# MEDIA PROCESSING SERVER 3.5

Avaya's Media Processor Server (MPS) provides advanced multi-lingual speech solutions to deliver innovative Self-Service applications to customers. Basic self-service is the fundamental approach to Interactive Voice Response (IVR), where callers can access a broad range of information and complete transactions by responding to a series of prompts.

Enhancing traditional touch-tone applications using speech creates a natural flow for users and can increase their level of comfort. Callers can speak multiple pieces of information in a single phrase which reduces the need for multi-level menus and complex navigation procedures.

Nortel/Avaya/Avaya developed an advanced suite of speech recognition features to augment its comprehensive Contact Center solution. These speech technology enhancements include Natural Language, Advanced Speech Recognition, Text-to-Speech, Directed Dialog, Call Routing technologies, Web-centric self-service functions, and browser-based system management and monitoring tools.

High reliability capabilities include redundant Ethernet, N+1 Application Processor (excluding SIP applications), Pooled Speech Resources, and Pooled Ports.

Additionally, MPS supports Computer Telephony Integration (CTI) between Nortel, Avaya, Genesys, and Cisco.

MPS is a completely open, protected, scalable client/server architecture that is resilient, carrier reliable, and can provide self-service solutions behind any other vendor's third-party PBX switch, using common telephony standards.

This is a key advantage which allows MPS to be sold within any vendor's PBX or IP environment. A single, customer service solution can be provided within a hybrid communications network.

MPS solutions provide customers:

- A flexible choice of Application Processor Operating Systems can be Solaris or Windows.
- A budget-friendly solution because the solution is field upgradeable with a keycode for new functionality. For example, the number of ports supported by the MPS 500 can be expanded via keycodes.
- Improved resiliency, and reliability, which improves customer satisfaction. The introduction of dual Ethernet and N+1 AP, keeps the customer connected even if the system restarts. Don't lose your callers and make them start from the beginning navigating menus and decision paths to get help.
- Supports speech with a choice of multiple speech vendors for voice recognition, text to speech, and speech verification.
- Offers full Professional Services for design and implementation and full recording studio capabilities for development of personas, and recording prompts.
- The open system architecture and design enables the use of industry standard components including software licenses. MPS also supports traditional TDM or IP environments or both on the same system.
- Common resource sharing capabilities for conference, speech servers, and trunk sharing reduces the overall total cost of ownership for infrastructure.
- MPS 500 is available with either Solaris or Windows 2003 Operating Systems.

MPS Release 3.5 allows you to take advantage of improved resiliency and reliability. The introduction of dual Ethernet and N+1 AP, keeps the customer connected even if the system restarts. Don't lose your callers and make them start from the beginning navigating menus and decision paths to get help.

MPS 3.5 update contains new enhancements including Speech, Application Development, CTI, Signaling, and DBMS/Hosts.

- Builds upon the MPS rich natural language capabilities, supporting latest speech engines, supports VoiceXML 2.1, and with SCE provides an environment to accelerate application development
- Expands 3rd party integration support with CS2K SIP ACD and Avaya AES
- Enhances customer experience with self service through advanced speech capabilities
- Media Processing Server 3.5 supports speech with a choice of multiple speech vendors for voice recognition, text to speech, and speech verification.

**MPS 3.5 New Functionality**

Speech
- IBM WVS 6.1
- MRCP open interface (franchising)
- Nuance Verifier 4.1

Application Development
- VoiceXML 2.1 – Phase 2 (Consultation transfer)
- SCE 1.0 support for Nuance 9.0, VXML 2.1, IBM WVS, & IBM WebSphere AS
- SCE from ICP v1.0
- Support Java 6/IE 8.0

CTI
- Avaya AES (TDM)
- Nortel CS2K support for SIP (CC v6.0 FP1)

Signaling
- SIP Signaling QoS support
- IDAP (Hong Kong T1 PRI)
- TMS (VOS) Simulator
- PVI support for SIP/SS7

DBMS/Hosts
- Oracle 11g client

| **MPS Release Summary - Features/Functionality** | **MPS 2.1** | **MPS 3.0** | **MPS 3.5** |
|---|---|---|---|
| TDM and VOIP/SIP on the same system | ✓ | | |
| VXML, CCXML, and MPS Developer application development tools | ✓ | | |
| Web Centric Self Service (WCSS) and WVADS Tool<br>o SOA - HTTP, XML, SOAP, SSL w/Digital Certificates | ✓ | | |
| Call Treatments:<br>o Record and play prompts with MMF or .wav files;<br>o half and full duplex recording<br>o Conference capabilities<br>o Dynamic memory paged prompts<br>o Music on Hold<br>o Third Party Call Model<br>o Call Protect (keep the caller connected during system restarts) | ✓ | | |
| Configuration wizard | ✓ | | |
| Enhanced system reporting and Browser based management tools | ✓ | | |
| CTI with Visual Toolkit | ✓ | | |
| CRM Connectors (SAP, Siebel, Peoplesoft, Microsoft CRM) | ✓ | | |

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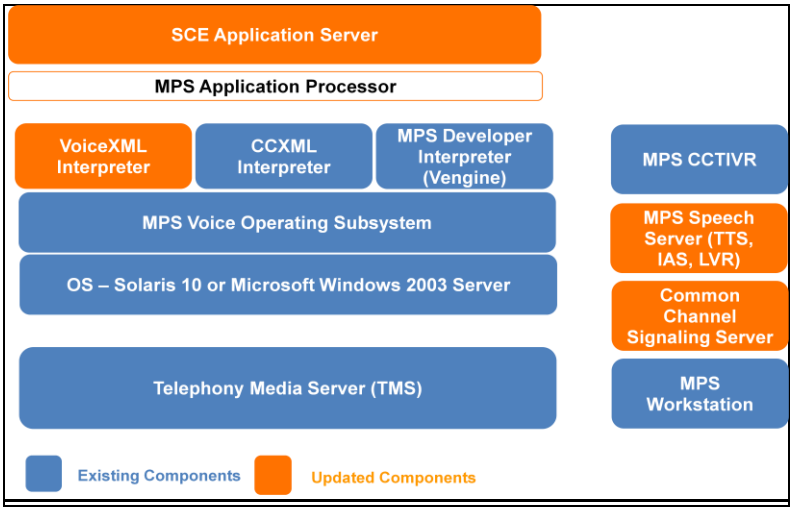
|---|---|---|---|
| Protocol specific toolkits | ✓ | | |
| Speech Engines supported include: Nuance OSR 3.0, RealSpeak 4.0, and Speech Secure 3.1; Nuance 8.5; IBM WVS 5.1 | ✓ | | |
| Internet Audio Server | ✓ | | |
| Resource sharing of outbound lines and conference ports | ✓ | | |
| Resource sharing of Speech Servers and ports | ✓ | | |
| Redundant Ethernet (no single point of failure) | ✓ | | |
| N+1 Application Processor improves resiliency | ✓ | | |
| Telephony protocols (melCAS, EL7CAS, 2BCT, NFAS | ✓ | | |
| Server based and standard Windows or Solaris operating systems' | ✓ | | |
| Common logging for all subsystems (dlog) | ✓ | | |
| Java Services Bridge (JSB) | ✓ | | |
| Ability to have both digital and IP ports in one system. A graceful evolution to IP and all the benefits of IP. | ✓ | | |
| Ability to develop applications using industry standard VoiceXML and Service Creation Environment | ✓ | | |
| Session Initiation Protocol (SIP) support available. | ✓ | | |
| Take advantage of video as an add-on option | ✓ | | |
| Dual Ethernet | | ✓ | |
| Redundant Application Processor | | ✓ | |
| New Operating Systems:<br>• Solaris 10<br>• Windows Standard Server 2003<br>• Windows XP support for Workstation tools | | ✓ | |
| Telephony<br>• Interoperability testing with Succession and MCS products<br>• CCSS server (C7 & SIP) support for MPS AP N+1 failover and Call Protect*<br>• SIP Server running on Windows OS (separate or co-res)* | | ✓ | |
| Platform Vendor Independent (PVI)<br>• Customers supply their own hardware | | ✓ | |
| VoiceXML Platform Certified | | ✓ | |
| VoiceXML Specification 2.0 support | | ✓ | |
| Updates to latest OEM Speech versions including:<br>• IBM WVS 6.11, Nuance Verifier 4.1<br>• Latest Nuance 9 Speech Engine Support | | | ✓ |
| MRCP open interface (Regional ASR engine franchising) | | | ✓ |
| Application Development<br>• VoiceXML 2.1 – Phase 2 (Consultation transfer)<br>• SCE 1.0 support for Nuance 9.0, VXML 2.1, IBM WVS, & IBM WebSphere AS<br>• SCE from ICP v1.0<br>• Support Java 6/IE 8.0 | | | ✓ |
| Speech<br>• IBM WVS 6.1<br>• MRCP open interface (franchising)<br>• Nuance Verifier 4.1 | | | ✓ |
| CTI<br>• Avaya AES (TDM)<br>• Nortel/Avaya CS2K support for SIP (CC v6.0 FP1) | | | ✓ |
| Signaling<br>• SIP Signaling QoS support<br>• IDAP (Hong Kong T1 PRI)<br>• TMS (VOS) Simulator | | | ✓ |

| | | | |
|---|---|---|---|
| • PVI support for SIP/SS7 | | | |
| DBMS/Hosts<br>• Oracle 11g client support | | | ✓ |
| SCE v3.5 (features from ICP v1.0 and from ICP Feature Packs ) | | | ✓ |
| Avaya AES ASAI DLG CTI link support (Avaya MD'd prior MpAPD board interface) | | | ✓ |
| Nortel/Avaya CS2K support for SIP Line CTI | | | ✓ |
| CCSS – SIP support for MPS AP N+1 redundancy | | | ✓ |
| PVI offering for CCSS – SS7 (Solaris) and CCSS – SIP (Solaris and Windows) | | | ✓ |
| SIP Signaling – Quality of Service option (QoS) | | | ✓ |
| Nortel/Avaya Communication Control Toolkit (CCT) v7.0 support | | | ✓ |
| Add'l content such as Java 6 support, Simulated TMS (VOS) support | | | ✓ |
| MPS v3.5 also includes a number of general product improvements (MPS & SCE fixes) over MPS v3.0. | | | ✓ |

## MPS 3.5 Architecture View




## M&C Associates – at your service

M&C Associates is a premier provider of IVR, Speech and CTI solutions to enterprises and government agencies across the United States and Canada. M&C is a certified Avaya Business Partner and provide a full suite of services for the Avaya Voice Portal and Nortel MPS & legacy VPS IVR platforms.

Services include pre-sales consultation and needs assessment, custom application development, script and call flow design, VUI design, grammar development, vocabulary recording & digitization, Speech Recognition & Text-to-Speech, On-going support and maintenance, and Help Desk service.

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