

What's New in Envoy 7

The Envoy Communications Development Platform is an open, standards-based platform with integrated software components that significantly reduces the time, cost and complexity of developing and deploying voice solutions. With the release of Envoy 7, Envoy Worldwide extends its support for all leading industry standards, and offers new capabilities for developers creating IP-based and speech-enabled voice and video solutions. In addition, Envoy 7 still provides development speed, ease-of-use, and unmatched flexibility that empowers developers to create a wide range of voice solutions for both the enterprise and service provider markets. Specific enhancements made in this release of the software include:

1. Video Messaging

The multi-modal capabilities of Envoy 7 have been extended to include video messaging. Some key applications include video/voicemail systems, and video-enabled IVR solutions. Users can send, receive, and record video messages using Dialogic's Host Media Processing (HMP) 3.0 software. Envoy 7 takes advantage of Dialogic's HMP which supports video with densities of up to 500 ports per server for voice and/or conferencing using G.711.

2. VoiceXML 2.1

VoiceXML has become the standard for self-service solutions. With Envoy 7, our VoiceXML support has been extended to include the features of the VoiceXML 2.1 specification. New capabilities of VoiceXML 2.1 include: dynamic referencing of grammars and scripts, <mark> for barge-in detection, <data> for fetching XML, dynamic concatenation of prompts, simultaneous recording and recognition, and more.

3. Call Control XML (CCXML) 1.0

CCXML is the W3C standard markup language for controlling the setup, monitoring, and tear down of phone calls. CCXML works hand-in-hand with VoiceXML to provide a 100% standards and XML based solution for any telephony application. Envoy 7 allows developers to create standards-compliant applications using CCXML. This feature will benefit any Web developer or corporation developing voice solutions based on the Web paradigm. Current customers will still be able to develop and deploy Envoy scripts and move to CCXML applications at their own pace.

4. Media Resource Control Protocol (MRCP) 2.0

Envoy 7 now supports the MRCP 2.0 standard for automated speech recognition (ASR) and text-to-speech (TTS), which provides a standard interface for communicating with ASR and TTS products from Nuance, Loquendo, and other technology providers. Support for MRCP will provide users more choices of speech technologies to control the cost of speech-enabled deployments. MRCP is an industry standard that has gained strong support from speech technology providers. MRCP is designed for network-based solutions where ASR and/or TTS servers are configured to work together with VoiceXML interpreters, media gateways, and application servers using a VoIP connection.

5. Redundancy and Fault Tolerance for Envoy Communications Server

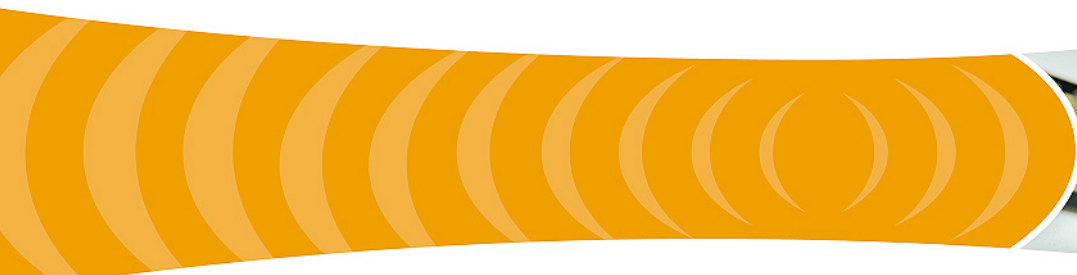
Envoy 7 has new features that allow customers to configure and deploy redundant systems to improve overall network performance, availability and reliability. Through the redundancy features of Envoy 7 customers will be able to configure networks to have backup Envoy Communications Servers in hot-standby mode. The Envoy Domain Server has ability to monitor the health and status of each Envoy Communications Server and dynamically transfer licenses to the backup servers at the first sign of a problem.



Envoy Americas
+1 508 898 2600
us.sales@envoy.com
us.support@envoy.com

Envoy EMEA
+44 1252 618853
euro.sales@envoy.com
euro.support@envoy.com

Envoy Asia Pacific
+65 6365 2873
asia.sales@envoy.com
asia.support@envoy.com



6. SMS through SS7's GSM Mobile Application Part (GSM MAP)

GSM MAP allows for the implementation of carrier-grade, mobile network signaling infrastructure targeted to the GSM network and is the basis for providing its mobility characteristics. Envoy 7 extends its SS7 support to include SMS communication through MAP, allowing messages to be delivered to mobile phones through an SS7 network.

7. Dialogic's Host Media Processing (HMP) 3.0 Software

Our support for Dialogic's HMP software has been extended with the following additional features/capabilities:

- video messaging
- V.17 fax
- SecureRTP
- SIP TLS
- MIME-Encoded SIP Message Bodies

8. Additional Usability and Performance Enhancements

Standalone license mechanism – allows users to deploy an Envoy Communications Server without having to configure and maintain an Envoy Domain Server.

- Unattended-installation capability – designed for enterprises that want accelerate the installation and deployment of multiple Envoy 7 systems.
- Simplified logging, including fewer logging levels and easier configuration
- Usability improvements for subroutines



Envoy Americas
+1 508 898 2600
us.sales@envoy.com
us.support@envoy.com

Envoy EMEA
+44 1252 618853
euro.sales@envoy.com
euro.support@envoy.com

Envoy Asia Pacific
+65 6365 2873
asia.sales@envoy.com
asia.support@envoy.com