

Aumtech Product Portfolio

Aumtech Product Portfolio is a comprehensive set of foundation technologies, applications, business solutions, and services. It has an extensible architecture and based on open and industry standards.

CGATE Platform – A Carrier Grade Engine

Aumtech's Carrier Grade Advanced Telephony Environment (CGATE) Platform was developed in partnership with one of the largest telecommunications service providers and the largest telecommunication research and development laboratory. Thus, highly robust, scalable and extensible, it is inherently optimized for deployment in carrier networks. Deployed worldwide, CGATE Platform has proven itself over 10,000 ports.

The CGATE Platform consists of:

CGATE Telecommunications and Applications Server

The CGATE Telecommunications and Applications Server provides core telecommunications interfaces, protocol stacks, gateway interfaces, connection/session management, and resource management. It also acts as a middleware by providing an API (Application Programming Interface), which is used by external software to access Media Server's native functions. See Products for more information.

CGATE VXML Browser

The ESS VXML Browser provides an open, standards-based interface to the ESS Portal for developing IMS, Speech-enabled, and IVR applications. Aumtech's own ESS Application offering use the ESS VXML Browser that is offered to the customers. See Products for more information.

CGATE OAM Services

The ESS OAM Services are provided by the Aumtech arcFlash product. arcFlash provides centralized solution for operating, administering, and monitoring ESS Media Servers. It also includes a comprehensive set of usage reports for ESS Media Servers and Applications. See Products for more information.

ESS Applications

ESS Agent Assisted IVR

See Products for more information.

ESS Automated Web Agent

Automated Web Agent allows agents to use Automatic Speech Recognition and Text-to-Speech technologies to help customers complete their transactions over the web. Agents assist callers seamlessly, while customers continue to interact with the voice-enabled IVR. With Automated Web Agent, web-based customer interactions become more profitable, as abandonment rates -- and costs-per-transaction -- plummet. The application helps you offload contact center traffic while increasing customer satisfaction via complete and effective web-based transactions. See Products for more information.



ESS Automated Interactive Messaging Service (AIMS)

AIMS (Aumtech Interactive Messaging Service) provides a highly flexible framework for quickly implementing scheduled and event-based information delivery services. Notify thousands in minutes with alerts, emergency messages, and other time-sensitive information. The web-based tool provides user-defined rules for delivery of your event-based or scheduled messaging, including time-of-day, device(s), and recipient lists. See Products for more information.

Industry Solutions

Airline

Air travel costs keep rising and margins are exceptionally tight, but how can you increase efficiency, reduce operating costs and build customer loyalty at the same time? Aumtech's suite of innovative, industry-leading airline solutions can help you reach your goals. Our field-proven, flexible applications can off-load call centers, speed customer communication, improve operations efficiency, dramatically reduce costs and increase customer satisfaction.

Aumtech blends the best of proven and new technology to deliver the most cost-effective, high-impact answer to your business challenges, including:

Automated Reservations

Schedule Availability & Fares

Flight Information

Flight Status & Rescheduling

Non-Revenue Reservations

Voice-Enabled World Tracer

Fax Confirmation

Automated Web Agent

Healthcare

Managed care organizations and hospitals are dealing with increasing government regulations on patient privacy while trying to improve operational efficiency and reduce costs. Streamlining administrative tasks and consumer interactions with Aumtech's flexible information management solutions can help you improve customer service while achieving significant cost savings. See Products for more information.

Professional Services

See Services for more information.