

NetBorder™ CALL ANALYZER

Best in Class Answering Machine Detection
for Genesys Outbound Solutions

For Proactive Contact Centers

FEATURES & BENEFITS

☑ Best in Industry Accuracy and Response Time

Patent-pending algorithms deliver the highest accuracy and call delivery rates for automated calling applications.

☑ Genesys SIP Server Integration

- SIP Call Flows
- Direct Integration and Configurations

☑ Optimized Detection

- Configurable Pre-Connect Tone Detection
- Post-Connect Analysis
- End of Greeting

☑ Resilience Against Different Calling Conditions

The statistical models used by NCA have built-in robustness to background noise and network conditions.

☑ Standards-based Integration via SIP

No proprietary Application Programming Interfaces. Support for both PSTN and VoIP networks.

☑ Operations in a Dynamic Environment

NetBorder uses call progress confidence measure, which allows it to adapt the call progress according to contact center operating conditions.

USE CASES

- Outbound and Blended Contact Centers
- Proactive Notification via Speech or IVR
- Outsourcing

The award-winning NetBorder Call Analyzer (NCA) software provides the most accurate and resilient Call Progress Analysis (CPA) engine, enabling fast and reliable real-time call classification and drives the efficiency and quality of automated calling applications to unmatched levels.

BUSINESS CHALLENGES

To maximize the efficiency of the outbound call center operations, accurate Call Progress Analysis (CPA) technologies are a must. CPA (also known as answering machine detection or AMD) is important for Genesys Proactive Solutions, as it is the technology that assigns a Contact Center agent only to calls that involve a human response – maximizing productivity.

Contact Center operations must also comply with very stringent regulations, such as maintaining a low percentage of dropped calls, following no nuisance regulations, and connecting to an agent in less than 2 seconds. This puts a lot of pressure on existing CPA technologies because many rely on simple rule-based algorithms that provide sub-optimal performance, which in effect lead to poor efficiencies in the Contact Center.

SOLUTION

NCA uses new, patent-pending technology to provide more accurate and efficient CPA. With algorithms based on neural networks and statistical learning, NCA delivers the highest accuracy and call delivery rates for automated calling applications and ensures fast and accurate automated call classification, which directly translate into improved efficiency of agents and higher quality customer interactions. With a higher automation rate and better use of agent time, this solution can literally save millions of dollars in yearly annual operating costs.



CONTINUE READING »

TECHNICAL DESCRIPTION

NetBorder Call Analyzer technology is a 100% software platform and is built on statistical models based on neural networks that represent the potential outcomes of call attempts. The result is a virtual machine that learns the patterns of what constitutes a voice mail versus a live human versus a special intercept tone, etc.

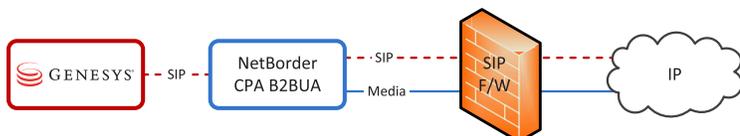
NCA functions much like the human brain and is able to adapt to a wide variety of noise conditions, ringing patterns and telecom network conditions.

NCA can be used in conjunction with other NetBorder modules to deliver CPA results over a traditional telephony interface, or in a pure VoIP network. It interfaces with automated applications via the standard SIP protocol, so there are no complex APIs to integrate.

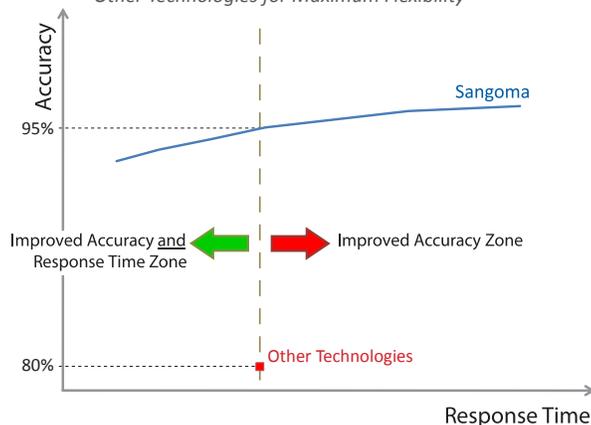
NetBorder Call Analyzer for PSTN interconnects



NetBorder Call Analyzer for SIP Trunking Interconnects



NCA Combines Accuracy and Speed Over Other Technologies for Maximum Flexibility



TECHNICAL SPECIFICATIONS

The NetBorder Call Analyzer software runs in SIP networks as a back-to-back user agent (B2BUA).

SIP/ Session Control Interface:

- B2BUA as Relay Server or Outbound Proxy
- SIP as per RFC 3261
- 3PCC as per RFC 3725
- Sangoma SIP Extensions for CPA

Media Processing:

- Patent-pending Call Progress Analysis Neural Network
 - Configurable pre-connect analysis (International pre-connect tones such as ringing, Busy, SIT)
 - Post-connect analysis
 - End-of-Greeting detection
- DTMF per RFC 2833
- Built-in recorder for tuning and quality/accuracy audits

Benchmarking:

Sangoma has run its own internal benchmarking of various technologies, out-of-the-box, without tuning; using a database of live recordings of approximately 5000 calls. Sangoma provides 15% increase in accuracy over competing technologies. While this does not constitute a guarantee, live deployments should experience similar results and performance over a statistically significant sample of calls.

Management tools:

- Logging
- Event viewers
- Automated CSV file generation for quality/accuracy audits

Operating Systems Supported:

- Microsoft® Windows XP
- Microsoft® Windows 2003 Server (32 & 64 bits)
- Microsoft® Windows 2008 Server (32 & 64 bits)
- Linux (future)

Server Requirements (minimum):

- Intel® or AMD Dual Core processor at 2 GHz
- 1 GB of RAM
- 80 GB HDD
- Consult Sales for detailed specifications