Periphonics

Nortel Networks welcomes Periphonics, a Nortel Networks company, to its eCustomer Care solutions portfolio.

Periphonics, a Nortel Networks company, is a world leader in self-service and CTI solutions. Periphonics' offering primarily consists of an Interactive Voice Response (IVR) system and a Computer Telephony Integration (CTI) server. The IVR system is marketed under the trade name VPS or Voice Processing Series. The CTI server is available under the trade name CallSPONSOR.

The VPS and CallSPONSOR server are complemented by powerful self-service tools, advanced vertical market self-service applications as well as a full suite of CTI applications.

Periphonics services include comprehensive training, installation and maintenance/support services. The Periphonics professional services group provides consulting, self-service application development and CTI integration services to the marketplace. This includes a team dedicated to the deployment of advanced speech recognition solutions and another team dedicated to professional, studio quality voice recordings for self-service applications.

Periphonics - Accreditation

The Periphonics offering is available only to accredited Nortel Networks distributors. To find out more about the accreditation program for the Periphonics offering, contact Periphonics at 1-800-733-8182.

VPS

The Voice Processing Series (VPS) is an advanced platform for self-service solutions from Periphonics. The current VPS release is Release 5.4.

The VPS is available as a deskside configuration or as a rack configuration in a cabinet. The deskside is an excellent entry level system that has moderate scalability. The rack configuration has a fully scalable architecture.

A number of powerful tools can run on the VPS platform, including:

- PeriProducer - the tool used to create self-service applications
- PeriStudio - the tool used to record and manage professional quality prompts for self-service applications
- PeriWEB - the tool used to provide seamless integration of WEB browser calls into self-service applications
- PeriView - the primary operation, administration and maintenance tool for the VPS

A number of additional options and services are available for the VPS. In particular, Periphonics will work with Nortel Networks' distributors to quote and implement the following VPS solutions:

- PeriIPML and PeriICM. These are applications that run on the Periphonics VPS and provide via the M1 and DMS switches respectively call information (ANI, DNIS) and call control capabilities (Digital Transfer, Digital Conference)

- Text-to-speech synthesis solutions

- Speech recognition, including large vocabulary recognition, natural language recognition and speaker verification solutions

- Token ring based host communications and other types of legacy host communications solutions

- Professional, studio quality voice recordings

- Installation services

- Support/Maintenance services

- Training services

In addition to the above, Periphonics offers industry-specific self-service applications. The current offering includes PeriDirect, a full suite of self-service financial applications. with advanced functionality built in for banking, brokerage, card services and insurance, PeriDirect is the complete financial solution. It allows you to rapidly automate complex customer interactions through Advanced Speech Recognition, Web, Fax and Touch-Tone/Interactive Voice Response (IVR), all from one platform and host connection.

Periphonics also operates a Telecom Business Unit. The Telecom Business Unit is charged with providing solutions that enable telecommunication service providers to realize market distinction, revenue streams and operational efficiency. The Telecom Business Unit is primarily focused on providing solutions to three key segments of the telecommunications industry: Enhanced Network Services, Operator Services and Call Center Operations. Periphonics systems support both ANSI and ITU network standards and have been deployed with the following network signaling protocols: SR-3511, GR1129, SS7/C7, INAP and IS41.

The Telecom Business Unit offering includes:

- PrePaid Services Platform (PSP). The PSP is built on the Periphonics Voice Processing Series (VPS) and provides a complete, turnkey prepaid/postpaid calling card solution.

- Computer Telephony Extension (CTX). The CTX is an integrated front end switch that significantly enhances and expands the call bridging and switching capabilities of the VPS. The CTX series, which supports both circuit switched and packet (IP) networks, is based on a scalable architecture to meet various performance, capacity and expansion requirements.

CallSPONSOR Solutions

CallSPONSOR is a state-of-the-art CTI solution with a full suite of advanced features and capabilities. Its flexible and modular design will allow you to easily add functionality as your needs expand for desktop integration, screen-pop, data direct routing, InterSwitch routing, call blending and Web-based call center management.

Periphonics' base level CallSPONSOR CTI server offers routing based on ANI, DNIS and/or queue information. Beyond that, Periphonics offers a CallSPONSOR server capable of providing routing for up to 500 clients for ANI, DNIS, ACD queue information, and call-data synchronization (screen-pop) with attached call data. Finally, the enterprise class CallSPONSOR server is capable of providing routing for up to 2,000 clients for ANI, DNIS, ACD queue information and screen-pop with attached call data and additional CTI applications.

The CallSPONSOR CTI server is complemented by a full suite of CTI applications. The CallSPONSOR server CTI applications are:

- Clients - Deliver CTI features for desktop and IVR applications

- Architect - Visual tool to graphically construct and define an enterprise call center

- Call Context Manager - Call Context provides an environment for monitoring telephony events

- Vista - enables users to display vital call center statistics

- Mixer - manages outbound campaigns while blending inbound and outbound calls

- CallSentry/ScreenSentry - Provides recording and storage of agent conversations and screens for quality assurance and training purposes

- Router - State-of-the-art tool used to intelligently direct calls through a call center

Contacting Periphonics, A Nortel Networks Company

Periphonics, a Nortel Networks company, is continuously updating its portfolio to maintain and enhance its leading edge position in the self-service marketplace. Customers can call the Periphonics Sales Support Group at 1-800-733-8182 for any of their self-service requirements. We encourage our customers to frequently check the Nortel Networks Enterprise Solutions Customer Care/Call Center solutions website for updated offering information.