXML/CCXML application development, the task of building call flows and applications has fallen on highly skilled application programmers. Interact's SPOTbuild has been designed so virtually any user can easily operate, design, build and deploy applications without needing to write a single line of code. SPOTbuild has been designed as a web based application: a webserver is installed on a Linux platform, the user opens SPOTbuild in a web browser, and the tool is ready for use.

With SPOTbuild, call flow commands and actions are represented by icons called *nodes* within the library panel. These *nodes* or icons representing specific blocks of VXML / CCXML code, include commands and actions such as *conference*, *audio/prompt*, *get entry*, *outdial*, *decision*, and all other commands or actions necessary for creating a call flow or voice application. Call flow and voice applications are created by dragging and dropping the appropriate "nodes" from the library onto the canvas, interconnecting the nodes with arrows, and then configuring the properties for each "node". The application can then be deployed to your SPOT IVR.

SPOTbuild allows any novice user to create comprehensive call flows through an easy-to-use drag and drop method:



SPOTbuild Features and Benefits

Features

Easy-to-use drag and drop design enables rapid call flow and VoiceXML/CCXML application generation.

Define and modify call flows without programming using a simple GUI tool.

Allows user to create simple to advanced call flows with advanced grammars.

VoiceXML and CCXML code built into the *nodes*.

Ability to print and share geographical call flows.

Ability to interface or transfer calls from one application to another.

With SPOTbuild, the user is not locked into a SIP or PTSN solution.

Benefits

Reduces cost to user by enabling virtually anyone, not solely programmers the ability to quickly generate call flows and VoiceXML/CCXML applications.

Allows user to design call flows in short time periods and respond instantly to ever changing market demands.


SPOTbuild's easy-to-use drag and drop method can be utilized by novice users, while at the same time offers the flexibility of allowing advanced users to write custom JavaScripts and MRCP grammars.

Call flow changes are effective immediately without writing a single line of code. Built in templates utilize Interact's SPOT high performance VoiceXML/CCXML based Interpreter Set.

Aids in requirement gathering, support, and application documentation.

Allows user to switch from their existing VoiceXML application to SPOTbuild or reversely SPOTbuild to the legacy application with little or no modifications.

Gives user the freedom to use SIP, PTSN, or both.



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](#)

1225 L St., #600 · Lincoln, NE, USA · 68508

ph +1.402.476.8786

fax +1.402.476.7473

yeswecan@iivip.com

www.iivip.com

[Sales Inquiries:](#)

Douglas Page

Global Sales Manager

ph. 402.476.8786 ex. 383

paged@iivip.com

Chuck Kennedy

Regional Sales Manager

ph. 480.598.1011

chuck@iivip.com