

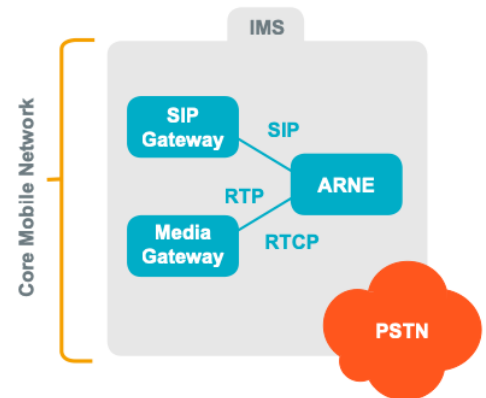
vARNE IVR

The vARNE IVR is a software based IVR that processes up to 2000 channels of SIP and RTP per 12 cores (24 threads), allowing complete system optimisation and flexibility

The Telesoft vARNE IVR is a software based optimised system specifically developed for telecom value-added services and enterprise/call-centre applications. Allowing operators, OEMs and system integrators to quickly deploy advanced interactive voice services in fixed, cellular and next-generation telecom networks.

Scalable in intervals of up to 2000 channels per 12 cores (24 threads) in a virtualised environment allows the vARNE IVR to grow with your needs, minimising investment and maximising return. Multiple codec support enables the operator to manage the network bandwidth efficiently. Using Telesoft's field-proven SIP and SIP-I interfaces to enable trouble-free integration of your applications to the network ensuring you get new services to market quickly.

Built using open standards, the vARNE IVR runs your voiceXML and call control XML (CCXML) compliant applications. Both are XML-based markup languages commonly used in IVR deployments, allowing fast development and modification of applications.



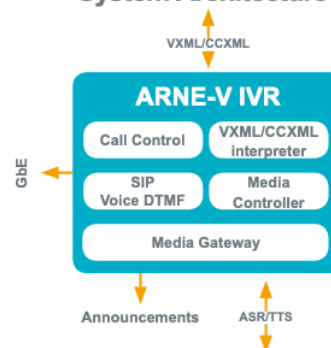
Key Features

Up to 2000 channels in a single system	Lower cost per channel
Field proven VoiceXML and CCXML	Reuse existing applications and quickly deploy new services
Multiple Protocol Support (SIP/SIP-I)	Suitable for network migration
Supports multiple codecs including AMR and Transcoding between narrowband and wideband	Reduced bandwidth and network overheads
Run in a virtualised environment	Use on existing infrastructure
MRCP Support	Text-to-speech and automatic speech recognition supported
Base platform can be expanded with additional codec licenses e.g. G.729 (not included in base unit price)	Flexibility to create bespoke configuration based on requirement

Applications

Automated customer care	Ring back tones
Voice mail	Multi-tenanted deployments
Billing	Outbound dialling
Infotainment services	

System Architecture



Technical Specifications (included in base price)

Network Interface	<ul style="list-style-type: none"> • Gbit Ethernet SIP/RTP interface • RTP: IETF RFC3550 • IPv4, IPv6¹
VXML/CCXML	<ul style="list-style-type: none"> • VoiceXML: W3C voice extensible markup language v2.0 • VoiceXML sessions on all calls simultaneously • CCXML: W3C call control markup language V1.0
Media Processing	<ul style="list-style-type: none"> • Up to 2,000 channels • Voice/announcement playback • RFC2833 DTMF • Built-in grammars for dates/times/currencies • file://access to local media files • http(s)://access to remote media files • Content caching for improved latency • Up to 32 languages • Base platform supporting audio G.711 codec
Management	<ul style="list-style-type: none"> • Simple configuration and resource management • Telnet and FTP for remote debug and download • Alarms and statistics via SNMP
Control Interface	<ul style="list-style-type: none"> • SIP: IETF RFC3261 • SIP-netann: RFC 4240 • RTP Payload for DTMF Digits: RFC2833

Order Options (not included in base price)¹

In addition to the base features listed in the Technical Specifications, you can also add extra licenses for other codecs, as shown below:

AMR (3GPP TS 26.071 (RFC4867))

AMR-WB (3GPP TS 26.171)

ITU-T G.729 06/2012

¹Please ask your Telesoft sales representative for availability

Feature Definition

VoiceXML Forum certified

The ARNE IVR incorporates a VoiceXML 2.0 interpreter certified by the VoiceXML forum. VoiceXML (VXML) is the W3C's standard for specifying interactive voice dialogues between a human and a computer.



CCXML

The ARNE IVR implements the W3C Call Control Extensible Markup Language V1.0. CCXML is an event driven language designed to be compliant with VXML dialog control and allows applications to manipulate call legs.

Multi-tenanting

The ARNE supports a multi-tenant business model, enabling multiple "tenant" organisations to execute services on a single, shared ARNE IVR made available through a single or multiple hosting organisation(s).

DTMF user interaction

The ARNE IVR allows DTMF to be detected on every channel simultaneously, received as RFC2833 RTP Payload for DTMF Digits.

Configuration and maintenance

The ARNE IVR supports a simple mechanism for configuration, designed to make both installation and maintenance fast and simple, reducing overheads that can occur from both downtime and lengthy installations.

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