

**OptimTalk Voice Browser** is a comprehensive platform for deploying a large variety of advanced telephony, IVR and speech applications

### Main Features

- ❖ Versatile, open standards based platform
- ❖ Excellent scalability and performance
- ❖ Carrier-grade reliability
- ❖ Native VoIP support (SIP)
- ❖ Supports TTS and ASR engines of all major vendors
- ❖ Provides several interfaces for back-office integration
- ❖ May serve as a powerful computer telephony integration (CTI) platform
- ❖ Available for all major platforms: Windows, Linux and Solaris, both 32 and 64 bit

### Supported Standards

- VoiceXML 2.0/2.1**
- CCXML** call control XML
- MRCpv2** media resource control protocol
- SIP** session initiation protocol
- RTP** real-time transport protocol
- SRGS** speech recognition grammar specification
- SISR** semantic interpretation for speech recognition
- SSML** speech synthesis markup language
- HTTP/HTTPS**
- SOAP** simple object access protocol
- SNMP** simple network management protocol



### Key Benefits

- ❖ Easy and rapid development of feature-rich applications
- ❖ Short development cycles
- ❖ Significantly reduces implementation costs and time-to-market
- ❖ Makes speech recognition and text-to-speech technologies instantly available to developers
- ❖ Maximizes use of existing resources
- ❖ Eliminates vendor lock in
- ❖ Protects your investment by supporting open standards
- ❖ Features lower total cost of ownership (TCO)

## Areas of Use

- ❖ **information and reservation lines**  
lines providing information about traffic situation, public transport schedules, weather forecast, culture, sports, or tourist information, airplane ticket, hotel or car reservation lines, goods order and parcel tracking and more
- ❖ **call center solutions**  
IVR, automation of simple, frequently repeated requests; call center telephony control system including predictive dialing, ACD and more
- ❖ **auto attendant systems**  
automated switching of incoming and internal calls within an organization, message taking, directory services and more
- ❖ **automation of communication in emergency situations**  
automation of the communication part of an emergency plan; informing relevant people about the situation; conference calls and more
- ❖ **automated voice broadcasting**  
automated voice message delivery; subscription renewals, payment reminders, new offer announcements. etc.
- ❖ **monitoring and distant device control over phone**  
delivering voice alerts if monitored quantities exceed defined limits, checking current values of monitored quantities, device configuration modifications and more
- ❖ **user collaboration and unified messaging systems**  
sophisticated voice mail systems, voice communication with email server over phone, email reading, appointment reminders, conference calls and more
- ❖ **computer telephony integration (CTI)**  
integration with CRM systems (dial on click feature, screen pop-ups upon incoming call), integration with help desk systems (automated reception of requests, delivering request status change announcements), PBX extension systems and more
- ❖ **many more telephony and speech applications**  
smart home systems, automated telephone survey systems

### OptimTalk Desktop Suite

OptimTalk Voice Browser is accompanied with OptimTalk Desktop Suite, an application suite for development, debugging, and testing VoiceXML/CCXML based applications in-house, on an ordinary desktop computer without the need of any special equipment. Customers using OptimTalk Desktop Suite can comfortably tune their applications and prepare them for deployment.

OptimSys, s.r.o.  
U Vodárny 2  
616 00 Brno  
Czech Republic  
Tel: +420 541 143 065  
info@optimsys.com  
<http://www.optimsys.com>

