Interactive Voice Response

Our IVR software platform gives operators and solution providers the ability to rapidly develop and deploy innovative voice applications from VoIP to PSTN networks. This powerful IVR solution is fully compliant with the W3C’s VoiceXML 2.X specification and is integrated with automatic speech recognition (ASR) and text-to-speech (TTS) software to enable advanced interactive services, and real-time calling applications. It can be installed in common hardware or Cloud VM servers configurations, providing a highly scalable base system to meet all customers’ business and technical requirements.
Key Benefits

Cloud Ready
Our IVR solutions are software based and ready to run over cloud environments on virtual servers. You can setup our IVR platform over Amazon EC2 servers or any private / public Cloud.

Open Standards
Our IVR solutions are W3C VoiceXML 2.X compliant and standard based. Customers and users will develop voice services on standards to allow a fast migration from any legacy platform.

Linux Based
Our IVR solutions run over Linux CentOS and Redhat Enterprise servers. All our binary packages are optimised for 64-bits kernels get the highest performance and be easily maintained.

Binary Packaged
Our IVR solutions are delivered packaged with an auto-installer. You can easily update or upgrade your system getting latest releases to allow both high reliability and evolution.
Special Extensions

This technology is not really new for a Contact Center but it is now a new breakthrough that is transforming the customers services thanks to IA and Voicebots / Speech Assistants integration. IVR is not what we use to understand as DTMF menus or simple Direct Dialog call routing... Today, IVR is becoming a smart conversational system able to replace human agents in most of repetitive tasks or Call Steering with an Natural Language Understanding NLU.

> Agents are no longer the only way to interact properly and efficiently with your customers.

What kind of features are we expecting to use with IVR:

**Speech-to-Text**
Speech-to-Text conversion is the process of converting spoken words into written texts. Our IVR platform supports many Speech-to-Text engines to convert any voice recording into text. That will allow you to create amazing voice services connected with Google STT or many others existing engines according to your business need.

**Natural Language**
The core technology behind our IVR solutions. NLU enables smarter and more efficient applications that can quickly route calls and enhance the customer experience throughout the entire human like conversational self-service engagement. Our IVR platform is compatible with several leading NLU standard based engines.

**Voice Biometrics**
The technology behind voice (or speaker) verification (SIV), which in turn is an application of the core technology. The voice, as with other biometric characteristics, is unique to an individual. In voice biometrics, a spoken utterance is captured by our IVR platform and compared by the biometric system with a previously stored voiceprint.

**Voicebots**
This technology, there are is actually derived from text-based Chatbots. Our Interactive Voice Response (IVR) systems are able to handle basic voice interactions like DTMF or ASR for years. More recently new IA machine learning approaches have fuelled some major advancements for chatbots and speech technology which has in turn created a new, rapidly growing ecosystem.
Speech Recourses

Our VoiceXML IVR platforms run main speech engines for:

**TTS**

*Text-to-Speech*

VoiceXML IVR runs most existing Text-to-Speech engines with many languages and voices powered by a cloud HTTP-API connector. This TTS connector is really fast & dynamic to improve the caller experience. Now, you can develop smart services with a dynamic voice response according to any kind of content: text, numbers, dates,…

**ASR**

*Automatic Speech Recognition*

VoiceXML IVR runs most existing Cloud Speech API and some MRCP v2 engines. These STT / ASR connectors allow to get a complete development abstraction of all your interactive phone services. In combination with Text-to-Speech, you can develop the most advanced interactive voice experience with the best platform management.
Voicebot IVR

Voicebots are not really new technology, there are is actually derived from text-based Chatbots. Interactive Voice Response (IVR) systems have been able to handle basic voice interactions for years. However, these systems were heavy and complex to manage and therefore tended to be used only in large, well-funded call centers. More recently new IA machine learning approaches have fuelled some major advancements for chatbots and speech technology which has in turn created a new, rapidly growing ecosystem.

DialogFlow integration ready:
How to Setup

Our VoiceXML IVR platforms are designed to deploy an advanced dialog experience with an affordable cost and running most of existing Cloud Speech API and Natural Language Understanding (NLU) developments.

In Summary:

- Carrier grade, scalable, load balancing, high availability
- Open standard based on W3C VoiceXML
- Full cloud deployment for multiple services
- SIP Connect integration ready
- Cloud Speech API for TTS and ASR
- Easy integration for NLU and Chatbot / Voicebot engines

Available as:

- On Premises
- Cloud Hosting (SaaS or CPaaS)

System Requirements

Our VoiceXML IVR are packaged and ready to be installed on minimal-instances on:

- AWS, Microsoft Azure, Google Cloud or your own IaaS / Datacenter
- 2-8 cores per unit / 2-4 Gb RAM / SSD or HDD <40 Gb

Packages for:

- Linux CentOS 6 64bit Server
- Linux CentOS 7 64bit Server

About Interactive Powers

Interactive Powers provides Voice and Video Technologies for Cloud-based services and On Premises. Our VoiceXML IVR / Video RTC products provide easy-to-use, omnichannel, real-time communications, browser-driving interfaces, live chat, web collaboration, video calling, mobile app integration. Interactive Powers has offices in Europe (Madrid) and USA (Miami).

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