Aspect Telecommunications: Partners in Computer Telephony

Optimizing enhanced services with industry-leading Intelligent Network solutions

For Telecom Service Providers, Network Operators, and Customer Premises end users, an investment in Intelligent Network solutions is designed to deliver enhanced services that improve customer satisfaction. Aspect Telecommunications and DIGITAL are optimizing that investment with industry-leading Intelligent Network solutions based on Generations software and the 64-bit Alpha platform.

Partner profiles

Having achieved an open systems approach to the Intelligent Network, Aspect® and DIGITAL deliver solutions with the combination of our 64-bit AlphaServer Voice and IP platforms and Aspect's Generations® software.

This combination of factory-integrated Aspect software and DIGITAL platforms provides Telecom Service Providers and businesses with a complete solution set for both wireline and wireless markets.

Aspect Telecommunications

Generations software from Aspect Telecommunications is a superior platform for the development and deployment of customer premise and network-based call center solutions and enhanced services. Generations provides a feature-rich environment which supports a range of automatic speech recognition choices; text-to-speech; fax; ADSI (Analog Display Services Interface); and more. On the Alpha 64-bit platform, Aspect's advanced, object-oriented software offers quick prototyping, high scalability, and fast time-to-market.

Customer benefits

- Rapid application development for *faster time-to-market*
- The ability to deploy new services and provide *better service without increased staffing resources*
- A scalable, modular architecture that allows for growth and performance improvement while *optimizing your initial investment*
- The ability to *integrate new technologies* as they become available

The AlphaServer Voice and IP Platforms

Sharing a common architecture, the AlphaServer Voice and AlphaServer Intelligent Peripheral (IP) Platforms are the ideal foundation for creating sophisticated voice applications for Central Office Customer Premises and networked environments — at the best price/performance-per-port in the industry.

With Alpha 64-bit processors, Dialogic voice processing technology, and a flexible, open systems architecture, the AlphaServer Voice and IP Platforms integrated with Aspect software deliver a clear competitive advantage.

But the benefits of Aspect on Alpha go far behind speed and processing muscle. They also include reliability, high-availability, and scalability — hallmarks of the AlphaServer family and the AlphaServer Voice and IP Platforms.

Reliability stems from proven DIGITAL technology backed by a three-year hardware warranty.

High availability is achieved with clustered systems and fully redundant NEBS compliant configurations in the UNIX environment.

And *scalability* arises from an open architecture, building-block approach that supports the growth of systems with investment protection well into the next century.

The DIGITAL UNIX difference

The DIGITAL UNIX 64-bit advanced kernel architecture is fully optimized for the 64-bit Alpha platform. DIGITAL UNIX supports more of the APIs in the X/Open XPG4v2 specification than any other UNIX offering.

A closer look at Generations

Aspect's Generations software — based on an open architecture, graphical development environment — is a service creation and deployment toolkit used for the development of Computer Telephony Integration applications. Aspect's VoiceMail product — for corporate as well as cellular phone usage — combines basic voice mail features with automated attendant, fax support, message notification, distribution lists, folders, and message recovery.

Other Computer Telephony Integration applications can be customized for a competitive advantage.

Generations software supports

- Speaker-independent speech recognition technologies
- Landline, cellular, and network services
- Relational database technologies
- Local and wide area networks and network management tools

Unique services

The availability of Value-added Implementation Services (VIS) further contributes to the success of Aspect DIGITAL solutions. VIS has a dedicated integration, delivery, and installation capability to ensure that solutions are up and running where and when they're needed.

Put Aspect and DIGITAL to work for you	
Learn more about Aspect DIGITAL solutions for the Intelligent Network.	
Digital Equipment Corporation:	www.digital.com/customsystems
Aspect Telecommunications:	www.voicetek.com
	www.aspect.com

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