



réalisation de convenance de mobilité

realization da conveniência da mobilidade

Mobilität Hilfsrealisierung

Convenance

Konvergenz

Mobilität

Mobilité

unifié

Conveniência

realizzazione della convenienza di mobilità

verei nhei tl i cht

realización de la conveniencia de la movilidad

Convenienza

communiquent

Mobilidade

Bequemlichkeit

realización

"from Chaos to control"

Unified messaging from Alliance

Introduction

Alliance Infotech is a leading provider of enterprise grade computer telephony components and e-business infrastructure software. Through our products, custom application development and consulting services we enable companies to manage their interactions to build stronger relationships. Alliance gives its clients, their vendors and their customers - the freedom to communicate and transact business over various media- voice, fax, email or the web. Alliance is also a Microsoft Certified Partner and partners with TIBCO and Dialogic to deliver robust and scalable solutions. We have established marketing offices in Sri Lanka, London (UK) and New Jersey (USA). Alliance has been well funded both internally and externally from Venture Capital.

Telecommunications Providers can now manage, synchronize, and coordinate service interactions across a broad range of communications channels including the Web, email, telephone, fax, text-based chat, and voice over IP (VOIP). UniVersus™ helps Telecommunications Providers remain competitive and successful by minimizing the total cost of operations, improving service effectiveness, and providing full 24x7 customer service availability.

Client List:

Airtel, Delhi: Phone to Email system is working on Alliance technology

NTPC, Railways, American Express, Sanwa Bank, Gogia Capital, Alankrit, Amway have been served using modules of TotalXchange in the last 3 years. Case Studies are available on our website: www.alliance-infotech.com

Converging to Unified Messaging

Alliance's UniVersus™ software is helping millions of people around the world — in business and services — work together in teams. First, by providing all the tools for electronic collaboration — messaging, discussion groups, document sharing, and shared knowledge bases.

And now, by delivering true unified communications — a single mailbox for all your messages — email, fax, voice — accessible anywhere, anytime, using any device — web browser, cell phone, and new and emerging devices.

Best of all, UniVersus™ is designed for the real world. It provides startlingly fast responses over a standard dial-up modem, operating from a single server requiring minimal administration.

Creating a Telco Grade Solution

UniVersus™ passed all Telco Grade Tests. We build these systems on open standards and using Intel Dialogic components- thereby reducing the total cost of ownership. Intel Dialogic commitment to converged communication is inherent in our solution.

Our Phone2 Email solution within UniVersus™ has been working at one of the larger cellular service providers in the Region. Our fax solutions and call handling technology has handled more than 10 Million calls at customer premises across the country. We offer: **Scalability, Interoperability, and Reliability.**

Redundancy is a key feature as the entire system is built using the IP standard and components can be deployed on multiple platforms to get the right level of system up-time.

UniVersus™ will support large increases in traffic, and subscriber base. And it will do so cost effectively. There is no proprietary hardware or software within UniVersus™.

Scalability of the software is no problem. We can have 240 simultaneous connections on a server and this can handle about 200,000 calls a day assuming the system is operational for 12 hours in a day and each message size is one minute. The component based architecture of the system allows it to be deployed on a different machines linked on IP. This is possible because of a service centric system design.

Features within Unified Communications

...the power of true unified communications from UniVersus™.

- Unified messaging on the road: Freedom to control voice, fax, and email on your cell phone or notebook computer
- Unified messaging in the office: Freedom to control voice, fax, and email on your PC
- Interactive Voice Response (IVR): Versatile phone menu options
- Bridging Proprietary Messaging Systems with an Open-Standards Unified Messaging System
- Virtual Secretary (Dicta-Xchange): Connect to a CSR while on the move using UniVersus™ and dictate your email. Choose the recipient and the mail is sent!
- Service Creation tool for defining new value added services using VXML like interface or a drag and drop GUI interface.
- System architecture supports redundant deployment for Telco grade service delivery.
- Future growth path includes integration with soft switches, VoIP, Media streaming, GPRS and 3G.

Access UniVersus™ and manage all message types over INTERNET

1. Receive email
2. View fax by image file
3. Play voicemail
4. Reply message in any message format preferred by the sender, such as voicemail, fax or email etc, with voice denotation
5. Forward message to other email address, fax machine, voicemail box and Unified Messaging center etc, with voice denotation
6. Delete message
7. Send from Web various types of messages, such as email, fax, fax-mail, pager message, voicemail,

Access UniVersus™ and manage all messages types over MOBILE DEVICES/ Cellular Phones

1. Listen to Inbox Summary
2. Listen to email, including the sender, time, subject, body and attachment in pre-defined formats
3. Listen to voicemail, including the sender, time, subject and voice content
4. Forward fax messages, including the sender, time, subject and text content
5. Reply message in any message format preferred by the sender, such as voicemail, fax or email etc, with voice denotation
6. Forward message to other email address, fax machine, voicemail box and Unified Messaging center etc, with voice denotation
7. Delete messages
8. Send from telephone various types of messages, such as email, fax, pager message, voicemail,
9. Short Message (SMS) and other multi-media message
10. Save message to a specific folder
11. Access and manage message in a specific folder
12. Support multi-recipients
13. Use Dicta-Xchange to connect to a CSR and quickly send an email/SMS to a chosen recipient

Access UniVersus™ and manage all messages types over client software

Receive voicemail

Receive email

Receive fax

Send, reply or forward messages, such as voicemail and fax-email, from client software

Voice Recognition and Text-to-Speech System

Utilizing the technology of Text-to-Speech, the system can read English. This can be realized on web, telephone, mobile phone and client software. Utilizing the technology of Automatic Speech Recognition (ASR), the system can operate according to user' s voice command. User can also dictate the call flow.

Voice Signature Recognition. Voiceprint identification is set up when the user first calls the service.

Message notification system

1. Email
2. Fax
3. Voicemail

Types of notification

- Meeting notification
- To-do list
- Personal schedule and calendar
- Price alert (bundled with other e-commerce providers)
- Call attempt
- Other multi-media messages
- System Alarms for Administrator

User can set rules to define message to notify:

1. Sender
2. Time of message arrival
3. Priority
4. Recipient
5. Domain
6. Subject

Other Features include

Prioritize and Manage Messages

UniVersus™ Unified Messaging lets you select what you want, when you want it. You save time and improve your efficiency. UniVersus™ Unified Messaging puts you in control. And remember ... with UniVersus™ Unified Messaging, you can go back anytime to see who's read a message and when, save a message, forward, file, delete or edit it.

E-Document delivery (in source)

Bringing together fax, email and Internet technologies, FaxXchange fax server software gives companies a fast, efficient way to send and receive documents electronically from desktop, email, CRM, ERP and other business applications.

E-Document delivery (outsourced)

The UniVersus™ suite of high-volume email and IP fax broadcast services provides instantaneous, simultaneous delivery of business-critical communications to hundreds or thousands of recipients.

Technical summary

- Complete stand-alone voice messaging infrastructure, which integrates with your MSC on E-1 interface / analog interface.
- Remote touch-tone access, multiple menus, and full virtual secretary features for seamless integration with existing systems or complete replacements of them.
- Single point of administration and security through your established Windows NT and Exchange account database. (LDAP)
- Complete two-way use of your telephone as a multimedia device for recording and listening to voice messages or files.
- Light client (MSWin95/98/NT) for message playback in any environment.
- TUI (Telephone User Interface) to remotely access your Inbox from a touch-tone phone.
- Feature-rich UniVersus™ client integrated into Exchange/outlook client.
- ATX Web - Voice enable web sites or HTML portals for Intranet or public Internet call-through.
- Analog, ISDN/PRI (E1/T1) Support
- Standards/Protocols supported: LDAP, IMAP, H.323, T.37, SMTP, SNPP, SMPP
- Compression of Speech to 60K for 1 minute of voice- to allow faster dispatches.

Hardware Requirement

Server Requirement

1. UniVersus™ User interface server

Pentium III , 512 MB RAM, 35 GB HDD with Skuzzy drive , standard features , Ethernet Card.
The machine should have at least two free PCI slots. Machine with RAID 5 would be an added advantage.

Dialogic Cards : Card Type: E-1 voice card, Fax Card

2. UniVersus™ ASR /TTS Server

Pentium III , 650Mhz or higher , 256 MB RAM, Win NT 4.0 server, Ethernet card.

DSP Cards : Required for greater than 12 simultaneous ASR /TTS connection.

Software Requirement

1. UniVersus™ Licenses

- i. Notification
- ii. User Interface Server
- iii. Dispatcher
- iv. Router
- v. Message Transfer Agent
- vi. Database Interaction Agent
- vii. Telephony Resource Manager
- viii. System Maintenance and Management

2. LDAP Server

3. IMAP/POP3 messaging server

4. Requisite Application Software License (Windows NT, SQL licenses)

5. TTS and ASR Licenses (Phillips, Nuance, Dialogic, Speechworks, etc)