Delivering a competitive edge with state-of-the-art Intelligent Network solutions

With call center and interactive voice response solutions, Comverse Network Systems – Voice Services Platforms (VSP) Division, meets the mission-critical customer-service needs of the telecom and finance industries. Comverse Network Systems – (VSP Division) develops and deploys its industry-leading solutions with the AlphaServer Voice and Intelligent Peripheral (IP) platforms from Compaq.

Partner profiles

Comverse Network Systems – Voice Services Platforms Division (formerly Amarex) and Compaq share the pursuit of open client/server solutions with the combination of Compaq AlphaServer™ Voice and IP platforms and Comverse Network Systems – (VSP Division) Audio Application Processor, Chatterbox, and GhostWriter Service Creation tool.

The combination of Comverse Network Systems – (VSP Division) software and Compaq platforms provides businesses and telecommunications service providers with a complete solution set for both wireline and wireless markets.

What's more, this solution set supports a clear migration path to a more sophisticated AIN development and deployment environment.

Interactive Voice Response (IVR)

Starting with IVR as a foundation technology, Intelligent Network (IN) solutions can be employed to:

→ Greatly improve the level of customer service offered through AlphaServer high-availability solutions

→ Provide a competitive differentiation in the marketplace by developing and deploying solutions quickly

→ Reduce the cost of handling a customer telephone call through Interactive Voice Response technology

Call Center technology

Providing nearly unlimited capacity, high performance under peak load, ultra-high reliability, and data security, Comverse Network Systems – (VSP Division) has designed a set of tools and products upon which fully integrated Call Centers can be built.

Intelligent Network Technology

Companies dedicated to improving their customer service levels are using the Comverse Network Systems – (VSP Division) suite of products, tools, and services to develop Intelligent Network applications.

The solutions are specifically designed to handle the rigors of network management, application management, subscriber provisioning, script and prompt version control, and other supporting services demanded by these installations.

Comverse Network Systems – (VSP Division) and Compaq can construct extremely large nodes with many thousands of ports and hundreds or thousands of hours of speech storage.

Comverse Network Systems – (VSP Division) SuiteTalk

The SuiteTalk group of products is designed to build and operate large-scale, mission critical voice-processing applications for the Central Office or Service Bureau environment supporting hundreds — or even thousands — of different applications.

SuiteTalk consists of the

→ ChatterBox - Network/IVR

→ ScatterBox - Object Distribution and Logic Provisioning

→ JunctionBox - Node Manager and Consolidator

→ GhostTools - a graphical Service Creation Environment (SCE), consists of GhostWriter and GhostReporter

The installations are highly available, rackmounted, and NEBS compliant. The architecture supports centralized RAID storage, Compaq clustering technology, high-speed, dual-rail LAN, and a separate control LAN.

Solutions are based on Compaq's 64-bit Alpha Processor technology and the Tru64 UNIX operating system which supports more APIs in the X/Open UNIX® specification than any other UNIX offering in the industry.

The 64-bit 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 or customer premises environments — at the best price/performance-per-port in the industry.

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

Unique services

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

For more information

To learn how Comverse Network Systems – (VSP Division) and Compaq can give your business a competitive edge, call or visit us on the World Wide Web.

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