Outbound Dialer for VXI*

2013

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About...

- Do you need to contact **many people**?
- Do you need to contact them **in record time**?
- Do you need to get **immediate feedback**?
- Do you need to get **realtime information**?

Outbound IVR

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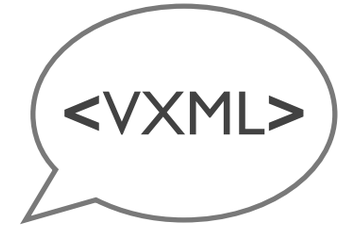
Definition: Outbound Dialer

Outbound Dialer **Xtras*** addon is a complete software module that delivers robust outbound dialing for emergency response and customer service. Powered by **VXI*** and VoiceXML, this dialer drives speech or touch-tone outbound call campaigns with greater control, automation, reporting and flexibility.

Outbound IVR



VXI* + **Xtras***

VoiceXML Browser **Outbound Dialer**

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System Requirements

Linux Server

TDM Boards | VOIP

VXI* + **Xtras***

VoiceXML Browser

Outbound Dialer

Voice per CPU (Core)

1 - 150 ports TDM

1 - 150 ports SIP

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Outbound Features

- VoiceXML for any Outbound call
- Complete thousand or millions of calls per day
- Web dashboard to manage your phone campaigns
- Detect answering machines & live answers
- Manage retry, busy, error calls...
- Integrated with SIP / TDM or other PSTN telephony environments
- Deploy with multiple server for scalable architectures
- Outbound call reports CDR
- VoiceXML logs during each outbound call
- Real time campaign control

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More...

- Outbound calls can be sent as VoIP or TDM to any phone
- Speech Recognition or DTMF interaction <VXML>
- Recorded prompts or Text to Speech <VXML>
- Number of retries can be set for each campaign
- Caller-ID (CLI) configurable
- Hi-scalable, autosetup mode for multi-server
- Any Outbound call can be transfered to an agent.

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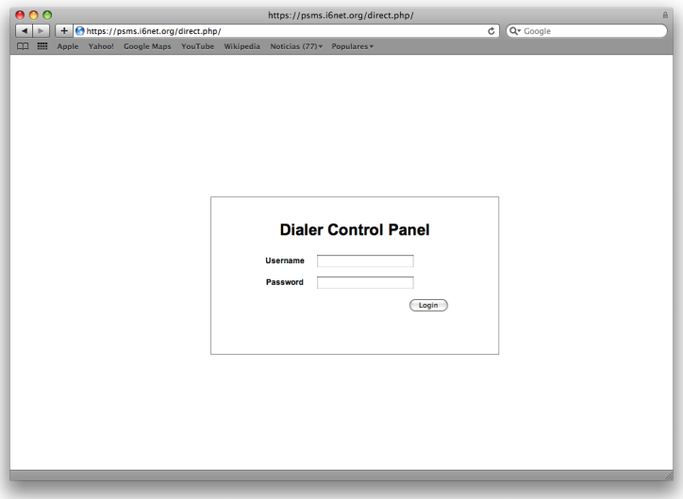
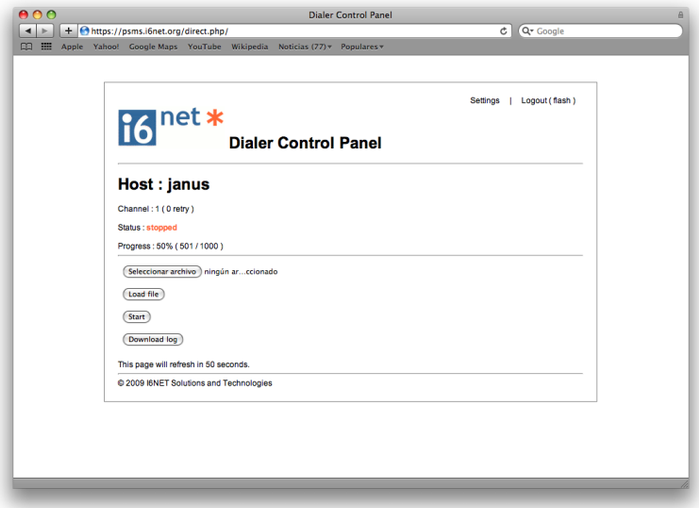
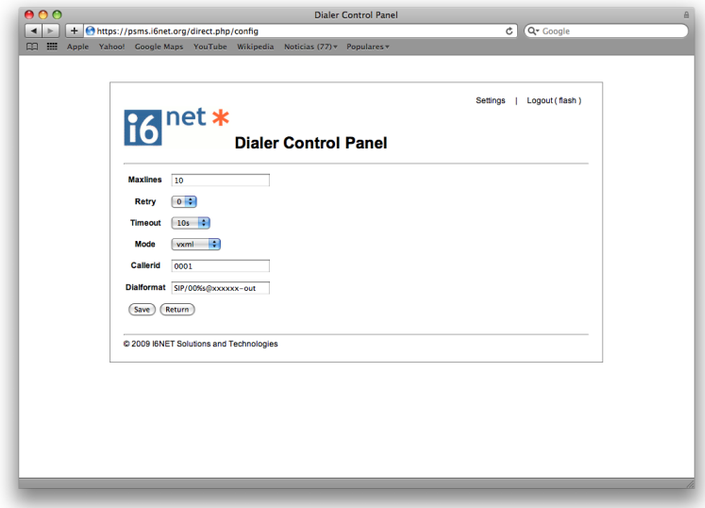
Web Dashboard







- Manage from **Anywhere** (Password HTTPS protected)
- Easy to **Customize** for your own service design (PHP)
- **Real time** campaign management
- Start / Stop / Restart

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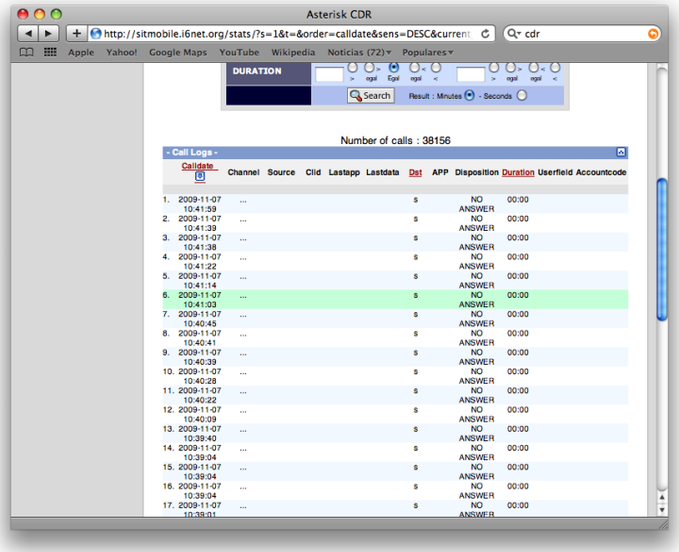
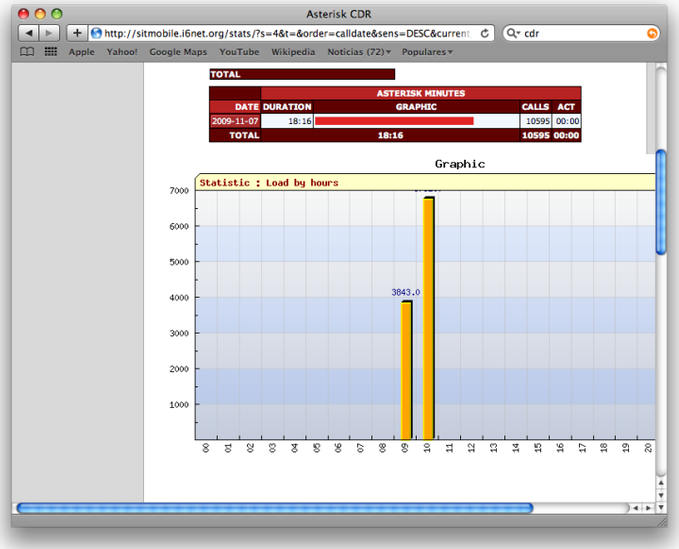
CDR Reporting





- Standard Reporting using Asterisk **CDR** (web)
- Log file of all Outbound calls campaign
- User-fields from VoiceXML to write on CDR database

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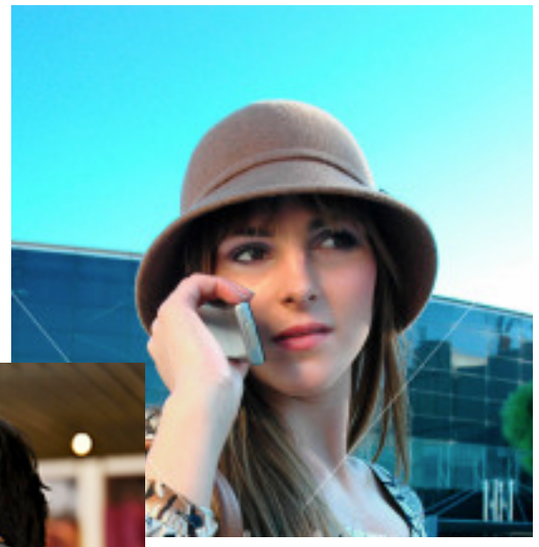
Services (examples)

- Voice Push (Phone Broadcast)
- Call Reminder (Travel agency, Events, Appointments...)
- Alerts, Notifications, Contract Renewals,...
- Sales announcements
- Loyalty calls
- Surveys
- Fraud prevention



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VXI* Features

- 100% compliant **VoiceXML 2.0+** implementation
- Proven and widely used **Asterisk** implementations
- Flexible **VoIP/TDM** telephony support (open source)
- **3G 324m / SIP videocall** enabled
- Easily works with high quality speech recognition (**ASR**)
- Easily works with quality speech synthesis (**TTS**)
- Built-in call **Xtras** addons (call recording, conferencing...)

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Powered by VoiceXML

- VoiceXML is the **Open Standard** for IVR / IVVR
- W3C WORLD WIDE WEB consortium certification
- Web enabled **XML lenguage**
- TTS / ASR easy programming
- PHP / JSP / ASP compliant

```
<?xml version="1.0"?>
<vxml version="2.0"
xmlns="http://www.w3.org/
2001/vxml">
  <form>
    <block>
      <prompt>
        Hello world!
      </prompt>
    </block>
  </form>
</vxml>
```

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Running over Asterisk

- The leader **Open Source** PBX project
- Stable and most advanced software project
- Strong User Community
- **Millions** of Asterisk running servers
- **Thousands** of active developers
- To call accross any Asterisk Channel

Thank you!

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