EasyLynq

Interactive Voice and Text Services
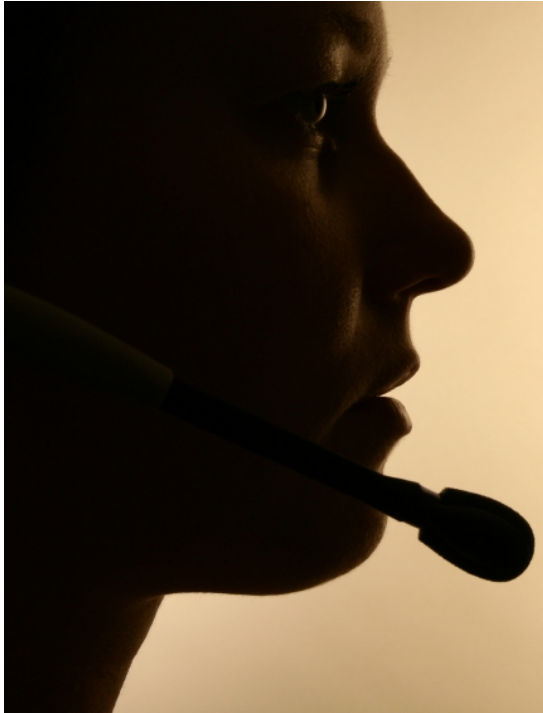
IVTS

Enterprise

The key to improve efficiency
and productiveness
in all companies

- IVR for incoming calls
- Voice mail
- 9 languages
- XML phone applications for IP phones

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How long a customer waits for information? How many calls go through the wrong person? Is an auto-attendant system expensive and hard to set up?

Based on the SIP protocol, **EasyLynq IVTS Enterprise** is a state-of-the-art software solution that adds all auto-attendant features to a telephony switch, increasing the service quality of a company and its customers' satisfaction with unbeatable value for money.

With an easy-to-use visual editor, **EasyLynq IVTS Enterprise** provides a quick way for users to create their own IVR scripts (Interactive Voice Response), even those of higher complexity.

The integrated voice mail service offers advanced services such as forwarding voice messages to e-mail, instant messaging notifications, customizable greeting messages and much more.

EasyLynq IVTS Enterprise also allows combining all these advantages with the XML phone applications service, enabling the provision of useful information on stocks, weather, airports, trains, etc., in the display of the phone sets.

Typical configurations

LAN

IP Voice Server | IVTS

LAN

Legacy PABX | SIP Gateway | IVTS
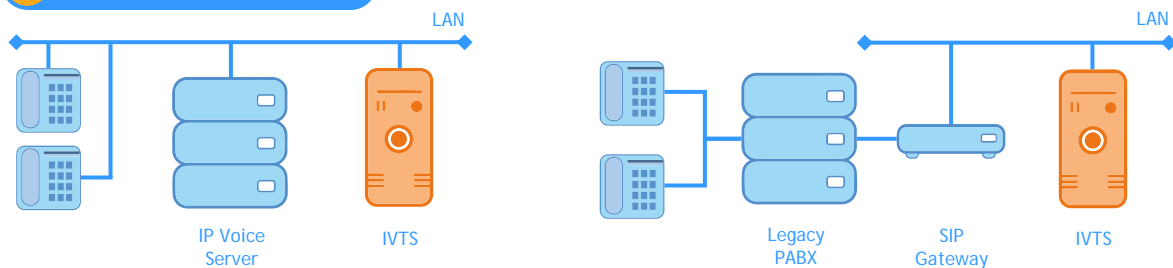
Main features

- IVR service for inbound calls, providing scripting objects such as audio files playback, voice recognition, TTS (Text-To-Speech), e-mail, database access, code execution logic in VB and C# .NET, audio from media servers (RTSP), call transfer and forwarding with recording option, music on hold and much more
- Voice mail
- Caller ID saved with messages
- Call return from message
- User greetings for absent, busy and unavailable messages

- E-mail user with voice mail attached file
- Instant messaging notification of new voice mails (requires external equipment)
- Real-time display of calls in progress
- Reminders
- Supported languages: English, French, German, Dutch, Portuguese (Portugal and Brazil), Spanish, Italian and Turkish

Optional features

- XML Phone Applications

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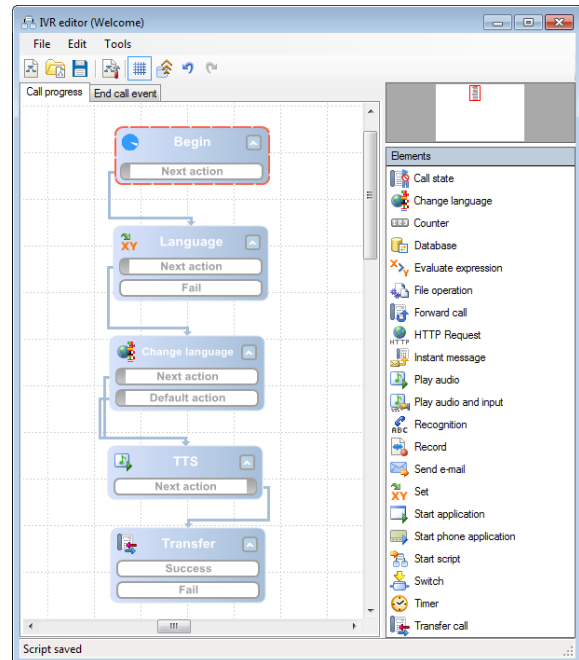
Interactive
Voice and
Text
Services

Enterprise

IVR for incoming calls

With a user-friendly visual interface, IVTS allows you to generate your own scripts with no need for specialized technical assistance.

IVTS provides a set of flexible and powerful object scripts and offers advanced functionality such as voice recognition, Text-To-Speech, music on hold, either automatic or on demand call recording, database access, e-mail and much more.

The example at the right demonstrates the simplicity of creating a script:

- On answering the call, the language is determined by examining the caller's number.
- The remote party listens to a welcome message, according to the selected language, and is then transferred to a service extension.
- While waiting, the caller listens to a courtesy music.

A solid suite of reporting tools allows leveraging the script's effectiveness by offering a quick view over where the most activity takes place and the percentage of abandoned calls.
All reports can be exported to Excel or PDF and sent by e-mail.

IVTS delivers great user experience and is designed to increase productivity and lower the costs of producing and diagnosing complex scripts. The script flow can be easily inspected and monitored, helping the user to determine whether the expected results are being achieved.

Users options - ITWelcome
Period: 2014-03-14 00:00 -> 2014-03-14 23:59

Options	Requests	Entered	Abandoned	% Abandoned
ITWelcome				
Flight information	784	784	38	4.8
Weather information	345	345	23	6.7
ITFlights.Choose airport				
Amsterdam - Schiphol	80	80	0	0.0
Frankfurt	413	413	6	1.5
London - Heathrow	193	193	0	0.0
ITFlights.Flight Type				
Arrivals	422	422	0	0.0
Departures	264	264	0	0.0
ITWeather.Choose City				
Amsterdam	45	45	0	0.0
Frankfurt	34	34	0	0.0
London	36	36	5	13.9

Total: 2616 requests, 2616 entered, 27 abandoned

Event log
ITWelcome
2014-03-14 10:57:22 - Call from 555444311 to 9300

Time	Elapsed time	Name	Description	Result
10:57:22	0.000		Start call	
10:57:22	0.698	Begin	Script started	
10:57:23	1.956	Welcome	Text 'Welcome to the Airport and Weather information service. Please...	
10:57:28	6.390	First choice	Text ''	1
10:57:28	6.542	Flights	Script 'ITFlights'	Successful
10:57:28	6.594	Begin	Script started	
10:57:28	6.695	Choose airport	Text 'Choose the airport for the flight information.For Frankfurt, press 1...	1
10:57:33	11.930	Flight Type	Text 'For arrivals, press 1. For departures, press 2.'	2
10:57:37	15.101	DataSetFlight	DSN: 'IVRData', SQL command: 'SELECT TOP 10 FTime, Flight, City, A...	Successful
10:57:37	15.701	TTS General	Text '<break time="100ms"/>Flight.<break time="50ms"/>LH 970<break...	

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XML Phone Applications

The XML Phone Application service allows you to create a set of useful information and make it available on the display of the IP phones in your company.

SIP

- SIP v2.0 over UDP, TCP and TLS (RFC 3261)
- SIP trunking
- Codecs: G.711 (aLaw, uLaw), G.729 (optional)
- DTMF detection: RFC 2833, SIP INFO or automatic
- Capacity: up to 1024 simultaneous conversations

Requirements

- Intel i5 2.6 GHz or higher
- Ethernet board 100/1000 Mb/s
- Microsoft Windows 2008, 7, 2012 or 8, 32 or 64 bits