Product description

www.voxtron.com/axxium

DOCUMENT INFORMATION

Date   : *October 12th, 2006*
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Document reference : *20061012 - en - AXX60 - Product Description.doc*
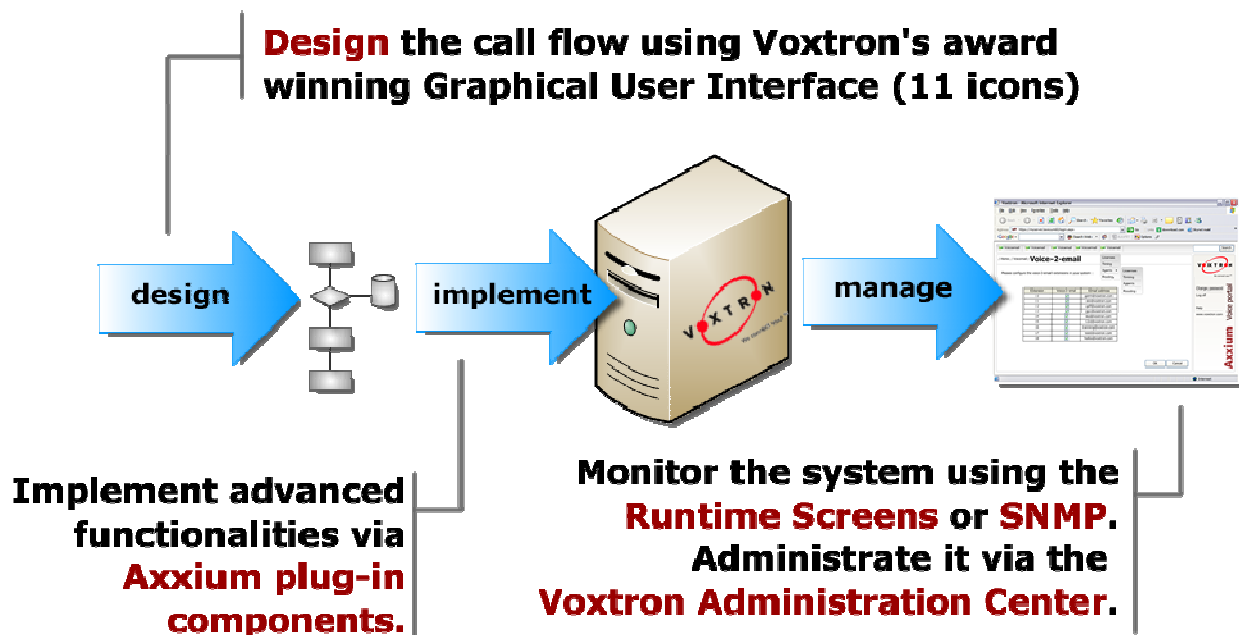Product   : *Axxium 6.0*

Introduction

Axxium is a platform for designing, developing and managing full-fledged telephony applications.

It allows easy integration with any system by using so called Axxium Plug-Ins. These modular and isolated building blocks offer a convenient way to incorporate advanced non-standard functionalities in Axxium.

Being a platform, the possible applications are endless.

Axxium runs on a standard computer server (telephony boards are required depending on the type of telephony connection: analogue, digital, VoIP)

The Axxium platform

Design the call flow using Voxtron's award winning Graphical User Interface (11 icons)

design   implement   manage

Implement advanced functionalities via Axxium plug-in components.

Monitor the system using the Runtime Screens or SNMP. Administrate it via the Voxtron Administration Center.
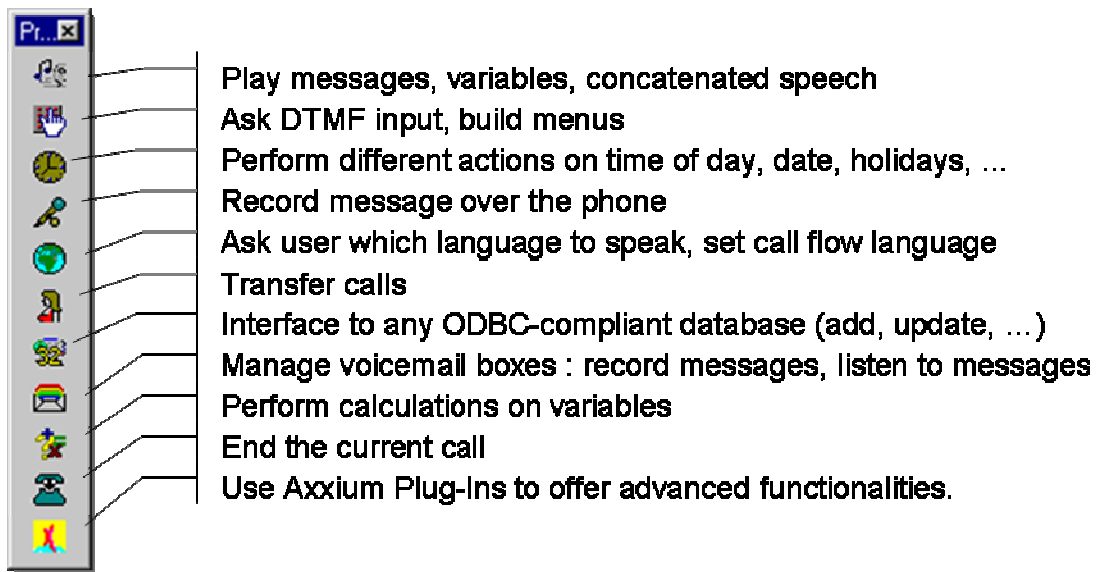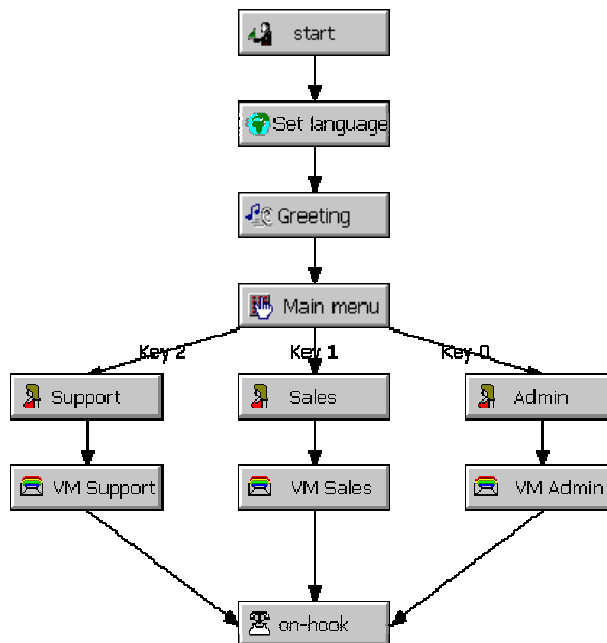
DESIGNING YOUR COMPUTER TELEPHONY APPLICATION

❑ *Graphical Development Tool*

The key component to design your tailor-made solution is Voxtron's multi-awarded Graphical User Interface (GUI) for Rapid Application Development (RAD). Voxtron's GUI transforms the complexity of building CT applications into a very user-friendly task. 11 intelligent icons complemented by powerful Axxium Plug-Ins lead to an unlimited variety of applications. The GUI enables changes in the dialogue flow, even by less technically inclined people.

A limited number of icons...

Play messages, variables, concatenated speech
Ask DTMF input, build menus
Perform different actions on time of day, date, holidays, ...
Record message over the phone
Ask user which language to speak, set call flow language
Transfer calls
Interface to any ODBC-compliant database (add, update, ...)
Manage voicemail boxes : record messages, listen to messages
Perform calculations on variables
End the current call
Use Axxium Plug-Ins to offer advanced functionalities.

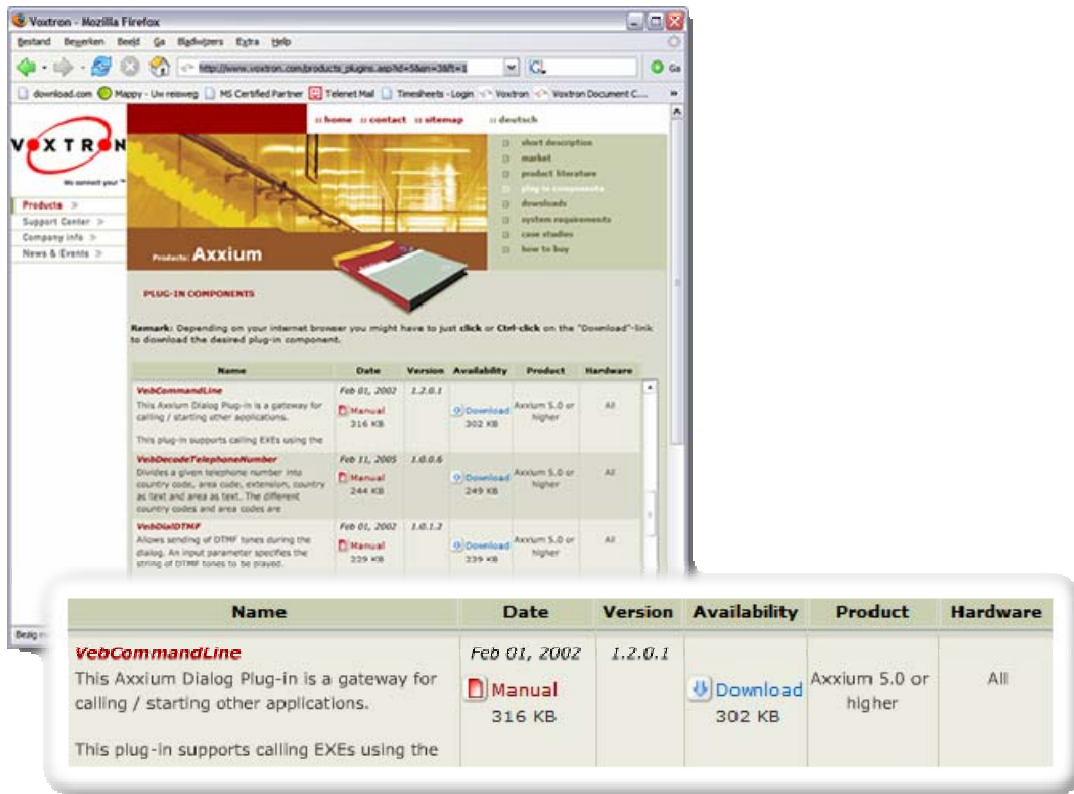... allow you to draw your own call flow:

❑ *Axxium Plug-In components*

Certainly in big projects, the standard icons do not offer all the required functions. Axxium Plug-Ins are add-on modules in the form of Dynamic Link Libraries (DLLs) that offer you the power to implement your much-needed functions.

An Axxium Plug-In is closely integrated with the Voxtron Telephony Runtime (the kernel program that actually handles all calls) this allows it to exercise a maximum of control over a call.

Today many Axxium Plug-Ins exist, many of them can be downloaded from the Voxtron website:

Name	Date	Version	Availability	Product	Hardware
VebCommandLine This Axxium Dialog Plug-in is a gateway for calling / starting other applications. This plug-in supports calling EXEs using the	Feb 01, 2002	1.2.0.1	Manual 316 KB	Download 302 KB	Axxium 5.0 or higher	All

<u>INTERESTING PLUG-IN COMPONENTS</u>

❑ *Send/receive faxes*

Axxium is fully capable of receiving faxes and converting them to TIF files. This allows for the creation of fax-to-email applications. Axxium also supports sending faxes (based on TIF files), this feature allows for e.g. automatic document (fax out) lines.

❑ *Large conferencing (up to 120 participants)*

Axxium supports conferencing up to 120 participants in one conference!

❑ *Speech recognition (ASR)*

Axxium support speech recognition (including barge-in).

❑ *Audio streaming*

Audio inputted via the sound card can be streamed to the caller for e.g. waiting music

❑ *Text-to-speech (TTS)*

Axxium supports dynamic TTS : the ability to convert (at runtime) a text into speech. To accomplish this Axxium integrates with any 3rd party SAPI compliant TTS engine.

MANAGING YOUR COMPUTER TELEPHONY APPLICATION

❑ *Local monitoring: the RunTime Screens*

Local monitoring means that the Runtime Screens are used on the computer where the Axxium application is running. The Runtime Screens visualize information about the current status of a running Axxium project. It consists of a number of different windows all presenting a different view on your application.

The Line Details window for example depicts all the telephony lines installed in the system and their current activity (idle, busy, terminating...) including the exact icon in the flow that this line is currently executing. The Trace Window on the other hand, is mainly used when the application is created for debugging purposes.
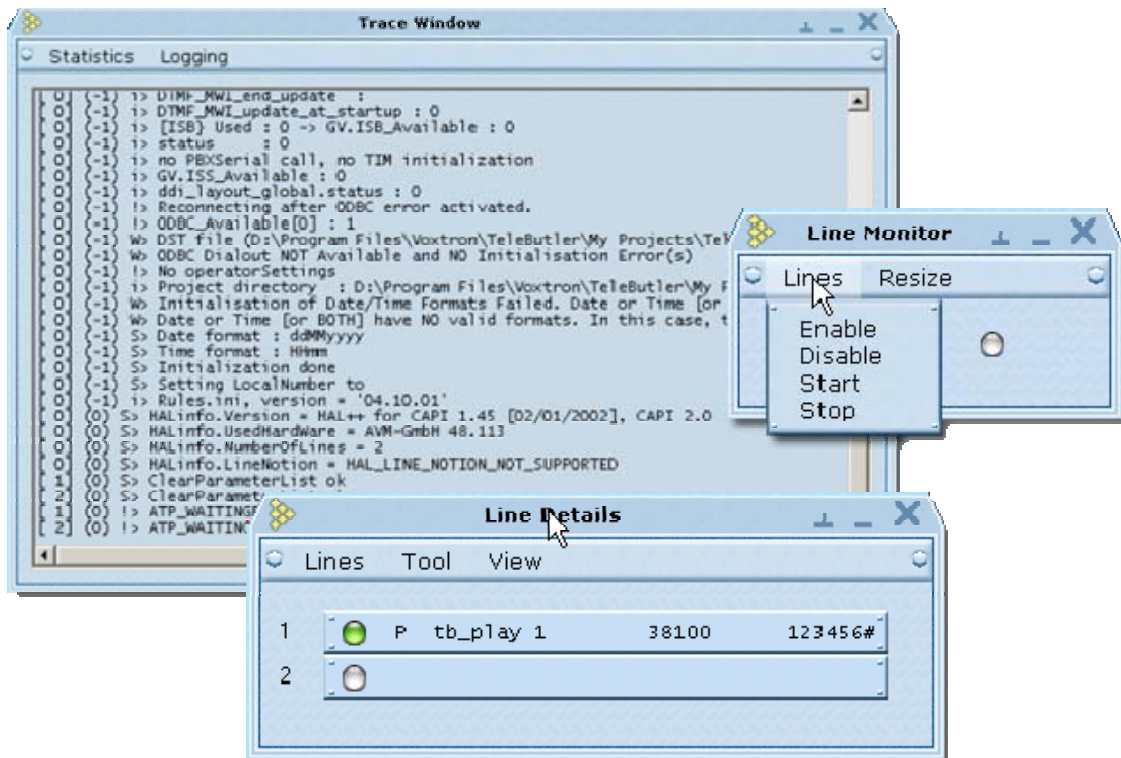
❑ *Remote monitoring: SNMP*

The industrial standard for remote monitoring is Simple Network Management Protocol (SNMP). This protocol allows the monitoring information to be carried across a network. Axxium includes an SNMP agent that exports the following parameters:

System wide parameters:

- ✓ Number of installed lines
- ✓ Total number of calls
- ✓ Number of incoming calls
- ✓ Number of outgoing calls

Parameters for each line:

- ✓ Current states (free, busy or error)
- ✓ Total number of calls
- ✓ Number of incoming calls
- ✓ Number of outgoing calls
- ✓ Timestamp of last call
- ✓ Type of last call (incoming or outgoing)

On top of this, it is also possible to install the SNMP software that is available through the telephony board manufacturer to monitor the telephony connection on an even lower level.

❑ *Axxium Configuration Center*
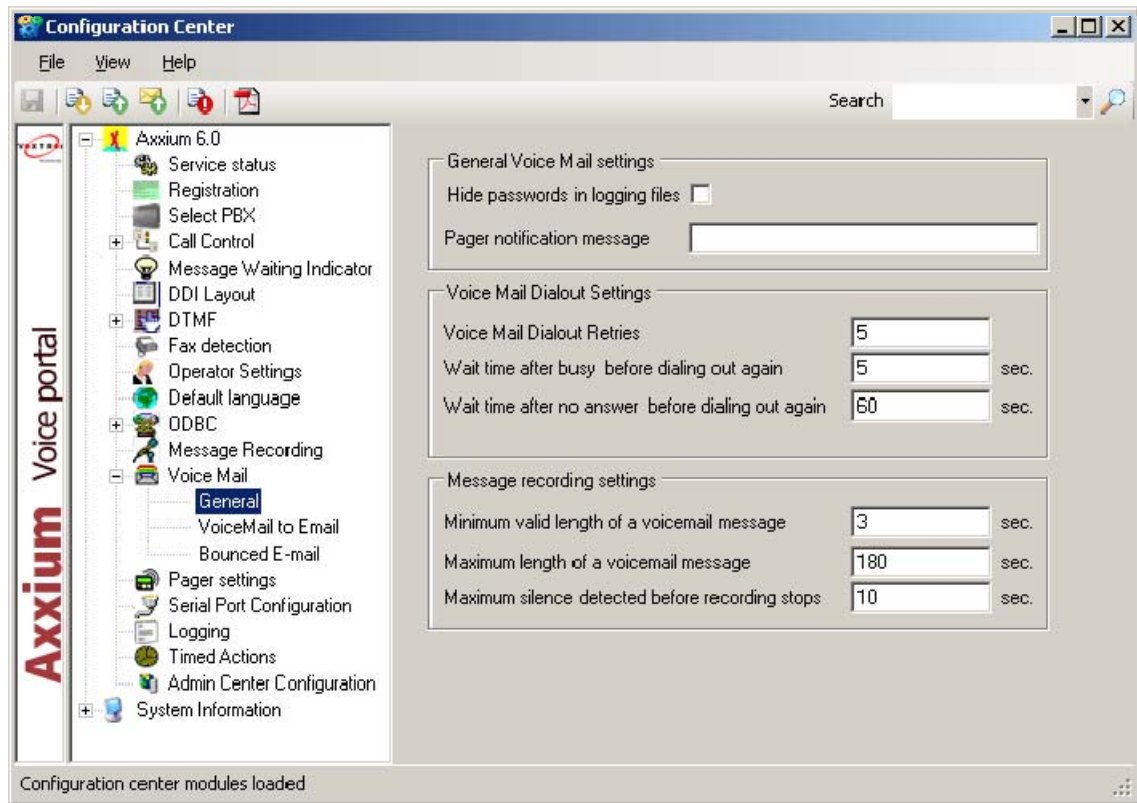
The configuration center is a local tool that is used during installation to configure Axxium. It bundles all settings that do not need to be changed by the administrator once the application is up and running, for example:

   ✓   Which PBX is used (so that the correct protocol for e.g. transferring a call is used)?
   ✓   How many digits in an internal extension?
   ✓   Do you want to use FAX tone detection?
   ✓   Do you want to activate logging? What level?
   ✓   Manage license information
   ✓   ...

In addition, the Configuration Center also serves as a convenient place to gather system information and to start-up external programs (e.g. from the 3rd party telephony board manufacturers).

When multiple Voxtron products are installed on one computer, the Configuration Center presents a single view on all configuration data across all installed Voxtron Products.

Once the Axxium system is properly configured, the Configuration Center allows all settings to be easily exported (and sent via email) so they can be easily restored (imported) or replicated to other systems.

❑ *Axxium Administration Center*

The Administration Center is a web based application used by the administrator (once the system is installed) to administrate the application (e.g. create/delete/modify mailboxes)
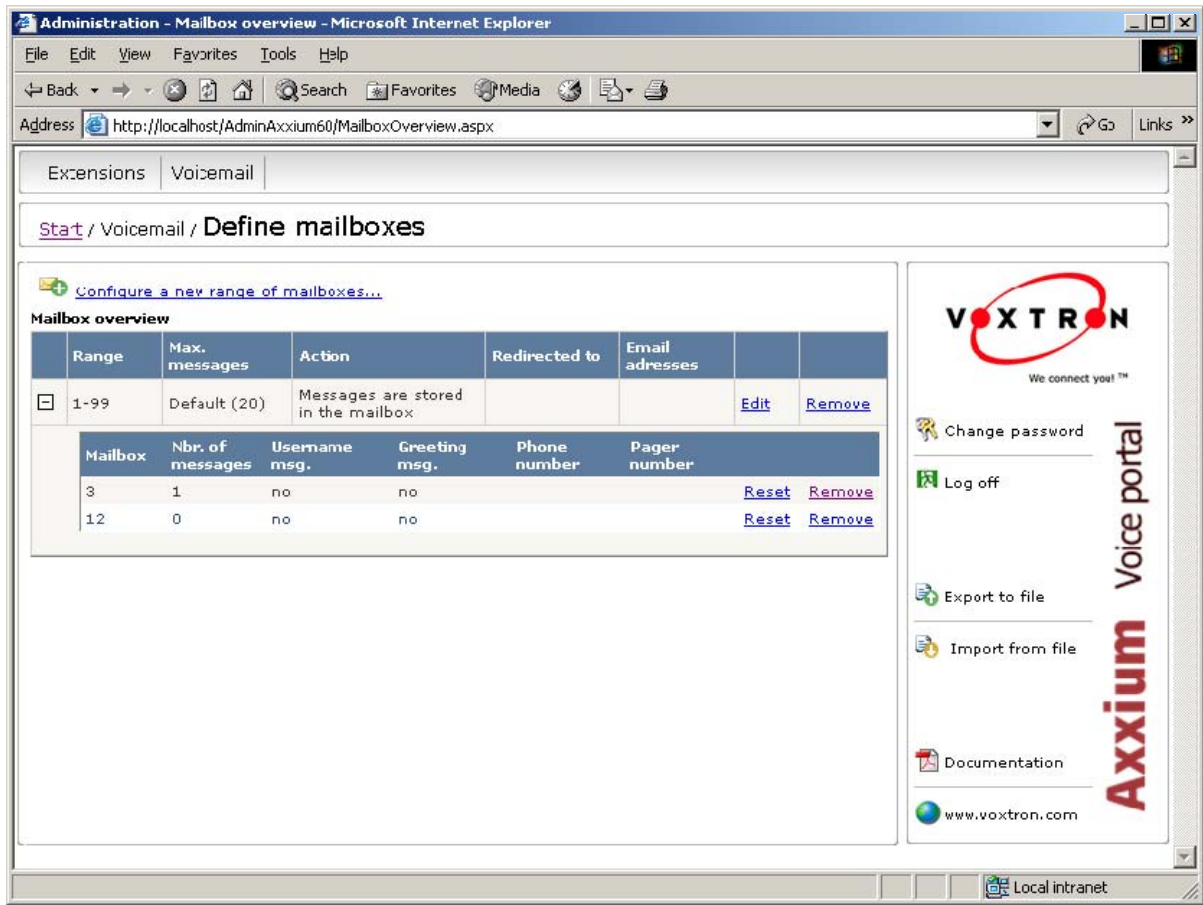
Requirements

DEDICATED SERVER RUNNING:

- *Computer capable of running:*
    - ✓ Windows 2000 (SP4 or later), Windows XP Professional (SP2 or later) or Windows 2003 (SP1 or later)
    - ✓ Internet Explorer 6.0 or later
    - ✓ Network protocol TCP/IP

- *At least Pentium/AMD 1 GHz, 256 MB RAM, 1 GB free disk space, but depending on the actual application (number of lines, complexity of the dialogue flow…) more powerful hardware could be required.*

- *MS Internet Information Services (for Administration Center)*

- *Windows SNMP (Simple Network Management Protocol) if you want to monitor Axxium using SNMP*

SMTP SERVER (OPTIONAL)

An SMTP Server (Simple Mail Transfer Protocol) is required if you want to use the voice to e-mail feature.
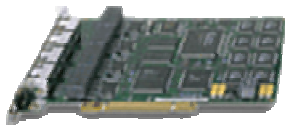
TELEPHONY BOARD

- *Eicon Diva Server*

- *Supported Intel (Dialogic) telephony board (analogue or digital)*

- *Any CAPI 2.0 compliant telephony board + drivers for Windows 2000, Windows XP or Windows 2003*

- *If FAX, speech recognition (echo cancellation) or conferencing functions are required, the telephony board should support these.*

PBX / VoIP GATEKEEPER

The following features require that Axxium is placed behind a PBX and that the PBX itself supports the necessary protocols:

- *Call information: allows Axxium to differentiate between different types of calls such as: direct external call, direct internal call, diverted internal call…*

- *Message Waiting Indicator (MWI): allows Axxium to notify the user (via the telephone) that a new voice mail message has been received.*

- *Single line transfer: allows Axxium to transfer a call without using "call tromboning". This means that after the transfer, the telephony lines on Axxium are free to be used again. On analogue lines this is usually no problem, on digital lines the possibility of a single line transfer is linked to the type of protocol used on the digital link.*

    Refer to you local sales organization for the exact list of supported PBXs and protocols.

Deliverables

The Axxium DVD contains the following software:

- ❑ The Axxium software:
    - ✓ Axxium Graphical User Interface drawing the call flow
    - ✓ Voxtron Telephony Runtime
    - ✓ RunTime Screens
    - ✓ Configuration Center
    - ✓ Administration Center
    - ✓ Axxium SNMP modules for monitoring the system using SNMP
    - ✓ Reference Manual (in Adobe Acrobat PDF format)
    - ✓ User Manual (in Adobe Acrobat PDF format)
- ❑ Eicon Diva Server telephony board drivers
- ❑ Dialogic telephony board drivers

    (with critical required updates also known as point releases)
- ❑ Adobe Acrobat Reader (required for reading the Reference Manual)

Additional services

In addition to delivering the software, Voxtron can also provide the following supplementary services (refer to you local sales organization for pricing):

- ❑ Maintenance contract
- ❑ Complete development of your Axxium based project
- ❑ Installation and configuration of the system
- ❑ Training