neox
Interactive Voice Response System (IVR)

NEOX IVR

Neox Interactive Voice Response (IVR) System provides a cost-effective solution that enables service providers and operators to offer IVR services -7 days a week, 24 hours a day. It allows operators to have multiple customized IVR menus which customers can access and avail of operator's services like getting account information, transferring balance etc. in easy and secure manner. The solution offloads operators' services and gives customers access to these services in an interactive way via their phones. The idea behind IVR is to automate routine, repetitive and simple tasks that would otherwise require the time and effort of an employee. This cost-effective tool can work 24*7 without compromising on quality of service and ensures rapid return on investment (ROI), by potentially eliminating the need of having multiple live agents.IVR solution enables users to retrieve information like bank balances, flight schedules, product details, order status, movie show times, and more from any telephone by interacting with third party gateways. The system is smart enough to retrieve individual's call and language preference.

Product Highlights

Menu based Flexible Call Flow

Neox IVR can be configured by operator to have menu based multilevel IVR flow for easy access that simplifies call flow configuration that eliminates the need for a live operator to handle the call.

Off the shelfBSS and CRM integration

Integration with BSS and CRMOffering from Elitecore provides ready to deploy solution through IVR for Account related services like balance status, transfer, refill e

Support for Multiple Languages

Neox IVR supports predefined multiple languages which empower operators to service international markets abroad and multi-lingual customers at home, which ensures better connect.

Geographically distributed, Coordinated Architecture

The solution is well designed to be geographically distributed to cater the carrier's requirements. Neox IVR permits centralized control of geographically distributed components, facilitating the carrier with immense operational ease.

Lower TCO

Neox IVR supports standard Web Service architecture for integrating with third party systems, it provides customized solutions at affordable prices and in short time. Neox IVR runs on a reliable Linux Operating System, which increases security, provides ease of administration to Linux savvy administrators, and reduces the solution cost. Neox IVR is a software- based hardware agnostic solution that provides the flexibility to run on any hardware and helps reduce hardware procurement cost.
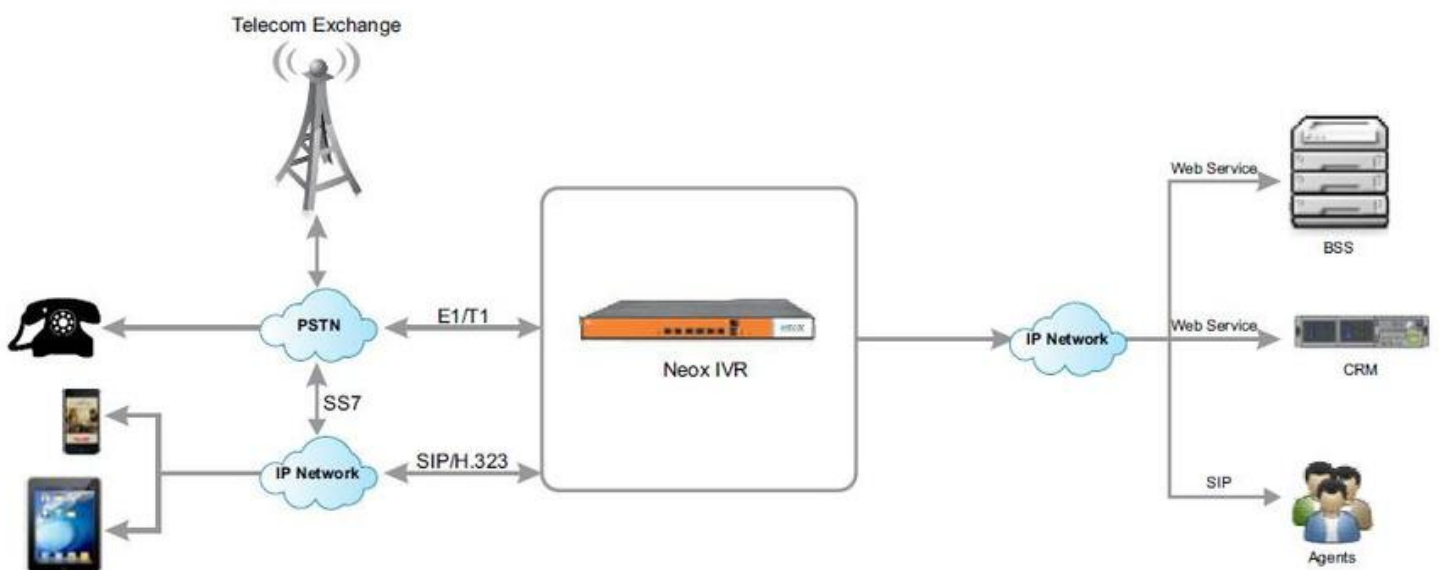
Protocols Support: SIP, MGCP, H.323

Neox IVR provides VoIP features based on next generation SIP,H.323, MGCP Protocols that are meant for multimedia communications. These protocols support real-time transfer of audio and video data over packet networks like IP and cover specific aspects of Internet Telephony.

Moreover, it also offers NAT Traversal feature, which facilitates transmission of media traffic between edge devices that reside in private IP network.

SNMP based Management and Monitoring

Neox IVR supports SNMP with a comprehensive management information base (MIB). You can set configuration parameters, poll devices for performance statistics, check status information, and receive alarms if faults occur.

Web Management and System Monitoring

Neox IVR facilitates effortless configuration and maintenance through its web-based interface. A powerful but user-friendly interface facilitates secure user authentication and authorization.

High Availability Ready

The solution supports N+1 redundancy, allowing carriers to ensure that services are not interrupted in case of machine / hardware /other failure.

IVR
Deployment

Features

- **Extensions**
  - › IP Phone / ATA Extensions
  - › Media Gateway

- **Trunk Interface**
  - › SIP, H.323

- **Web Interface**
  - › System & Subscriber Provisioning
  - › Fault Management
  - › Element Management System

- **IVR Call Logging and Reporting**
  - › Active IVR Calls
  - › Call Logs
  - › IVR Call Data Reporting

- **RFC/Standards Supported**
  - › SIP (3261), DTMF (2833, SIP INFO), RTP, SDP

- **Other Features:** › Menu driven IVR call flows.
  - › Web Service Integration
  - › NAT Traversal
  - › CDR for IVR calls
  - › SNMP based Alert Management
  - › High Availability
  - › Customized Call Flow
  - › Business Intelligence (BI)Reports (Optional)
  - › Multi-Language Support

About STL - Sterlite Technologies Ltd

STL is a leading global optical and digital solutions company providing advanced o erings to build 5G, Rural, FTTx, Enterprise, and Data Centre networks. The company, driven by its purpose of 'Transforming Billions of Lives by Connecting the World', designs and manufactures in 4 continents with customers in more than 100 countries. Telecom operators, cloud companies, citizen networks, and large enterprises recognise and rely on STL for advanced capabilities in Optical Connectivity, Global Services, and Digital and Technology solutions to build ubiquitous and future-ready digital networks. STL's business goals are driven by customer-centricity, R&D and sustainability. Championing sustainable manufacturing, the company has committed to achieving Net Zero emissions by 2030.

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