

Product Brief



## Envox 6 Communications Development Platform

Envox 6 is an open, standards-based platform with integrated application development and management components that significantly reduce the time, cost and complexity of creating voice solutions. A true multi-modal platform, Envox 6 empowers developers to create a wide range of voice solutions by combining sophisticated call control functions with built-in speech, Web, email, fax and data communications capabilities. In addition, Envox 6 provides unmatched flexibility because it supports the widest array of communications and IT technologies and standards in the industry, including speech technologies, VoiceXML, Host Media Processing (HMP), VoIP, and Web services.

Key features of Envox 6 include a graphical programming environment that reduces development time by 50% or more, an ability to deploy voice solutions in IP telephony (VoIP), PSTN, and mixed environments, an embedded VoiceXML browser for executing VoiceXML scripts, numerous integrations for leading telephony and speech products, a reliable runtime environment that supports up to 240 ports per server, support for Web services and powerful management tools for easily configuring, monitoring and managing large-scale deployments.

In addition to its extensive functionality, Envox 6 lowers the total cost of ownership by providing outstanding price/performance advantages and the ability to leverage prior investments in hardware, software and solution development, while providing a smooth migration path to the emerging standards and technologies that will be required in the future.

Envox Worldwide provides its partners and customers with the following strategic advantages and benefits:

### Rapid Time to Market

With its rapid application development capabilities, Envox 6 can reduce development time by 50% or more.

### Outstanding ROI and Price/Performance

Envox's open, standards-based platform results in faster ROI by reducing total deployment costs by 50% or more over proprietary IVR and voice processing systems.

### Protection for Technology Investments

Envox 6 provides a clear and easy migration path to emerging standards and new technologies. Solutions can be easily upgraded over time to include speech, VoiceXML, host media processing, VoIP, Web services and SS7.

### Flexibility and Scalability

The Envox platform supports solutions in many different environments, including both PSTN and VoIP implementations. In addition, Envox 6 can be deployed in both small-scale and large-scale installations. Advanced application management utilities that significantly reduce the time and cost of administering large-scale installations are included.



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## Envox 6 Platform Components

### Envox 6 Studio:

Envox 6 Studio is a graphical programming environment that reduces development time by 50% or more.

Its award-winning interface allows you to quickly assemble applications from pre-built "functional blocks." Functional blocks are provided for advanced call control, executing VoiceXML scripts, menu presentation, conferencing, Web page interaction, email management, data integration, speech interfaces, cryptography, fax and more. In addition, each functional block enables fast execution of "low level" programming tasks with an easy-to-use interface that provides extensive options for customization.

Envox 6 Studio includes the following key features:

- Ability to deploy voice solutions in IP telephony (VoIP), PSTN, and mixed environments with ability to seamlessly migrate from PSTN to IP infrastructures.
- Embedded VoiceXML browser for executing VoiceXML scripts from anywhere within an Envoy-based solution.
- Integrations with best-in-class Nuance speech recognition, text-to-speech and speaker verification technologies, and applications such as Nuance SpeechPaks.
- Support for the widest array of communications and IT standards including SIP, H.323, VoiceXML, ODBC, XML, SOAP, WSDL, HTML, HTTP, TCP/IP, SNMP, LDAP, SS7, USSD, RADIUS, X.25, IMAP4, POP3, SMTP and more.
- Ability to seamlessly integrate existing IT assets into voice solutions by calling Web services or external applications, hosted scripts and DLLs written in C, C++, VB, Active X, JScript and VBScript.
- Source code version control allows the use of Visual Source Safe or CVS directly from the development environment to facilitate change management and version control in large, collaborative development projects.
- Visual debugging; step through solutions created in the Envoy 6 Studio block-by-block and monitor variables and expressions.

### Ideal for All Voice Solution Developers

The Envoy 6 Communications Development Platform is the perfect solution for:

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VARs or system integrators developing voice solutions

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Service providers rolling out new voice services

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Enterprises seeking to improve customer service and/or reduce call center costs

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ISVs adding a telephony interface to an existing solution

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Developers focused on:

- IVR systems
- Speech-enhanced self-service solutions
- VoiceXML-based speech solutions
- IP-based contact centers
- Alert & notification systems
- Voice portals



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## Envox 6 Platform Components

### Envox 6 Communications Server:

A highly scalable, reliable and fault tolerant VoiceXML gateway and run-time environment for deploying Envoy-based voice solutions and VoiceXML applications.

Envox 6 Communications Server includes the following features:

- A VoiceXML gateway and browser for fetching and executing VoiceXML scripts.
- Scalable from 4 to 240 ports per server; multiple server configurations for larger installations.
- SNMP agents and alerts improve management by allowing administration of Envoy-based solutions using the same tools as other IT systems including HP OpenView and Compaq InSight Manager.
- Windows Service allows unattended operation and provides greater security for remote systems.
- Watchdog Service can monitor parameters you select for fault tolerant operation.
- Optimized performance for multi-processor systems.

**"The Envoy platform simplifies the development, deployment, and long-term management of the broad range of advanced automated services that our customers demand."**

*Joe DiAngelo, President of VoltDelta*



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## Envox 6 Platform Components

### Envox 6 Console:

Envox 6 Console is a graphical interface that provides a single point of control for managing large-scale or distributed voice solution installations.

Features of Envox 6 Console include:

- A graphical user interface that provides a single point of control over multiple systems, speech resources, integration points and telephony interfaces.
- Allows global changes to be made across a network of servers with a single key stroke.
- The Envox 6 Alarm Center ensures rapid notification of changes in system conditions.
- Remote, secure administration across LAN/WAN via TCP/IP.
- Role-based administration rights for various user types including administrators, supervisors and users.
- User-defined channel views to monitor application status.
- Ability to view debugging information: expression watches, script trace.
- Ability to view system and application logs.





## Envox 6 Platform Components

### Envox 6 Domain Server:

Envox 6 Domain Server is a dynamic license management utility that ensures the continuous availability of voice solutions.

Key features include:

- Multi-node control point for the administration of Envoy domains.
- Ability to define "Primary" and "Back-up" servers for fault-tolerant and reliable performance.
- Performs authentication of administration users and user management.
- Repository for Envoy licenses allows for the dynamic management of licenses between communication servers.



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## Envox 6.3 Technical Specifications:

### PSTN Telephony

#### Capabilities:

Answer, place and transfer calls; play menus and execute options; server-based switching; conferencing; IP telephony; call monitoring and recording; media streaming allows voice data to be transferred from Internet-based sources to telephony hardware.

#### Standards supported:

T1; E1; IP; SS7; USSD; Analog; Station Channels; ISDN (BRI/PRI); QSIG; DPNSS; R2; Intel Global Call 4.2, 4.0; Intel Host Media Processing 1.1 FP1, 1.1, 1.3, 2.0; MP3; Intel Dialogic SR 5.1.1 FP1 and SR 6.0 PCI for Windows

### VoIP/IP Telephony

#### Capabilities:

Answer, place and transfer calls; play menus and execute options; server-based switching; conferencing; IP telephony; call monitoring and recording; media streaming allows voice data to be transferred from Internet-based sources to telephony hardware.

#### Standards supported:

SIP, H.323, Intel Host Media Processing 1.1 FP1, 1.1, 1.3, 2.0.

### Speech

#### Capabilities:

Simple configuration interface allows for rapid integration of speech recognition, text-to-speech and speaker verification into voice solutions.

#### Standards supported:

VoiceXML, MS SAPI 4.

#### Speech Recognition products supported:

Nuance 8.5, 8.0 SP3; Nuance OpenSpeech Recognizer 3.0, 2.0; Nuance PhoneticOperator 5.8; Nuance SpeechPearl XML 1.1.

#### Text-to-speech products supported:

Nuance Vocalizer 4.0, 3.0; Nuance RealSpeak 4.0, 3.51 CS; Nuance Speechify 3.0, 2.1, 2.0.

#### Speaker verification products supported:

Nuance Verifier 3.5, 3.0; Nuance SpeechSecure 3.0.

#### Speech-enabled applications or modules supported:

Nuance OpenSpeech Attendant 2.0; Nuance OpenSpeech Dialog Modules 2.0.; Nuance SpeechPAKs

### VoiceXML

#### Capabilities:

VoiceXML gateway, embedded VoiceXML browser for executing VoiceXML scripts anywhere within an Envoy-based solution, multi-level VoiceXML application logging.

#### Standards supported:

VoiceXML 2.0

### Web Services

#### Capabilities:

Interact with any provided Web service within an Envoy developed solution. Act as a Web service provider that external applications can use to load and start scripts, and notify channels.

#### Standards supported:

XML, SOAP, WSDL



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### Web

#### Capabilities:

Create Web pages with dynamic information from databases or other data sources; read Web pages and store information or speak it to a caller; create Web-based agent desktop and screen pops; convert Web audio files to ADPCM or vice versa.

#### Standards supported:

HTTP, XML, WSDL, SOAP, HTML, DHTML, ISAPI

### Database

#### Capabilities:

Connect to database sources to read, store and update information. An SQL Wizard is available to nontechnical personnel for rapid definition of SQL statements. The wizard supports all major SQL commands including Joins, Sub queries and Stored procedures

#### Standards supported:

ODBC, SQL, Native integration with Oracle 8, 9i, 9.2, 10i

### CTI

#### Capabilities:

Third party call control, call routing, and call data management. Integration with leading PBXs and IP PBXs available through custom or packaged Envox CTI Links Product Family. Products supported include: Envox CT Connect™.

### Datacom

#### Capabilities:

Interact with remote servers to retrieve, update and store information.

#### Standards supported:

SOAP, WSDL, LDAP, TCP/IP, XML, UDP, X.25, Serial Port, DDE, MS Message Queue, RAS, Radius, 3270 and 5250 terminal emulation.

### Email

#### Capabilities:

Receive, send, forward, reply to and create email messages; read messages and act on content.

#### Standards supported:

POP3, IMAP4, SMTP, MIME

### Fax

#### Capabilities:

Receive, create and send faxes; convert HTML documents or HTTP links addresses to fax on the fly.

#### Standards supported:

Intel boards with fax resources.

### Cryptography

#### Capabilities:

Supported cryptography functions include encrypting and decrypting files using symmetric or asymmetric algorithms; creating or verifying digital signatures; and creating hashes and exchange Public keys.

#### Standards supported:

Microsoft Crypto API

### External Code

#### Capabilities:

Call external applications, hosted scripts and DLLs written in VoiceXML, C, C++, VB, Delphi, Active X, JScript, VBScript, and other major programming languages.

### Develop/Debug Support

#### Capabilities:

Advanced visual debugging tools (including breakpoints, traces, single step operation, variable simulation), call logging, hardware simulator compatible with soft phones, multi-level VoiceXML application logging.

### Envox Communication Development Platform API

Envox 6 natively supports Intel Communications' telephony boards. Envox's Telephony Integration API enables fast integration with additional third party telephony hardware.

Envox's Speech Recognition API enables fast integration with additional third party ASR engines.

Technology Partners Include: Aculab, Brooktrout, Eicon, Intel, NSC, Pika Technologies and Voxado.



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## System Requirements

### Envox 6 Studio

- Pentium III 850 MHz CPU or better
- Windows 2000 (Professional, Server and Advanced Server), Windows Server 2003 and Windows XP Professional
- Hard disk with at least 200 MB of free space
- Minimum of 512 MB RAM
- Any SVGA display supported by Windows (800 x 600 or higher)
- CD-ROM drive
- Mouse or any other Windows compatible pointing device
- Microsoft .Net Framework must be installed in order to use Web services

### Envox 6 Console

- Pentium III with 850 MHz CPU or better
- Windows 2000 (Professional, Server and Advanced Server), Windows Server 2003 and Windows XP Professional
- Minimum of 512 MB RAM
- Any SVGA display supported by Windows (800 x 600 or higher)
- CD-ROM drive
- Mouse or any other Windows-compatible pointing device

### Envox 6 Communications Server

- Pentium III 850 Mhz CPU or better
- Windows 2000 (Professional, Server, or Advanced Server SP4) or Windows Server 2003
- Hard disk with at least 2 GB of free space. (Additional disk space will be required for logging.)
- Minimum of 512 MB RAM
- CD-ROM drive
- Microsoft .Net Framework must be installed in order to use Web services

