



**intervoice**

*The open software platform
to realize true voice and
data convergence*



Omvia[®] Voice Framework



Introducing the Omvia® Voice Framework

Connecting People and Information

In today's increasingly competitive business environment, companies must find more efficient and effective ways to stay in touch with consumers, employees, and business partners. With more than 1.5 billion phones and over 450 million mobile devices worldwide, individuals are seeking to interact with the companies they trust in a manner appropriate for their mobile, 24/7 lifestyles.

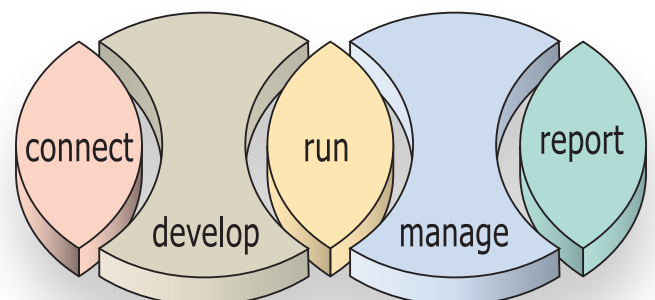
To stay competitive, companies must offer easy anywhere, anytime access to enterprise resources, transactional data and other information. Yet to provide these services in a manner that does not duplicate, but leverages, existing web and data resources, you must find a voice solution that integrates with your current infrastructure, remains flexible and scalable, uses open industry software standards and is hardware agnostic.

Now you've found it ... the Omvia Voice Framework from Intervice.

The Omvia Voice Framework is an advanced software-based platform that allows your company to **Connect, Develop, Run, Manage and Report** on your converged voice and data solutions. The Omvia Voice Framework delivers a flexible, modular and highly scalable design – built upon open industry standards including VoiceXML, SALT, VoIP, SS7 and others – that encourages the seamless integration of web- and enterprise-based systems into intuitive speech-enabled solutions with a clear business ROI.

Drawing upon twenty years of Intervice leadership in voice automation technology, the Omvia Voice Framework offers a true end-to-end converged voice and data solution. The Omvia Voice Framework enables best-of-class solutions through Intervice alliance partnerships with the leading names in IT, which allows you to implement the Omvia Voice Framework modules individually to leverage elements of your existing solution or apply the Omvia Voice Framework as a comprehensive solution. The modules include leading technologies, proven applications, an award-winning development environment, and intuitive management tools that are further backed by comprehensive professional consultation services and industry-leading technical support, and can even be deployed as a hosted option through Intervice Managed Services.

When you're ready to add the power of voice to further leverage your data infrastructure, you're ready for the Omvia Voice Framework.





Omvia Voice Framework offers Clear Benefits

- Increase operational efficiencies by extending the power of voice automation throughout the enterprise
- Open robust new revenue streams through the creation of innovative service and transactional opportunities
- Dramatically increase customer satisfaction and loyalty by delivering more consistent, high-quality service
- Enjoy the advantages of an open standards-compliant solution and a hardware-agnostic platform
- Use Omvia Voice Framework to build a comprehensive solution or implement modules for a solution that leverages existing hardware and software elements
- Deploy a reliable and highly-scalable call processing and media services solution in a single platform
- Leverage your existing web- and enterprise-based resources by adding the most natural of interfaces – the human voice.
- Quickly and easily develop, deploy and manage next-generation voice applications

Connect Yourself to The World of Productivity

The Omvia Voice Framework delivers seamless connectivity to industry-leading hardware, software and standards, including but not limited to:

CTI Interface Support

- Aspect Application Bridge v5 - v7
- HP CCM v5.8
- TSAPI (Avaya/Lucent G3)
- Genesys T-Server (T-Lib 5.1)
- Dialogic CT-Connect (Intel NetMerge CPS)
- Quintus (Avaya Interactions Center)
- OAI Interface to Intecom Switch
- Cisco ICM CTI w/Service Control Interface (2.6 Spec)

Host

- 5294 Controller, SNA/SDLC
- Unisys/Burroughs RS-232
- X.25 Interface-2nd Generation
- Unisys/Burroughs TD830 MT983/985, TDI
- Telnet TD830, Unisys/Burroughs
- Telnet TD830, Unisys/Burroughs
- E-Mail SMTP HTTP
- BEA Tuxedo Host Interface (HTTP Based)

Browsers

- VXML 2.0
- SALT
- HTTP

Hardware

- HP
- IBM
- Sun
- Dell
- Intel

Database Support

- DB2
- Informix
- Oracle
- X Base
- Btrieve
- MS SQL Server
- Sybase

Other Industry Standards and Protocols

- SNMP
- PRI
- SS7
- Release Link Trunk
- T1 variations
- ISDN
- TCP/IP
- VoIP
- E1 variations



Deploy Open Voice Solutions

The Omvia Voice Framework creates standards-based environments for the rapid and cost-effective development, deployment and integration of speech-driven voice applications. It encompasses the standards, platform and environment, tools, service and support needed to build and use advanced voice applications.

Apply all or any of these Omvia Voice Framework modules to create a voice solution that is right for your business:

CONNECT

Unify Web, data and telephony infrastructure

The Omvia Voice Server Software (VSS) operates as the central access point of the Omvia Voice Framework. This key software-based solution leverages advanced speech recognition technologies to open a convenient, telephony-based connection between your customers and your web and enterprise data systems.

While traditional proprietary Interactive Voice Response (IVR) solutions can be less flexible and harder to manage, the Omvia Voice Framework leverages the power of next-generation open standards to create a single, unified environment for the development, deployment, and management of voice solutions. The Omvia VSS incorporates the key elements needed to unify web, data and telephony channels, including VoiceXML and SALT interpretation, Text-To-Speech, outbound dialing functionality, multiple CTI and telephony connectivity options, voice alert gateways and more.

The Omvia VSS incorporates powerful support for application development and management tools. It provides media and network resources that deliver consistent behavior and state information, independent of the underlying hardware infrastructure. The VSS' flexible architecture simplifies design and implementation, and scales quickly and affordably to meet virtually any carrier or enterprise requirement.

Utilizing powerful middleware called the Omvia Media Telephony Core (MTC), the Omvia VSS is hardware-independent and fully supports the open standards-based VoiceXML 2.0 and SALT browser environment, as well as the classic IQTalk architecture. This exceptional range of standards support greatly reduces the cost and risk of deploying advanced voice solutions, because you can support existing infrastructure while migrating your applications to new standards as the marketplace evolves.

The Omvia VSS is built on a true client-server architecture, in which resource abstraction layers are used to control the states and behavior of all key activities, including call control, media control, operations, administration and monitoring.

The Omvia Voice Framework can be used with affordable off-the-shelf hardware and software, and because both web and voice communications channels can share the same back-end data resources, the Omvia Voice Framework lets you leverage and extend your current investment in IT infrastructure.

With the Omvia Voice Framework, you reduce both the cost and the risk of deploying advanced voice solutions ... while delivering a more complete, interactive and satisfying customer experience.

DEVELOP

Design, develop, and deploy speech solutions

Leveraging the capabilities of the award-winning InVision® Studio, the Omvia Voice Framework Development Center allows developers to quickly and easily build advanced, open-standards-based voice user interfaces. This combined toolkit and development environment supports the creation of advanced voice user interfaces that integrate smoothly with ASP, JSP, Perl or .NET applications and help your voice solution adhere to Best Practices in VUI design.

The Development Center incorporates built-in, icon-based tools – from a code editor and graphical dialog designer to prompt and pronunciation managers, grammar specification and rehearsal tools, templates and pre-built components – that measurably reduce the time and complexity of development, coding and integration. The uniquely featured debugging tool allows developers to test voice applications before production rollouts.

With Development Center, you can create better voice applications, more quickly and at a lower cost.

RUN

Execute business logic and integrate to legacy systems

The Omvia Voice Framework also provides the open standards-based infrastructure needed to create interactive voice applications and to access legacy host and data sources.

To do this, the Omvia Voice Framework delivers a reliable, flexible and highly scalable architecture that supports all leading standards-based technologies, advanced network routing, self-service, intelligent queuing and routing, and seamless compatibility with major web platforms and environments – all on a single easily managed platform.

By separating application logic from the telephony infrastructure, this integrated approach lets you create more powerful and flexible voice solutions. Through its support of Session Initiation Protocol (SIP), the Omvia Voice Framework opens a seamless pathway from circuit-switched networks to the Voice over Internet Protocol (VoIP) future. Intervice also supports the cost-effective evolution from TDM to TDM/IP or an all-IP network infrastructure.

You can leverage the Omvia Voice Framework to extend voice automation technology to a broad variety of activities, such as pay bills, order products, schedule appointments, retrieve a work order, check the status of an order or service, or hear and respond to informational announcements. By integrating leading-edge speech recognition, Text-To-Speech, and verification technologies, the Omvia Voice Framework lets you reduce customer contact costs while extending anywhere/anytime connectivity to your valued





customers.

MANAGE

Centrally operate, administer, manage and provision systems

The Omvia OAM&P suite allows you to monitor the health of your system and to distribute applications and updates across application servers – simply, affordably and in real time.

The Omvia Voice Framework Control Center provides convenient, centralized management capabilities. A System Manager is used to configure all Omvia Voice Framework components, to monitor system operations – from status and port activities to server performance, SNMP alarms and real-time statistics – and to perform "hot" change, insert or delete activities with the simple click of a button. The Control Center can be deployed in flexible single- and multi-site configurations.

REPORT

Real-time business intelligence from application data

Another key element of the Omvia Voice Framework, called the Information Center, delivers the real-time data access and transaction-based reporting needed to provide true business intelligence to your voice solutions. By leveraging the reporting capabilities of the Omvia Application View solution, the Information Center enables both historical and real-time reporting across all voice-enabled self-service applications.

That gives you a holistic, up-to-the-moment view of all voice interactions taking place anywhere in your enterprise. The Information Center provides valuable log file details, summaries and user evaluations. It also supports the establishment and tracking of performance metrics, the monitoring of transactions and completion rates, and the scheduled email distribution of key reports.

The most effective voice applications are always evolving to keep pace with the dynamic requirements of customers, businesses, and their employees. The advanced reporting capabilities of the Omvia Voice Framework give you the input you need to evolve your systems to meet the demands of your changing marketplace.



Services Available from Intervoice

Intervoice backs the Omvia Voice Framework with a comprehensive selection of professional consultation services, technical support, and hosting services. Specific services available from Intervoice include:

IMPLEMENT

Intervoice Professional Services

Conceptualize and solidify your solution while improving time-to-market

Intervoice provides world-class services to support you throughout the lifecycle of your voice solution. So you get optimum performance, more satisfied customers, and an accelerated return on your voice investment.

Intervoice has expanded our Professional Services capabilities to meet the changing needs of our global customer base, and further leverage our years of experience. We now offer consulting, integration, application prototyping and usability testing, design services and solution assessments to support all elements of the Omvia Voice Framework.

Our innovative Solutions Pyramid incorporates every phase of the planning, design and implementation of a successful voice solution. Over 130 Intervoice professional service consultants stand ready to assist you in the design, development, testing and deployment of your solution.

SUPPORT

RealCare®

Access technical and operational expertise to get the most out of your voice solution

We know you also need proven, professional service and technical support. So Intervoice now offers an expanded suite of

service alternatives. Our warranty and post-warranty program, RealCare®, offers several levels of service and a wide range of specific support activities, from remote monitoring and automatic software upgrades to a help desk for application developers.

HOST

Intervoice Managed Services

Manage costs and technology while focusing on your core business

To speed and optimize the payback from your investment in voice solutions, Intervoice backs the Omvia Voice Framework with flexible, low-cost/low-risk hosted deployment options. Our Managed Service Provider (MSP) solution gives you access to the industry's most advanced communications technologies.

Available for all of our products, Intervoice managed services are delivered via our five regional Network Operations Centers (NOC), 7x24x365 facilities that offer real-time remote network monitoring, surveillance and disaster recovery. Companies and telecommunications carriers can leverage this hosted capability to access telco-grade performance, redundancy and availability.

Our specialized support services include customer-specific data mining, trend analysis and loyalty programs. Astute organizations now use managed service solutions to expand their marketing and service capabilities, while minimizing both the cost and the risk of deploying state-of-the-art voice solutions. Because we are so confident in the reliability of our products and services, Intervoice also offers an extensive range of industry-leading Service Level Agreements to give you added confidence in the performance of your Omvia solution.





The Intervoice Difference

- Founded in 1983, Intervoice offers the unmatched experience and expertise of our more than two decades of leadership in voice solutions
- Only Intervoice has the open software platform you need to realize true voice and data convergence in your business
- We are the undisputed market leader in customer self-service technologies, outsourced automated telephone customer support, and best practice voice automation solutions
- Intervoice has deployed more than 22,000 systems and our technology serves hundreds of millions of users the world over
- We deliver software that is pre-certified and ready to work with today's most powerful and popular enterprise servers
- To keep you on the cutting edge of voice-directed productivity, we have build close alliances with the market leaders in AST, TTS and web application servers
- Through strategic alliances with key product, technology and channel partners, Intervoice has further strengthened our ability to deliver end-to-end voice solutions
- Every Intervoice customer benefits from our ongoing commitment to innovation, quality and responsive service

Companies and carriers worldwide have discovered the power and flexibility of the Omvia Voice Framework from Intervoice. Those organizations have deployed the Omvia Voice Framework – as an end-to-end solution or in part to meet specific requirements – to improve customer service and satisfaction, reduce costs, and to boost both their market reach and revenue performance.

Take control of your voice solutions. For more information on the Omvia Voice Framework, contact your Intervoice sales representative or the Intervoice office nearest you.



more info:

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