

## IBM WebSphere Voice Response for AIX with DirectTalk Technology



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### Highlights

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- ***IBM WebSphere® Voice Response for AIX® with DirectTalk® technology uses voice recognition to provide businesses with a scalable automatic response system***
- ***Scalable design that can support thousands of Public Switched Telephone Network (PSTN) connections or Voice Over Internet Protocol (VOIP) networks***
- ***IBM WebSphere Voice Response Java Beans technology can facilitate enhanced speech recognition and IVR application development***

A leading provider of voice enabling e-business solutions, IBM delivers Web, middleware and telephony solutions that can help businesses quickly deliver information to their customers. As your single point of contact, IBM can help you extend your e-business reach by offering integrated hardware, software and services that support the convergence of voice and data by using open standards-based VoiceXML technology that is scalable and highly compatible. Bring your business to the next level with IBM—providing a solid foundation on which to build integrated, innovative voice solutions.

### Enabling e-business

IBM WebSphere® Voice Response for AIX® with DirectTalk Technology is a versatile voice processing platform, that supports many types of applications, ranging from those providing simple information retrieval using the telephone keypad, to more advanced applications using speech recognition and VoiceXML to voice-enable web pages. WebSphere Voice Response integrates information from multiple sources and can deliver direct access around the clock to the services and information you need. With the ability to answer and process a large number of calls simultaneously, WebSphere Voice Response can reduce caller wait time and improve overall customer satisfaction. It brings new meaning to e-business, making appropriate information readily available to your customers in an easy and responsive manner.

**WebSphere Voice Response for AIX**

Highly scalable and reliable, WebSphere Voice Response for AIX is the product of choice for large enterprises and Service Providers because it allows a robust, 24x7 continuous operation. A WebSphere Voice Response for AIX system can support between 12 and 480 concurrent telephony channels on a single IBM @server pSeries system, making it ideal for organizations with high call volumes such as Telcos and Call Centers. Additionally, WebSphere Voice Response for AIX supports IBM @server pSeries rack systems, enabling large enterprises to conserve much-needed space within their organizations.

**Web applications that can listen and answer**

They can now use telephones to access the same information with natural speech commands. IBM WebSphere Voice Server uses a VoiceXML browser that extends the reach of e-business applications with powerful IBM Speech Recognition and Text-To-Speech (TTS) capabilities.

**Taking the chaos out of communication**

IBM Message Center provides a central service that coordinates and provides access to popular communication formats (e-mail, fax, and voicemail), through the interface that is most appropriate at the time. Scalable and flexible, IBM Message Center can help enterprises and Service Providers address the complexities of managing multiple, different messaging systems by integrating phone, fax and e-mail services.

**Network connectivity: PSTN and VoIP**

WebSphere Voice Response supports voice calls either by using the traditional public switched telephone network, the new emerging VoIP networks or a combination of PSTN and VoIP. With the ability to support multiple connectivity environments such as T1, E1, (ISDN, CAS, SS7) and VoIP, WebSphere Voice Response is highly scalable and can accommodate large systems and support thousands of telephone lines.

**Tools to build, manage and simplify**

Your customers and employees can have direct access to the services and information they need, virtually anytime of the day or night. In addition, you can build, run and maintain a wide range of speech-enabled applications using WebSphere Voice Response tools.

**Simplified speech application development tools**

WebSphere Voice Response Java Beans technology allows speech applications to be developed using off-the-shelf Java development environments. WebSphere Voice Response Java Beans are reusable software components that can simplify application writing and are compatible with other Java applications and platforms. WebSphere Voice Response Java Beans can be used to build e-business applications that support both Web and telephone users.

### Network management tools

To ensure your WebSphere Voice Response applications are running satisfactorily, it comes with a complete suite of management tools to monitor, track and report status on all the components that make up your voice response system.

### e-business and IBM

WebSphere Voice Response for AIX can ensure that your enterprise has a robust infrastructure that will truly stand up to the needs of today's service delivery requirements, as well as providing the flexibility to meet the changing demands of tomorrow. All of these elements are available today from IBM.

### IBM Custom services

IBM also offers a complete set of fee-based integration services that can help businesses develop and deploy their voice-enabled applications. These services include:

- *Requirements workshops*
- *Solution design*
- *Solution implementation*
- *Project planning*
- *Human factors evaluation*
- *Prototyping*
- *Proof of concept*
- *Integrated voice solutions*
- *Migration between platforms*

### WebSphere software platform: building on a firm foundation

WebSphere Voice Response is part of the IBM WebSphere software platform—a comprehensive set of integrated, award-winning e-business solutions. No matter where you are in the e-business cycle, the WebSphere software platform delivers the flexibility you need to grow—at the speed the market demands. Building on this robust platform, you can connect diverse Information Technology (IT) environments to maximize your current investments and leverage existing skills. Deliver your core business applications to the Web using industry standards like Java technology and XML and create next-generation applications that differentiate you from the competition. Advance to a powerful platform for integrated e-business—the WebSphere software platform.

### To learn more

For more information about how IBM can help your business take advantage of conversational e-business, call your local IBM Sales Representative, contact an IBM Business Partner specializing in voice at [ibm.com/software/voice/partners/list](http://ibm.com/software/voice/partners/list) or visit [ibm.com/software/voice](http://ibm.com/software/voice), call us in North America at 1 800 Talk-2Me or outside North America, e-mail [Talk2Me@us.ibm.com](mailto:Talk2Me@us.ibm.com).





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