



VIP: An Advanced Media Platform



**Interact
Incorporated**

Software Systems
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VIP Software Features and Capabilities:

- Carrier Grade Linux
- Advanced VoiceXML
- Supports Multiple Call Flows
- Unlimited Language Support
- Pre / Post / Mid / Balance Inquiry / Recharge
- Call Announcements
- TTS Technology
- Event-Driven Distributed Environment
- Call Bridging / Outdialing
- Conferencing Enabled
- Unified Messaging
- Email
- Fax
- SMS
- Ringtones
- Voice Portal
- Message Delivery
- CC Authorization
- Geographical Locator
- Central Monitoring

*Interact VIP runs on Industry Standard hardware configuration.

A Truly Intelligent Peripheral

Most IPs on the market today are simply resource receptacles that static call flows can refer to when needing to provide specific call functionality to an end user. That is, they are traditionally components devoid of any ability to provide advanced telephony applications within an operator's environment.

The VIP platform is unique however, in that it is able to utilize Interact's 26+ year heritage of outstanding IVR functionality while simultaneously maintaining a fully operable IP presence...all within an environment that is geared toward unlimited extensibility and that encourages operator independence.

With VoiceXML being the underlying standardized language supporting the VIP platform, service providers can write innovative applications that take advantage of the latest in automatic speech recognition, text-to-speech, and voice synthesis technology.

VoiceXML also enables Interact's VIP to retain the ability to invoke multiple call flows at varying intervals within a calling period. Pre, Post, Mid, Balance Inquiry, and Recharge call announcements are all supported and lend themselves to a more flexible, individualized telephony experience for the end user. This nimble-footedness gives service providers the chance to present various brand promoting "faces" to diverse markets and populations.

And because VoiceXML construction inherently mirrors web implementation methodology, VoiceXML application developers may choose from a standard commercial VoiceXML formulation tool or their favorite web-creation language, whether it be JavaScript, Perl, JSP, Visual Basic, C++, etc., when fabricating pioneering customer applications.

Interact's Voice and Information Processing (VIP) media platform is composed of the most dependable hardware and software in the market today...

Enterprise Grade Linux Operating System

Enterprise Grade Linux ensures that operators will be ahead of the curve in the constantly evolving telecommunications industry.

SPOT VoiceXML/CCXML Based Interpreter

Service providers have the option of utilizing VoiceXML as the underlying language supporting the VIP platform. This technology allows service providers to take advantage of the latest in automatic speech recognition, text-to-speech, and voice synthesis technology. Interact's patent pending SPOT VoiceXML/CCXML based Interpreter significantly improves system performance in areas such as parsing and CPU. In conventional solutions, as applications become more dense and complex, resource dependencies increase substantially resulting in bottlenecks. The SPOT VoiceXML/CCXML based product remedies this situation by using a unique architecture that virtually eliminates application load and memory penalties, thereby allowing applications to stream smoothly. Able to handle 225+ Calls Per Second (CPS), SPOT improves performance sevenfold over traditional interpreters.

Patent Pending SPOT VoiceXML/CCXML based interpreter set highlights:

- 1) **Unparalleled Efficiency:** A one-of-a-kind architecture reduces system resource dependencies by 90% and improves Calls Per Second (CPS) performance by up to 7X (225+ CPS).
- 2) **Active Call Redundancy:** Automatic failover is engineered to occur in the CCXML layer of the interpreter set, which results in no lost active calls.
- 3) **Optimized for High Density Applications:** Interact begins standard SPOT testing at 1,000 channels per dual processor host, with linear scalability and no channel number limit.

The SPOT VoiceXML/CCXML based interpreter set is fully integrated with Interact's VIP Media Platform.

ASR (Automatic Speech Recognition)

Those who are seeking to bring interactive dialogue applications to market are finally able to do so through the usage of ASR.

This technology instantly recognizes naturally spoken words or phrases from a number of alternatives specified in a recognition grammar.

Multi-Chassis Interconnectivity Technology

Multi-Chassis Interconnectivity technology enables multiple VIP platforms to be simultaneously linked together, in effect providing a single "virtual" platform supporting thousands of ports.

An application supported by this technology is Least Cost Routing. This system allows an operator to intelligently route calls throughout various VIP's in order to take advantage of the most competitive rates (roaming agreement rates, long distance rates, etc) available.

Other VIP Features and Capabilities

- 500 < 1000 ports
- SNMP-Enabled
- Web-Based Central Monitoring
- Multi-Faceted, Targeted Call Flows
- Event-Distributed Environment
- Unlimited Scalability
- Unlimited Language Support
- Does Not Require SS7 Backbone
- Industry-Superior Hardware
- Extensive Global Protocol Support

IVR / IP Dual Functionality

For service providers operating in an Intelligent Networking environment, this means that instead of having to make do with traditional, single faceted Intelligent Peripherals (IP's) that have no ability to add to the bottom line in terms of value added telephony services, operators are presented with the option of *simultaneously* deploying IVR-related applications. For operators currently operating in a Service Node environment, this means that if and when they choose to migrate to an Intelligent Networking environment, they can reuse the same hardware and software currently employed in their existing VIP platform.

Aperture Open APIs

Any application or service that falls under the VIP product set may be seamlessly integrated via our wide range of published APIs into an operator's existing environment.

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.

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