Enghouse Interactive

CT ADE 11
FEATURES AND FUNCTIONALITY

The CT Application Development Environment (CT ADE™) is one of the most widely used IVR development tools in the world. Designed to accelerate the development of voice and video communication solutions, CT ADE is a rapid application development (RAD) toolkit that provides a set of program building blocks that are easier to use - and quicker to learn - than traditional APIs.

You will not sacrifice power, flexibility or control because CT ADE offers complete access to Dialogic telephony hardware/software interfaces and control of speech products. Plus, as one of the world's most scalable and cost-effective platforms, CT ADE can reduce your solution cost by 60% or more versus traditional IVR platforms.

CT ADE will accelerate your time to market and time to revenue for voice and video self-service, outbound dialing, contact center, multimedia, multi-modal, and carrier solutions. Using CT ADE to manage the media and telephony devices and speech engines, you can focus on your unique business requirements.

The power and ease of CT ADE are available in two forms:

- Application Development Language (ADL) – a procedural programming language offering many pre-built application building blocks for telephony, voice, video, and speech control. ADL is designed to assist developers using programming languages such as C and C++.

- Application Development ActiveX® Objects (ADX) – A set of COM controls that can enhance your development effort when using Microsoft .NET programming languages, such as C# and VB.NET, or when using programming languages like C++, Visual Basic®, DELPHI®.

"CT ADE is an integral part of our development strategy, the software gives us maximum control over the telephony resources we use while eliminating the need for us to deal with complicated APIs."

DAN PORTER
EXECUTIVE VICE PRESIDENT OF OPERATIONS SELECTRON TECHNOLOGIES

SYNTELLECT

FEATURES

- A simplified programming language and a collection of ActiveX controls designed for voice and video self-service applications. Accelerates development of voice solutions when using standard languages such as Visual Basic, VB.NET, C++, C#, and Delphi.

- Optimized for high-density configurations – Up to 700 ports of CT ADE can be deployed in a single server.

- Compatible with a broad array of Dialogic telephony hardware and software and with the industry's leading speech recognition and text-to-speech technologies from Nuance and others.

- Offers complete control over the Dialogic API, allowing you to develop solutions for the following telephony environments: T1/ E1, VoIP, TDM, SS7, Analog, Station channels, ISDN (BRI/ PRI) and conferencing.

- Compatible with service oriented architectures through support for the following standards:

  - *Media Resource Control Protocol (MRCP) – Widely adopted by speech technology providers, MRCP allows CT ADE developers to choose from an array of automated speech recognition (ASR) and text-to-speech (TTS) products.*

  - *SIP – Allows you to integrate your solutions into next generation VoIP telephony infrastructures.*

- Support for SMS send and receive on standard GSM MAP protocol using SS7.

BENEFITS

- Accelerates development of voice solutions when using standard languages such as Visual Basic, VB.NET, C++, C#, and Delphi. You avoid the complex data structures, bit masks, events, and call- back requirements of low-level APIs.

- Lowers the cost of high-density configurations – Up to 700 ports of CT ADE can be deployed in a single server.

- Excellent price/performance advantages reduce overall system cost by 60% or more compared with traditional CT/IVR platforms.

- Lowers overhead and complexity. You develop once and deploy your solution in any environment. The application you create with CT ADE can be redeployed in different telephony environments or with speech software from a different vendor with little or no change to the application.

- CT ADE is a natural fit for any development team so you can use existing Web and business application programmers for your CT projects.

- Your solutions will plug into any PBX/ACD environment. Through the optional CTI Link for CT ADE, you can take advantage of pre-built integrations with the leading PBX/ACDs and IP communication environments from Avaya, Nortel, Cisco, Siemens, Alcatel, and others.

- Move applications to international locations without becoming an expert in local grammars.

- Write applications using native language character sets and run them using double-byte data arguments fields.

Applications

- CT ADE is a general-purpose tool that is not restricted to any particular application type. The application programmer includes the required technology blocks into his or her designs to create the telephony solutions that directly meet the business specifications.

- Voice self-service, including IVR and speech-enabled IVR solutions.

- Outbound solutions, including automated dialers and alert/notification systems.

- Contact center solutions, such as call recording/ monitoring.

- Multimedia solutions, including video messaging and Interactive voice and video response (IVVR).

- Multi-modal solutions such as fax-back services.

- Carrier services, including IP telephony, conferencing, SMS and video messaging/alerts and voice mail.

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Learn more at www.enghouseinteractive.com

System Requirements

- Operating Systems: Windows 7, Windows® XP, Windows 2003 Server, Windows Server 2008 R2

- Dialogic System Release software: SR 6.0

Dialogic® Telephony Products

CT ADE works with virtually the entire Dialogic family of telephony products, including software based solutions and both PCI and compact PCI form factors. The following product families are supported: DM/V, DM/N, DM/T, DM/IP, BRI, VFX, JCT, CP/CPi, SS7, HiZ, D/42, D/82, DI, HDSI, MSI, DCB, DISI, IPT, Host Media Processing (HMP) 3.0, 2.0, HMP Interface Boards.

Supported functionality

Telephony Environments

- T1/E1

- Analog

- VoIP

- Station channels TDM

- ISDN (BRI/PRI)

- SS7

Speech Recognition

- Microsoft SAPI Automatic Speech Recognition 5.1, 5.0

- Nuance Recognizer 9.0, 8.5

- Nuance OpenSpeech Recognizer 3.0

- Other speech recognition products compatible with Media Resource Control Protocol (MRCP) 2.0

Fax

- 14.4 kb/s (V.17)

- Echo cancellation

- Monitoring/broadcasting

Media

- Voice

- Fax

- Video

Text-to-Speech

- Microsoft SAPI 5.0

- Nuance RealSpeak 4.5, 4.0

- Other TTS products compatible with Media Resource Control Protocol (MRCP) 2.0

Conferencing

- Active talker status

- Individual volume control

- Echo cancellation

- Monitoring/broadcasting

About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.

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Learn more at www.enghouseinteractive.com