

Invores Systems

MultiVOIP and EXpress 2.0 Provide Automated Customer Phone Contact over IP

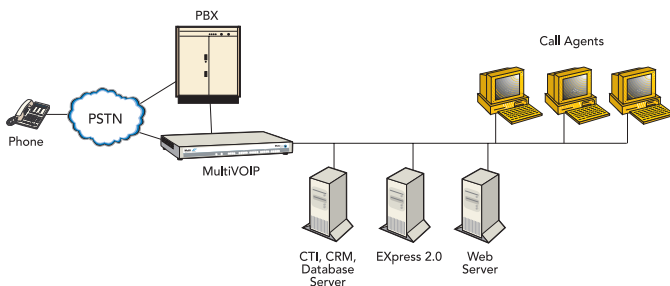
Invores Systems, developer of EXpress 2.0 software based voice web communication system, and Multi-Tech's MultiVOIP Voice over IP gateways together enable businesses to automate customer contact business processes through the telephone while capitalizing on existing web infrastructure investments.

Invores Systems is the first in the industry to offer complete standards-based, software only, interactive voice web solutions independent of any proprietary hardware or speech platform. It uses speech or voice recognition technology, which means that callers will talk to the system, just like they would talk to a real person. In addition, the joint solution delivers callers and other pertinent information to any desktop in the enterprise, seamlessly.

MultiVOIP provides an easy to configure and implement gateway from the legacy (TDM) Public Switched Network (PSTN) and Legacy (Analog & Digital) switches to a VOIP network. It allows service providers and enterprises to take advantage of the power, flexibility and cost savings of the EXpress 2.0 voice/web platform.

"MultiVOIP helps us offer solutions to the smaller and mid-size market, which traditionally have not been able to take advantage of sophisticated call automation technologies due to the high cost of proprietary systems," explains Tom Multer, President of Invores Systems. "Since EXpress 2.0 is completely software based and without the constraints imposed by telephony hardware, we are able to offer unique configuration options for system deployment to any size business."

The Invores Systems EXpress 2.0 software is driven by VoiceXML applications. The applications reside on a web server and are accessed by EXpress 2.0 VoiceXML browser (Voice Browser) over an http connection. This is the same technology used by Internet browsers to access information on a corporate web server. VoiceXML then separates the application from the execution platform, permitting for the first time in the industry a truly open, standards-based speech development environment all while leveraging a company's existing web site, network, CTI and CRM investments. The software components communicate with each other using standard IP messaging. MultiVOIP simply sits on the Ethernet network and sends the voice call to an EXpress 2.0 voice/web communications system. Together, the solution provides customers the ability to use voice communication to automate their self-service.



MultiVOIP and EXpress 2.0

Solution Benefits:

- Software based platform for Voice-Web self-service over an IP network
- Lower acquisition costs and Total Cost of Ownership (TCO)
- Seamless, simplified integration
- Universal implementation environment

Solution Components:

- MultiVOIP Voice over IP gateway
- EXpress 2.0 Software
- Microsoft Windows server

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- Tom Multer, President of Invores Systems

Multi-Tech MultiVOIP

Multi-Tech's MultiVOIP Voice over IP gateways bridge the voice network to the data network. MultiVOIP operates alongside a company's existing PBX and analog phone systems to extend voice functionality over an IP network. MultiVOIP provides for the seamless integration of existing voice, web and network applications.

MultiVOIP Features:

- Flexible 1-, 2-, 4-, and 8-port analog models and 24-port digital solution
- Award-winning business quality voice connections (supports DiffServ)
- Minimal bandwidth requirements (14K bps per call including IP overhead)
- Utilizes H.323 and SIP protocols for complete interoperability
- No disruption to existing voice equipment
- No additional hardware needed
- Transparent to the user (no training required)
- Web based configuration and management
- 2-year warranty

Model No.	Description
MVP130	1-Port VOIP gateway
MVP210	2-Port VOIP gateway
MVP410	4-Port VOIP gateway
MVP810	8-Port VOIP gateway
MVP2410	24/48-Port T1/PRI VOIP gateway



Invores EXpress 2.0

Express 2.0 is a completely software based voice web communication system. It requires no specialized or proprietary hardware and uses the latest in speech technologies and IP based telephony to help any business handle calls with more freedom and flexibility than ever before. EXpress 2.0 is deployed on industry standard servers. The applications reside on a web server and are accessed by EXpress 2.0 VoiceXML browser (Voice Browser) over an http connection.

- Software based platform for Voice-Web self-service
- Flexible, scalable, modular architecture
- Secure with a variety of password authentication features
- Integrates with third-party CRM/CTI solutions
- Configuration and administration is performed from a web browser
- Supports multiple interfaces such as speech recognition, text to speech, speaker verification, touchtones and recorded prompts

About Invores Systems

Invores Systems, is a company serving the call center market focusing on Interactive Voice Response (IVR) speech-enabled customer self-service solutions in commercial, service provider and government organizations. Invores Systems offers a comprehensive suite of licensed software and services, designed to automate customer contact business processes through the telephone while capitalizing on existing web infrastructure

investments. Invores Systems builds on more than 50 years of first hand experience in the customer self-service and large scale transaction processing industries. They are experts in root IVR technology, advanced speech technologies, customer service, contact centers and database integration.



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About Multi-Tech

An ISO 9001 certified global manufacturer of award winning Internet, remote access, and telephony products, Multi-Tech Systems provides end-to-end solutions for small- to medium-sized businesses. Multi-Tech holds over 50 patents in voice and data technologies and has deployed thousands of MultiVOIP gateways since 1999.

Multi-Tech Systems

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