

WE'RE AUTOMATING TELECOMMUNICATIONS

TeleFlow 2009 enables advanced voice technology from NeoSpeech and LumenVox

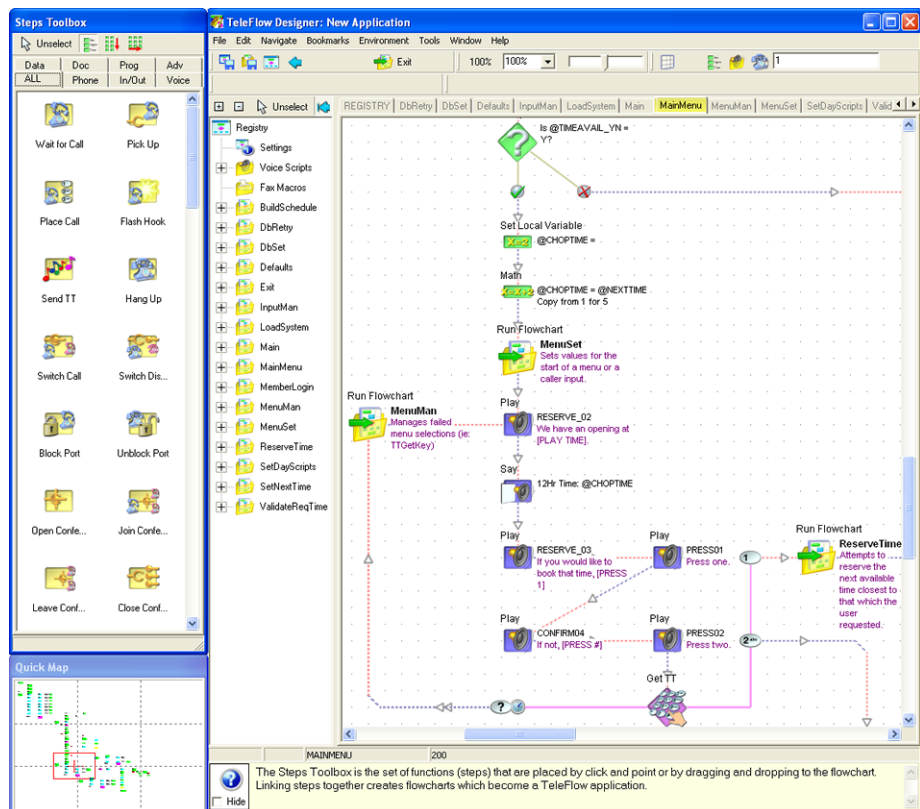


TeleFlow 2009 removes the complexity of creating advanced telephony solutions by encapsulating complex functions into simple-to-understand icons. TeleFlow applications are created by clicking or placing icons to form flowcharts. This “see everything” development approach helps make the resulting voice application understandable, straightforward to work with, and manageable. The TeleFlow development environment is an ideal method for creating and deploying voice applications by providing a flowchart approach closely emulating the natural flow of a telephone call. Teleflow provides developers a methodology that works, and readily adapts third party technologies as they become available

Advanced voice technologies such as “Speech Recognition” from LumenVox and “Text to Speech” from NeoSpeech are available and are seamlessly integrated within the TeleFlow development environment. The resulting set of technologies provide a complete voice-driven and text-to-speech telecommunications solution which can be developed to any specification.



- T1
- E1
- ANALOG
- PBX
- VoIP / SIP
- ISDN



The TeleFlow Voice Application Suite is available to download and try at www.teleflow.org



TeleFlow Highlights

AUTOMATING TELECOMMUNICATIONS

See-Everything Approach:

TeleFlow's visual flowcharting development environment graphically represents what is to be performed in a voice application. Complex functions are encapsulated into easy-to-understand self documenting icons.

Speech Recognition

Speech Recognition has come of age and LumenVox leads the field with its innovative technology. TeleFlow enables this technology, by providing developers with a single-path development methodology which can process touch-tones and voice commands within the same flowchart. Both prompted and full-time barge-in Speech Recognition options are available. Barge-in applications may process commands at any time. This alleviates the need to listen for long audio text menus, and results in reduced call times.

Text-To-Speech

Text-to-Speech sounds closer to human speech every year. NeoSpeech has provided a remarkable technology that can reproduce text into human sounding speech, which TeleFlow then delivers to the caller. It is no longer necessary to record data, addresses, common names and places, as NeoSpeech provides the means to create spoken words in realtime.

OpenSource:

This initiative allows developers to develop and deploy business-critical applications at no cost that were traditionally available for purchase.

When you reach the point in the software adoption life cycle where it makes sense for you, you can choose to obtain a license with support and services.

Scalability & Portability:

TeleFlow applications are scalable from just a few ports to hundreds of ports. A TeleFlow application is easily portable to other board type or to VoIP.

Internet Technologies:

TeleFlow includes support for standard Internet technologies such as HTTP, TCP, UDP and eMail. TeleFlow makes building and deploying a telephony and web integrated solution easy. By sharing information between your telephony and web applications you can create an all around solution!

ODBC, XML and DLL Support:

Providing access to a wide range of data sources is a core component of TeleFlow. ODBC provides access to database systems using ODBC drivers. XML has emerged as a highly effective and versatile storage method, and is supported in TeleFlow. For advanced developers, DLL files can be created.

Script Manager:

TeleFlow includes a built-in Script Manager for creating and managing your application's voice prompts. You can even record the associated audio files on-the-fly! When ready for professional recordings, the scripts can be printed out for the voice artist and the studio engineer. Using this system, script changes can be tracked for the next studio session.

Template Applications:

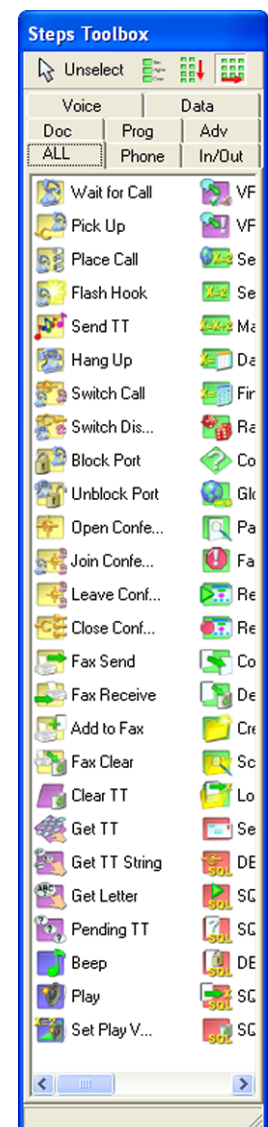
Pre-generated applications which include all flowcharts and documentation are available. These turn-key solutions are generic in nature, and can be readily customized in the TeleFlow environment to function as required. TeleFlow comes packaged with several example templates to get you started, and additional pre-built applications may be purchased as required. engenic provides complete application development support, when required.

Implement Services On-The-Fly:

TeleFlow Server has been designed to allow for additional services to be added while the system is still operational. Adding new or updating current services in a live TeleFlow application is a two-step process. First, the updated application is published, and second, TeleFlow Monitor is used to automatically load the new application when the current call completes.

Multi-Tabbed Components:

All components are opened at the same time when editing a TeleFlow application. This allows for cutting, pasting, and editing between the flowcharts that comprise an application. In addition, navigation between flowcharts is quickly accomplished by simply clicking on the appropriate tab.



TeleFlow Software Components

BUILD with TeleFlow Designer:

TeleFlow Designer is a complete application development environment. Voice solutions are built with easy-to-navigate flowcharts in TeleFlow Designer by pointing and clicking or dragging and dropping icons (called Steps), and connecting them together. TeleFlow Designer offers an extensive developer's suite perfect for building sophisticated telephony applications.

TEST with TeleFlow Simulator:

TeleFlow Simulator enables you to test and demonstrate applications without a telephone. Utilizing only the multimedia capabilities of your laptop or desktop computer, applications can be simulated to ensure they will be fully functional before they are deployed on a IVR server.

DEPLOY with TeleFlow Server:

TeleFlow Server provides a robust, fully multi-threaded operating environment in which voice, database, scripts, and media services are performed according to the flowcharts created with TeleFlow Designer.

MANAGE with TeleFlow Monitor:

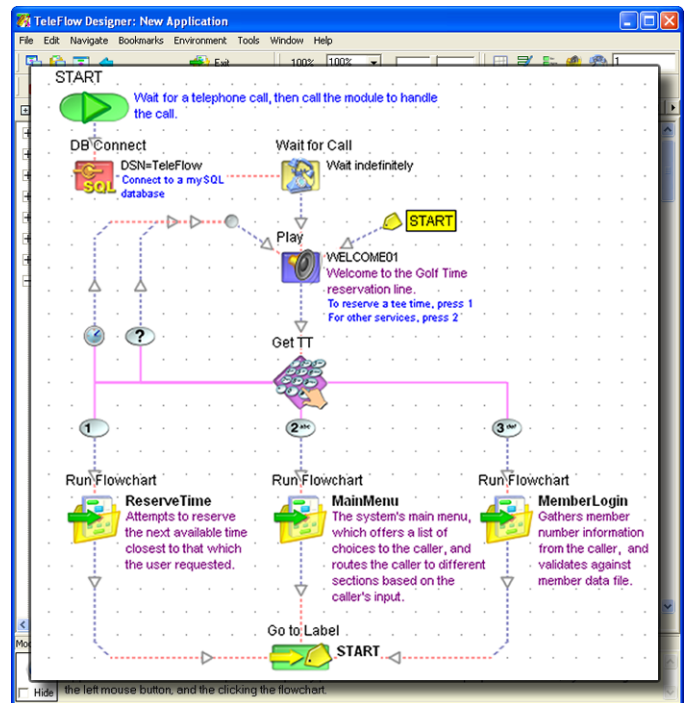
TeleFlow Monitor provides a real-time display of the TeleFlow Server activities, including line status and call progress. This monitoring tool can be operated remotely via TCP/IP, ensuring your mission critical applications remain up 24/7.

BUILD

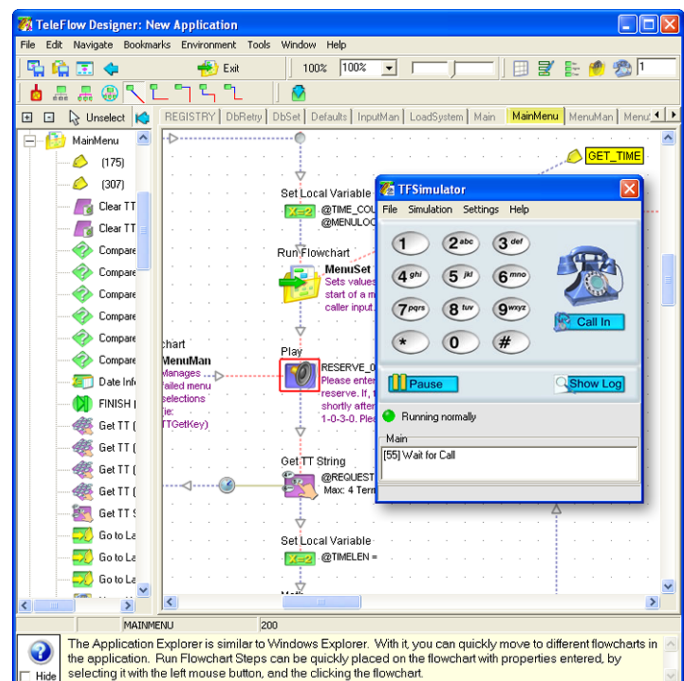
TEST

DEPLOY

MANAGE



The magnified area of a TeleFlow® voice application above shows how icons, or steps, are connected to build flowcharts. Each icon represents a specific function, and may include advanced functionality such as playing a voice message, gathering touch-tones, calling a database query processing an XML document, or running another flowchart.



TeleFlow® Simulator, seen as a separate window in this screenshot, allows testing and demonstration of applications without the need of a telephone. Utilizing only the multimedia capabilities of a laptop or desktop computer, applications can be simulated to ensure they will be fully functional before they are deployed on a IVR server.

Custom Applications

TeleFlow is a voice application development suite which has provided individuals, companies, and governments the ability to create and manage diverse customized communications solutions.

By providing essential application interoperability and scalability, TeleFlow Designer offers an easy-to-understand graphical design environment, while eliminating the programming language learning curve. The result is a sophisticated custom voice application which is deployed and managed with the TeleFlow Server.

engenic has developed many turn-key applications ready to fill your voice application specification. Entertainment systems, Call Centers, Voice portals, Help Desk lines, Voice Mail solutions as well as many other telephony solutions that can be customized specifically to fit your needs.

Contact engenic to obtain a complete list of current pre-built applications which may be completely customized for you!



Development Support

engenic provides complete development support, when needed. With many years of experience, engenic has created a broad range of solutions in various industries and clients. This experience will cut your development time and costs substantially.

Some advantages to utilizing the development services from engenic include:

Knowledge of TeleFlow By developing the TeleFlow software, we have also become its most knowledgeable group of users. With our abilities in TeleFlow, we can rapidly develop any application.

Our library of code will often provide us with a quick path to developing what might otherwise be a time consuming project

Efficient system conversion can be completed for customers who need systems to be converted from previous installations. Our library of data conversion and documentation of processes can often be a great benefit for helping to place new systems into production quickly.

We are well connected with others in the industry. If we come across a situation that may otherwise seem like a dead end, our partners may have found a solution for the very same problem.

Hardware Requirements

Minimum:

Intel Pentium 4, 1 GB RAM suitable for 4-96 ports, depending upon the demands of the application. Windows 2000, Windows 2003 Server 32-bit edition.

Recommended:

2 GB RAM recommended for most applications. Dual and multi-core Intel and AMD processors are supported.

*TTS requires an additional 1 GB of RAM. TTS can be hosted on separate servers to balance load.

Please contact engenic for assistance in determining your application's requirements.

618-1111 Melville Street,
Vancouver, BC
Canada V6B 3V6

1-800-engenic
F: 604.639.6392
info@engenic.com

Applications Built With TeleFlow

- Call Monitoring and Recording
- Dictation Systems
- Conferencing Systems
- Purchase Confirmation
- Voice Personal Lines
- Call Centers
- Call Forwarding Lines
- Information Lines
- Voice Mail Solutions
- Real Estate Lines
- Airport IVR systems
- Multi-Session Surveys
- Outbound Dialers
- Certificate Checkers
- Meter Reading Systems
- Address-Entry Systems
- Emergency Lines
- Polling Lines
- Reminder Services
- Banking Lines
- Help Desk Support Lines
- Office Systems
- Course Registration
- Material Ordering Lines
- HR / Staff Systems
- ...plus many more.

www.engenic.com
www.teleflow.org
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