



## TelePro

TelePro is a next generation VoiceXML based voice interface platform that is based on an open standards approach. It allows users to put together complex speech applications using best of breed, Industry standard components. By providing seamless integration with leading speech engines such as Speechworks, Nuance and Elan, TelePro makes it easy and affordable to create sophisticated speech applications for a variety of customers such as Contact Centers, Insurance companies, Airlines and Railways, Logistics and Transport companies, Banks and Financial institutions and many more.

TelePro is based on a next generation network (NGN) architecture that comprises of a call control element or soft-switch, an application server and a media server and a PSTN-IP gateway. TelePro plays the role of the application and media server components. This is depicted in the diagram below.

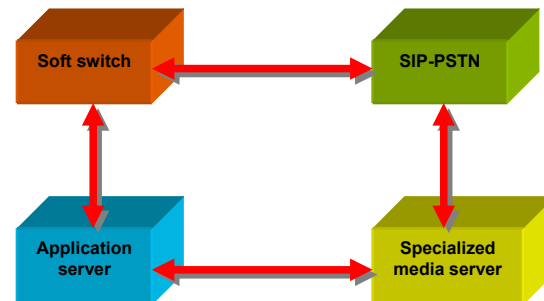
### TelePro Architecture

TelePro consist of a suite of a cluster of application and media servers designed to work in a concerted manner to deliver the benefits of a scalable, reliable and open standards based system. The cluster components can be sized and loaded as per specific application needs and a built in load balancing mechanism allows the cluster to deliver maximum performance from the available resources. The adjacent figure shows:

- a) Application server
- b) Specialized media servers
- c) SIP-PSTN gateways

The application server is a high availability server that listens for SIP requests and services incoming requests by executing a predefined call flow. The call flow is defined using VoiceXML 2.0.

Specialized media servers are (SIP compliant) components that provide media services like mixing, speech recognition, etc.



TelePro complies with the following open standards:

- a. RFC 2543 bis02 dated Nov 24, 2000
- b. RFC 2327 for SDP dated Apr, 1998
- c. R FC 2976 for SIP INFO method
- d. draft\_ietf\_sip\_message\_04.txt for SIP MESSAGE
- e. RFC 2833 for DTMF digit signalling support
- f. RFC 1889 for RTP and RTCP
- g. VoiceXML 2.0 (<http://www.voicexml.org>, draft October 2001)

By using Industry standard hardware (Intel processor, PC architecture) and software (Linux, open standard architecture), TelePro allows rapid development of scalable, cost effective, multi-modal services (DTMF as well as speech) which can interoperate with any other standards compliant device on the network. This is TelePro's formula for maximizing returns, minimizing costs and mitigating risks of obsolescence.