

teleWORKS.



Tele-Works Case Study

With AudioCodes Mediant™ 1000 and Voxeo Prophecy

Background

About Tele-Works

For more than 20 years, Tele-Works has been a leader in delivering top-quality Interactive Voice Response (IVR) solutions to utilities and local governments across North America. Tele-Works products have reshaped the way organizations communicate and transact business with their customers, making automation affordable even in today's tough economic conditions. From phone-based bill payment to automated utility call-out solutions, Tele-Works lowers costs, improves collections, reduces delinquencies, and generally makes cities more efficient.

Powered by Voxeo Prophecy, the Tele-Works Voice Platform (TVP) is a complete application framework for delivering multiple inbound and outbound IVR products and customized solutions to enterprise level customers. TVP offers a modern, scalable IVR solution that delivers powerful functionality, development and management efficiencies, and cost savings. The software-only architecture natively supports SIP and is fully standards-compliant with the latest speech and IVR standards, including VoiceXML 2.1 and CallControl XML 1.0. TVP is available for deployment on premise or in the Tele-Works multi-tenant hosting environment.

Challenges

Like many companies, numerous current and prospective customers of Tele-Works have TDM equipment in their business communications infrastructure. To be successful in deploying TVP in these customer sites, Tele-Works needed a way for customers with analog telephone and PRI lines to connect to TVP. They required a SIP to TDM media gateway solution that would:

1. Be easy to deploy and manage, including a user-friendly GUI and an intuitive configuration set up
2. Support SIP Redirect transfers that would convert into a flash hook transfer on PBX analog ports. Call transfers are used in IVR system to allow users to “zero out” and other situations where a call would be directed to other agents or systems



Solution

AudioCodes exceeded Tele-Works requirements with its Mediant 1000 converged modular VoIP media gateway. The Mediant 1000 enables Tele-Works to connect its SIP-based solution running on Voxeo Prophecy into with customers' legacy telephone and PBX systems. By incorporating AudioCodes' Mediant 1000, Tele-Works enables customers to migrate to a software-based, next-generation IVR solution without costly upgrades to their existing TDM environment.

The AudioCodes Mediant 1000 also supports Tele-Works' requirements for calls that need to be transferred to an agent without unnecessary "hair-pinning" of the call via the IVR system. With the SIP call transfer function (SIP REFER), a request from the TVP system is converted into a flash-hook in the analog environment, producing a new dial tone so the call can be transferred by the PBX at the customer's site. By transferring the call, the original port on the IVR system is freed up for use by another caller. This makes the deployment of TVP much more efficient and reduces licensing and port costs.

The Mediant 1000 has reduced the TVP installation time at the customer site thanks to the easy-to-use Graphical User Interface and PBX integration notes available at the AudioCodes website.

Results

Voxeo Prophecy and the AudioCodes Mediant 1000 solution continue to play an important role as the basis for TVP and helping Tele-Works achieve the goal of upgrading hundreds of customers from their old IVR platforms to the standards-based, Prophecy-powered TVP solution.

For more information on Tele-Works, visit: <http://www.tele-works.com/Technology.html>

"The AudioCodes Mediant 1000 makes it easy for on-premise TSV deployments to support legacy telephony environments, allowing more Tele-Works customers to realize the advantages of SIP-based IVR and IP Telephony without waiting for expensive upgrades to be performed on aging PBX systems", said Brian Cross, TeleWorks COO.



About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Cable, and Enterprise networks. The company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Gateways, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes underlying technology, VoIPerfectHD™, relies on AudioCodes leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications.

International Headquarters

1 Hayarden Street,
Airport City
Lod 70151, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.

27 World's Fair Drive,
Somerset, NJ 08873
Tel:+1-732-469-0880
Fax:+1-732-496-2298

Contact us: www.audiocodes.com/info

Website: www.audiocodes.com

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