

## DemandVoice Services Overview

### Inbound Calling

- New toll free numbers (TFNs)
- Port existing TFNs
- Local numbers are available
- Connect to telephone network either PRI/ISDN or SIP (VoIP)
- Carrier-neutral facilities with over 20 different Telcos to choose from
  
- ANI provided: telephone number of the person calling your application
- DNIS provided: telephone number dialed to access your application
- Pay phone blocking available
- Prison phone blocking available
- Reverse Number Lookup

### Outbound Calling

- Calls initiated via a web service
  - HTTP request/response
  - Provide number to dial
  - Provide number that called party sees as originator
  - Provide URL of your Outbound Application
  - Provide Authorization Token
  - Call Progress Analysis switch
  - Fine grain control over calls
- Calls initiated from a transfer
  - Bridged, Blind, etc.
- Call Progress Analysis (if enabled)
  - Human, Answering Machine, Fax/Modem, No Answer, etc.
- Selective International call blocking



### Flexible Billing

- Usage based
  - Per minute
  - Per transaction
  - Per call
  - 30 second minimum calls
  - Tenth of minute increments
- Monthly minimums
  - Grow with you
  - Seasonal fluctuations accommodated

### Local Voice Application Hosting

- Customer Servers housed within DemandVoice data center
- Uninterruptible Power
- Cooling
- Fire Detection/Prevention
- Monitoring (disk, memory, CPU)
- Hardware Installation
- Tier 2 Support
- Connectivity Testing
- Physical security
- Customer responsible for firewalls, application load balancing & failover

### Remote Voice Application Hosting

- DemandVoice supports Customer Premise applications
- Tier 2 Support
- Connectivity Testing
- High Speed Direct Internet Access (DIA)
- Secure links available
  - VPN, Dedicated, etc.
- Local audio and/or grammar storage available in addition to inherent caching mechanisms

**Extensive Partner Network**

- Best-of-breed Domain Expertise
  - Vertical Markets
  - Pre-packaged Applications
- Professional Services Partners
  - Consultation
  - VUI Design
  - Software Development
  - Testing
  - Speech Tuning
  - Project Management
  - Voice & Custom audio
- Tools
  - Application Development
  - Speech Development
    - Grammar Conversions
- Technology
  - VoiceXML platforms
  - Speech Recognition (ASR)
  - Speech Synthesis (TTS)
  - Speaker Verification

**Monitoring Services**

- 24x7 Automated
- Network services (SMTP, POP3, HTTP, PING, etc.)
- Host resources (CPU, memory usage, disk space, running processes, log files, etc.)
- Easily extensible to include more service checks
- Cognizant of network element hierarchy to detect and distinguish down or unreachable components
- Redundant and distributed
- Retains historical information for trending analysis
- "Single View" GUI operator interface provides:
  - Fast, cohesive management of distributed systems
  - Acknowledge problems
  - Schedule service notifications for planned outages

**Data Services**

- Automated Data Backup
  - Backup to NAS
  - Backup to tape
  - Offsite storage
  - Disaster Recovery
  - Encryption
  - FTP
- Data Recovery Services
  - Disaster Recovery
  - Data recovery

**DemandSupport<sup>SM</sup>**

- 24x7x365
- Proactive problem resolution
- Threshold event notifications via email, pager, telephone
- Automated escalation
- Remote eyes and hands
- Self-service web interface
  - Secure login
  - Case creation/management
  - Knowledgebase
- Preventative maintenance

**Reporting**

- Call Traffic Reports
  - Detailed (Raw CDRs)
  - Summary
- Custom Reports
- Report Delivery
  - Email, FTP, RSS

