

**Aculab technology for contact centre
developers
Product deployment note**

The Aculab solution

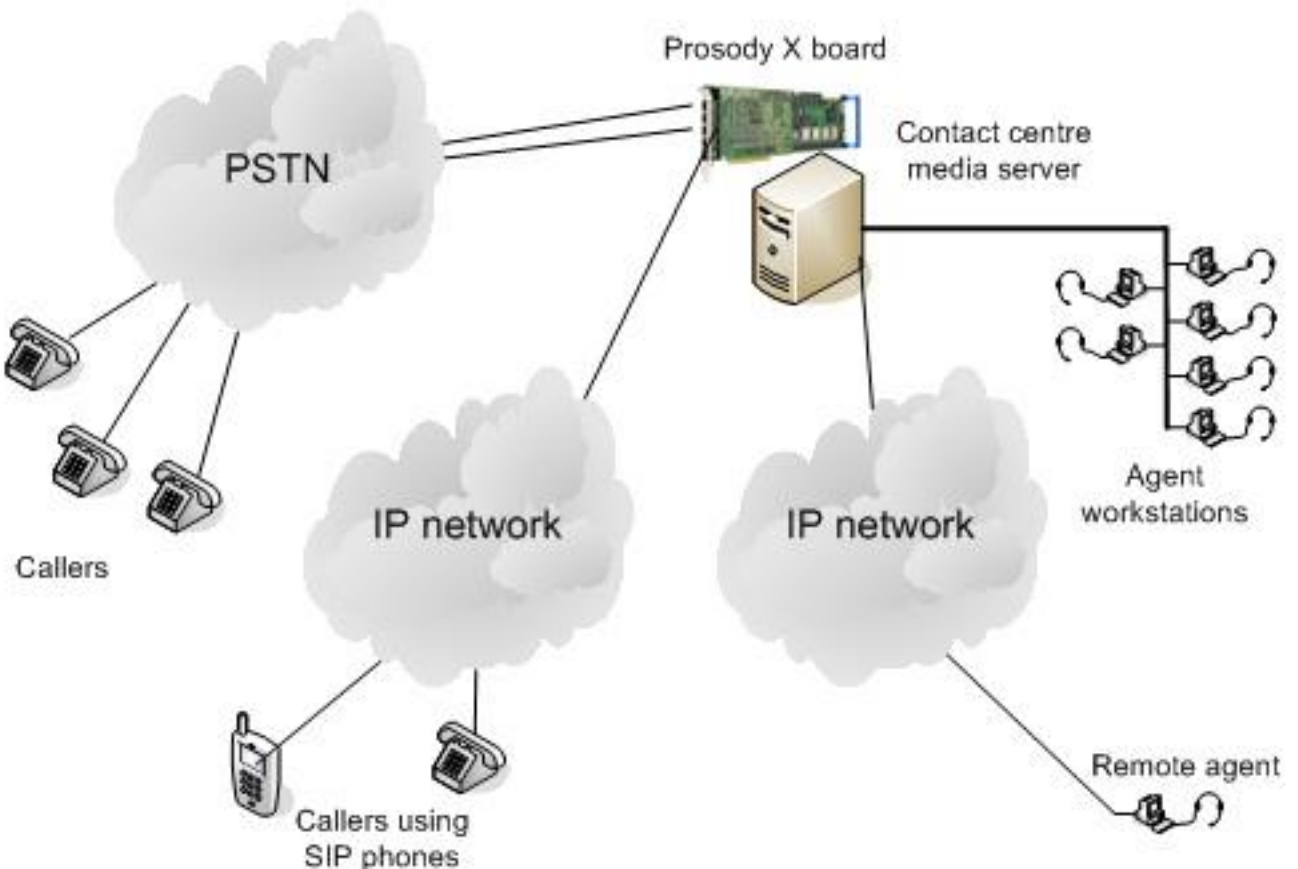
What the market needs

Contact centre solutions are nowadays widely used within enterprises, ranging from the smallest SME up to multinational corporations. Developers creating solutions for this market require scalable building blocks with both traditional (TDM) and IP-based voice processing capabilities such as interactive voice response (IVR), call progress analysis (CPA) and automatic call distribution (ACD).

The continuous drive for cost efficiencies has led to recent trends such as the introduction of IP-based call centres that can leverage SIP and VoIP technology. These take advantage of the ubiquitous nature of IP networks to create distributed architecture call centres and enable remote or home agents.

Systems required today have to go beyond the basic voice call routing from the PSTN and encompass routing of voice calls (from PSTN or IP-based networks), text messages (SMS), and email.

Aculab technology for contact centres



Uniquely, Aculab is positioned as the vendor setting the pace with its IP-centric, DSP and host-based media processing platforms. Whether you are offering contact centres for all-IP or mixed IP/TDM environments (hybrid contact centre) or targeted outbound facilities requiring high accuracy detection of man or machine pick-up, Aculab has the contact centre tools to drive your success.

In a contact centre scenario, the Prosody X boards or Prosody S software would be situated within a media processing gateway or call centre server as shown below. The media processing boards can provide both TDM and IP interconnection points to facilitate connection to traditional PSTN, mobile networks or customers using IP-based technologies.

Aculab's partnership approach

When you decide to partner with Aculab, the leading-edge products are just the start of what we offer. Complementing the product range, we offer customers a solid vendor partnership in the field of [professional services](#), ongoing development and support based on our in-depth expertise and experience. The foundation of Aculab's approach is our industry-recognised agility and willingness to meet and exceed our customer's demands.

We focus on our customers recognising that their success is our success, and we are willing to listen and invest in the technology they need to achieve their goals. One of the key areas that sets Aculab apart is our ability to respond to customers' near term requirements through our request for change (RFC) process. This is designed to allow our customers to ask for product enhancements to target specific opportunities. This is probably the key point that is brought out when our customers refer to Aculab as providing good support; the ability to modify a product, usually software or firmware, in order to address a commercial opportunity.

Visit our [showcase](#) section for a list of partners offering contact centre platforms based on Aculab's technology.

Visit the [case studies](#) page to see how some of our customers have used Aculab products to develop contact centre solutions.

Key features

The Aculab Prosody portfolio of media processing boards and software supports all the contact centre technologies required:

Contact centre requirement	Prosody media processing functionality
Call routing, one number solution	Interactive voice response (IVR), automatic call distribution (ACD)
Call queuing	Music on hold
Auto attendant	DTMF recognition; MRCP client for integration with speech servers providing text-to-speech (TTS) and automatic speech recognition (ASR) functions
Outbound dialling / CPA	Predictive dialler / call progress analysis: <ul style="list-style-type: none"> • Simultaneous signal categorisations on a per channel basis • Robust and accurate live speaker detection (e.g., differentiating between a human response and that from an answering machine) • DTMF, tone and call progress (ringing, busy/engaged, fax, SIT etc.) detection • Speech energy detection and complete cause code functionality
Call/fax recording	A variety of voice codecs enable recording using a variety of compression schemes T.30 and T.38 fax protocol support
Support for large and small deployments	The Prosody portfolio can provide a contact centre system scalable from just a few channels to thousands of channels using Prosody S HMP software; a single board Prosody X solution supports up to 720 channels per board and the distributed architecture of Prosody X allows the creation of large multi-board systems to support thousands of channels
Remote or home agent support	Prosody X media processing boards and Prosody S HMP software can be operated in a distributed architecture, thus allowing the call centre platform to be placed where needed to support large and small call centre sites and virtual call centres with dispersed agent groups or home agents

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