

CONVIVIANCE

StandVoice certified with OXO Connect™ and OmniPCX Enterprise™

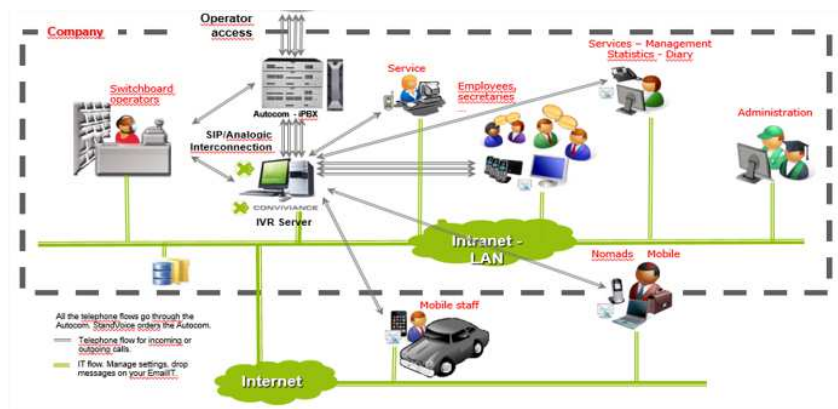


StandVoice® is a suite of IVR solutions allowing to process incoming and outgoing calls (vocal requests), using intelligent scenarios of call management and speech recognition and text-to-speech technologies.

Because the reception of a company is essential, the vocal technologies, offered by Standvoice, ensure an unfailing availability to assist operators, secretaries, receptionists in their task of representation and first contact with all the company's interlocutors.

Integration Overview:

Standvoice solutions constitute a software suite, installed on a Windows server connected to an IP/analogic private branch exchange (PBX). Processed calls may come from anywhere and from several device types: Intranet LAN, Internet, SIP/Analogic extensions, mobile or fixed devices, etc.



Integration Details:

Using the latest technologies in voice recognition and speech synthesis, our solutions allow to improve the quality, availability and profitability of telephone receptions very quickly and optimize customer relationships.

Mainly, Standvoice interface allows the following:

- Configuration of PBX and IVR parameters to enable correct interconnection with PBX.
- Definition of call tree management and scenarios, according to customer needs: call transfers (blind, attended, with filtering, conference, etc), voice mail, waiting queues, specific guided processing (like online payment ...)
- Multilingual configuration (up to 28 languages)

- Definition of specific vocal guides for customer company, persons and services.

Standvoice© solutions are built upon three basic parameters:

- Number of routes or channels / access: Number of virtual secretaries that can simultaneously pick up calls.
- Number of calls, type of use (messages or vocal guides, type of transfers, SDA, vocal messaging ...).
- Number of directory records: corresponds to the number of people, services and other entities (depending on activity sector) that can be requested by callers.

In addition to the basic modules of Standvoice solutions, additional options are available. For example:

- VIP/Blacklisting functions according to incoming call - Speech recognition for usual orders/expressions or DTMF touch.
- Simple and fast Plug with any database and format (input format like CSV / ODBC / Web Services, LDAP, HL7, ...).
- Caller identification from phone number or signing login/password with DTMF or speech recognition.
- Call's automatic display according to information and status in database.

Technical Details:

Environment

| Partner | ALE |
|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • StandVoice v4.5 | <ul style="list-style-type: none"> • OXO Connect R3.1 • OXO Connect Evolution R3.1 • OXE R12.3 |

Supported APIs/Protocols

- SIP trunking

For technical support, contact:
Yassin DJAFFAR
Tel: +33 6 83 29 19 69
Email:
<mailto:ydjaffar@conviviance.fr>

Company Overview:

CONVIVIANCE
49 Grande Rue, Hameau de Jouy –
91590 GUIGNEVILLE SUR
ESSONNE - FRANCE

<http://www.conviviance.fr>

Created in 2006, Conviviance is a french software editor, specialized in the development, publishing and marketing of automatic processing of vocal requests and voice-recognition solutions in the field of telephone call processing. Whatever your organization, the range of solutions offered by Conviviance covers all call processing needs and adapts to customer existing or future telecom infrastructure.

Based in Essonne (91), in the Parisian region, Conviviance develops its own solutions by integrating innovative speech recognition and text-to-speech technologies. Its principal aim is to improve reception quality and customer relationship.



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