Video Contact Center Call-o-Call®

Protocols Support
SS7 (ISUP, INAP, MAP, TCAP)
CAMEL, IS.41 WIN, SMPP
ISDN (worldwide)
3GPP 3G-324M Rel 99 (TDM) / Rel 4 (NbUP), MONA
ITU-T H.323, SIP RFC-3261
T.38 and V.17 Fax

Supported codecs
H.263, H.264, MPEG4, AMR-NB, AMR-WB
G.711 (PCM, ADPCM, uLaw, aLaw), G.723.1, G.726, G.729, GSM-FR

Video features
Transcoding with frame rate conversion, image rescale, I-Frame update
Conference with custom video layout & PIP
Overlay images & text
Enhanced video bitrate controller
Real-time Streaming
DVR controls

Audio features
Audio Transcoding
Conference with advanced gain control
DTMF Processing (Tone Detection/Generation, RFC2833)
Speech recognition (MRCP v1, v2, RTSP / RTP, SIP SDP)

Custom web & DB integration

HTTP / HTTPS	CORBA	MSSQL
SSH	TCP/IP	Oracle
XML	COM / DCOM	MySQL
FTP	SOAP	ODBC/OLE DB
RADIUS	RPC	

Administration and management
Graphical real-time monitoring & activity reporting tool
Centralized Administration utility
Audio/Video content management with import/export features

Service Creation Environment
IDE (Online/offline debugging, syntax highlight/code completion)
Visual scenario and Q&A editor

Contact-center features
Cross-platform solution (Windows, Linux, Mac OS)
CRM integration
Improved call recording (Voice+Video)
Powerful online & offline activity reporting
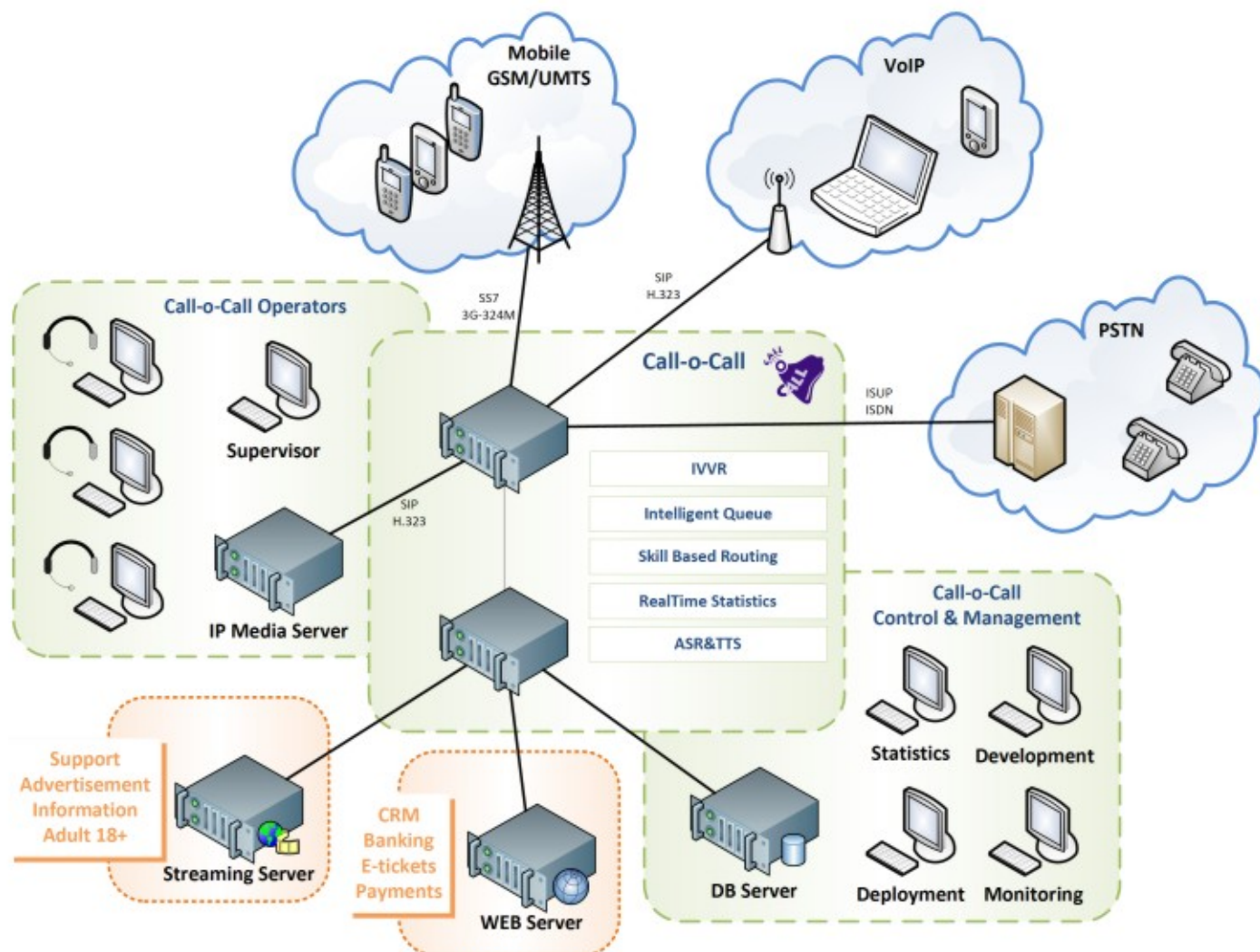
Integrated IVVR scenarios
Voice-Video Portal
Inbound/Outbound marketing campaigns
Adult 18+
Self-Banking
Desktop co-browsing

Tech support levels
Languages: English, Russian.
1st level: 24x7x365 phone/e-mail/web
2nd level: work time (MSK time) phone/e-mail/web
3rd level: e-mail only
Fast hardware replacement

Specification
Power: 100-240 AC, -48 DC, up to 700W, Hot Plug and Redundant.
Rack mount 19" 2U, 4U appliance
Connectivity: E1, T1, Ethernet

Mobile GSM/UMTS

VoIP

PSTN

Call-o-Call Operators

Supervisor

IP Media Server

Call-o-Call

SS7
3G-324M

SIP
H.323

SIP
H.323

ISUP
ISDN

- IVVR
- Intelligent Queue
- Skill Based Routing
- RealTime Statistics
- ASR&TTS

Call-o-Call
Control & Management

Statistics   Development

Deployment   Monitoring

Support
Advertisement
Information
Adult 18+

Streaming Server

CRM
Banking
E-tickets
Payments

WEB Server

DB Server

FORTE•IT

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