Aculab Cloud Datasheet

Highly scalable communications APIs

Powerful, easy to integrate APIs which allow you to make, take and interact with voice, video and fax calls, as well as providing messaging support via both SMS and MMS - all with pay-as-you-go pricing and no specialist telephony equipment needed.

Aculab Cloud builds upon Aculab's core competence by combining complex technologies into a powerful, flexible and easy to use platform.
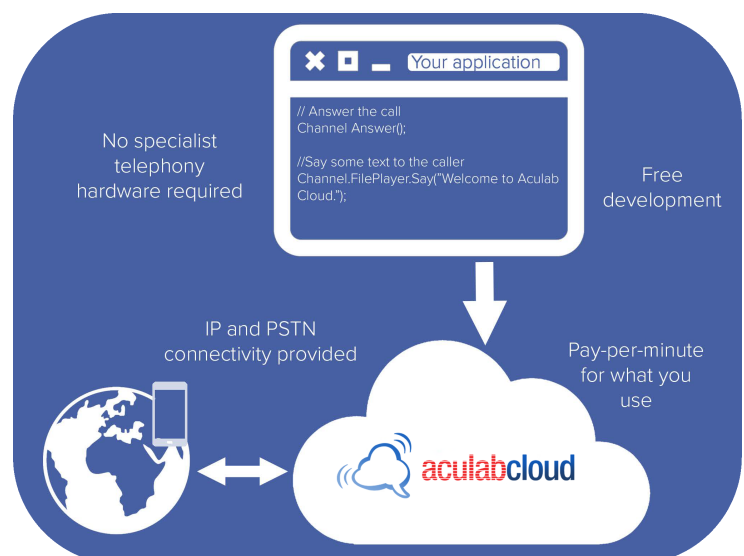
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Feature summary

- Inbound and outbound voice and fax calls, worldwide
- Bring Your Own Carrier (BYOC) supported.
- Inbound and outbound SMS messaging, plus MMS in the US and Canada
- Text-To-Speech (TTS), from Amazon Polly
- Speech Recognition, from Google Speech-To-Text
- Voice Biometrics, from Aculab VoiSentry
- WebRTC voice and video calls, from browsers and React Native Android and iOS apps
- Call progress analysis: 99% accurate AI-driven Answering Machine Detection (AMD), with ability to hang up or leave a message
- Full call recording
- Call transfer
- Flexible Calls Per Second (CPS) management
- Voice prompt playback and recording
- DTMF (keypad tone) detection and barge-in
- Scalable multi-party conferencing
- Fax support
- Designed with security in mind: HIPAA compliant, ISO 27001 certified, media file encryption
- Data location and sovereignty: regional architecture
- Professional services, if you need a hand
- Pay-as-you-go, or invoiced billing

Benefits

- Pay-as-you-go - no contracts, no set-up fees, just pay-per-minute for what you use. Invoiced billing means your own Account Manager.
- Massive scalability — we take care of that for you
- Guaranteed CPS - Get mass communications out fast
- Market-leading AI-driven AMD - 99% accurate AI-AMD allows you to operate within country regulations — e.g. FCC and OFCOM. We'll deliver your voice calls correctly more often than the competition
- Fax from the experts — Aculab technology has been sending and receiving faxes for at least the last 20 years
- Complete control over your voice call flows
- No specialist telephony hardware or software required
- No need to understand how the telephone network works
- Regional architecture - we won't move your data between regions unless you ask us to
- Great support - access to code samples and examples, we're here when you need us

No specialist telephony hardware required

```
// Answer the call
Channel Answer();

//Say some text to the caller
Channel.FilePlayer.Say("Welcome to Aculab Cloud.");
```

Free development

IP and PSTN connectivity provided

Pay-per-minute for what you use

Target applications

- Voice & SMS appointment reminders
- Voice & SMS broadcast and alerting services
- IVR self-service and voice portals
- Voice bots, for example using Google Dialogflow
- Doctor to patient voice calls, browser WebRTC in the surgery calling patient's phone number
- Doctor to patient video calls, browser to browser-or-app
- Support calls, WebRTC and PSTN
- Conference servers
- Outbound diallers
- Fax services
- Quality monitoring and testing

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Technical summary

APIs	RESTful JSON API, wrappers in .NET, Python, Java, Ruby & PHP. Low level UAS API, in Python & .Net.
Audio / voice channel capacity	Full scalability in the cloud.
Inbound/outbound phone calls	Place calls to PSTN numbers and receive calls to purchased numbers using our carriers. Place calls to PSTN numbers using your own carriers (BYOC).
Inbound / outbound SIP	Aculab Cloud provides you the ability to receive calls from SIP as well as place calls to a SIP endpoint of your choice.
Call media	For traditional phone calls, media is transported using the Real-time Transport Protocol (RTP), supporting G.711 A-law and G.711 mu-law voice codecs, and RFC2833 DTMF digits, all sampled at 8000 Hz. G.729 available on request. For WebRTC, higher sampling rates and many more codecs are supported.
SMS & MMS	Inbound and outbound long code SMS; same numbers support both voice and SMS services. MMS in the US and Canada.
WebRTC	Our WebRTC interface provides person-to-person inbound and outbound voice and video calls, plus voice calls to and from the PSTN and your Cloud voice applications. It's available on the browser or in React Native Android and iOS apps. We handle endpoint registration, call setup and teardown.
TTS & Speech Recognition	Aculab Cloud supports Amazon Polly Text-to-Speech (TTS) and Google Speech-To-Text. Both support many languages and dialects, are amongst the best available and are constantly improving, seeing massive investment from their parent companies.
Call Progress Analysis (CPA)	99% accurate Answering Machine Detection (AMD) differentiates between human and machine answers. Allows you to meet per-country regulations, e.g. FCC and OFCOM. Tone and call progress analysis – detection of ringing, busy/engaged, fax, SIT, etc.
Record	Prompts and messages can be recorded and stored as media files via a highly reliable, distributed storage system.
Playback	Media files can be accessed and played, with or without barge-in, for example playback of messages and menu options.
Calls Per Second (CPS)	This specifies the rate at which outbound voice and fax calls may be placed. We set a low maximum allowed value for new accounts. After we get to know you better, we can increase that figure, allowing you to 'burst' into our spare capacity, and/or you can pay for minimum guaranteed, always available, CPS.
Call Transfer	The ability to transfer a call is provided in the form of retrievable transfer. This re-routes the audio to another destination, but maintains control over the call, allowing it to be retrieved. This allows a caller to 'opt out' of an automated system and be switched to e.g., an operator.

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Call connect tromboning	Call connect, also termed tromboning or hairpinning, allows an initial call to be connected with a subsequent outgoing call. This can be useful if, for example, an IVR system needs to connect the caller with a human agent.
Media files	Aculab Cloud can record and play media files via highly reliable cloud storage, and can also play media files from your own web servers.
DTMF	Collection of DTMF digits, terminated by programmable timeout, character count, or terminating character. This allows voicemail menus to be navigated and options selected.
SSML	The TTS methods support the embedding of Speech Synthesis Markup Language (SSML). This is a very flexible way of adding expression to how your text is spoken. Further details on the SSML features and voices supported are available in the Aculab Cloud TTS documentation.
Fax	T.30 and T.38 fax termination protocol up to V.17 speeds; call progress monitoring (incoming and outgoing); Automatic detection of fax calls; dynamic switching between fax and voice within a call; Group 3 TIFF image file manipulation library; supports multiple page formats and properties; application control of individual pages; supports unlimited page length and header/footer formatting; supports fax on demand – polled mode.
Conferencing	Party type - TalkerAndListener or Listener, ringback tone, lifetime control, beep on entry, exit on DTMF digit, mute on DTMF digits, on entry media, on exit media, prefix media.

About Aculab

Aculab provides deployment proven telephony products to the global communications market

Whether you need telephony resources on a board, on a host server processor or from a cloud-based platform, Aculab ensures that you have the choice. We are an innovative, market leading company that places product quality and support right at the top of our agenda. With over 35 years of experience in helping to drive our customers' success, our technology is used to deliver multimodal voice, data and fax solutions for use within IP, PSTN and mobile networks – with performance levels that are second to none.

For more information

To learn more about Aculab Cloud and Aculab's extensive telephony solutions visit:

www.aculab.com

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