LumenVox Call Progress Analysis (CPA)

TONE-BASED DETECTION
GETS YOUR MESSAGE HEARD
WITH OVER 98% ACCURACY

HELLO, THIS IS...

LumenVox's new Call Progress Analysis (CPA) increases the effectiveness of your outbound messaging application. Built on and replacing our existing Answering Machine Detection (AMD) technology, this new solution increases its reach beyond detecting answering machine and voicemail tones.

When the call is connected, it automatically begins to listen for fax or voicemail tones, and also uses LumenVox's advanced voice activity detection to determine for how long the other side is speaking. This lets you rest assured that your predictive dialer or IVR is getting the right message to the desired recipient more accurately than ever.

A Unique Approach

The LumenVox Call Progress Analysis solution leverages the strength of the LumenVox Speech Recognizer in combination with our tone detection in order to accurately determine whether a human or machine has answered the call.

Once CPA has determined whether it has reached a live person or a machine, your application can decide what to do: live humans can be sent to agents or dropped into IVRs, while voicemails can have perfectly end-pointed messages delivered using our tone detection to know when to start playing the message.

Once the voicemail beep is detected, the application restarts playing its message or a custom voicemail message is played. Your message sounds more professional because it starts precisely where it should. Our tone detection is tested at over 98%* accuracy.

The technology is compatible with most voice platforms and PBX systems, and fully supported through the standards-based Media Resource Control Protocol (MRCP). Since MRCP is supported by almost every major voice platform, it makes plugging the LumenVox Call Progress Analysis solution into your application simple.

*98% measured in large scale testing, based on recordings of actual calls. Accuracy may vary.

LumenVox Call Progress Analysis Features

Tone-based Detection — let our experience ensure your application's success

Our tone-based detection represents a significant innovation compared to many other energy-based answering machine detection technologies. Most systems guess whether the call is connected to a human based on energy levels and timing queues, resulting in unacceptably inaccurate messaging applications.

Proven Technology — trust in the reliability of an existing product

LumenVox's Call Progress Analysis technology is actually a specialized functionality of the LumenVox Speech Recognizer, version 9.5 or newer. You now have the dependability of LumenVox's flagship ASR product driving your analysis.

Product Familiarity — use your experience to ease development

We have designed the technology to be easily dropped into existing platforms. From a technical perspective, you are just loading a special grammar file and waiting for a return from the Speech Recognizer. This also means that it can run on any modern Windows release or supported Linux distribution.

Standards Support — simplify development through industry standards

Call Progress Analysis is supported over Media Resource Control Protocol (MRCP) versions 1 or 2. It should be compliant with any VoiceXML or CCXML platform that also supports MRCP.

Scalable Deployments — grow your environment with your business

System resource requirements are relatively minimal but may scale up for very large numbers of simultaneous detections. This extra system load is in addition to any speech recognitions the LumenVox Speech Recognizer may be performing.

LumenVox Call Progress Analysis (CPA) SDK

Develop a Successful Speech Application

LumenVox believes in equipping our partners with the proper tools to be successful in developing speech applications. That's why the LumenVox SDKs come with a complete package of software, training, support, and licenses that enable any developer to begin building applications quickly and efficiently.

A Best Practices Guide to Success

For each SDK, LumenVox works with you through the process of making your speech applications successful:

- Discovery
- Setting up your environment
- Assisting with the installation of the software and hardware
- Training you on the operation and how to design a speech application
- Assisting with the development of your application
- Giving you ports to test with under load conditions
- Teaching you how to use our post deployment LumenVox Speech Tuner
- Tuning your application

LumenVox Pricing: Investing in Your Success

LumenVox invests in your success with discounted pricing and help from Proof of Concept to Proof of Sales.

5 LumenVox CPA Licenses	MSRP $200
Training and Technical Support (see website)	MSRP $2,100
100 Subscription Licenses for load testing up to 1 month	MSRP $400
1-Year Software Maintenance	MSRP $40
TOTAL:	MSRP $2,740

Your Price: **$1,800**
35% Savings

For more information on LumenVox CPA pricing, please visit: **www.lumenvox.com/store/cpa-sdk/**

LumenVox Call Progress Analysis (CPA) SDK Features

The LumenVox CPA SDK is designed to accelerate the learning curve. It includes the following components:

Discovery Workshop	LumenVox solution architects will hold a custom discovery workshop with you to understand your objectives and requirements in order to recommend the best path forward.
LumenVox Call Progress Analysis (CPA)	Five full LumenVox CPA licenses include all the software and documentation necessary.
LumenVox CPA Software Maintenance Contract	One year of software maintenance includes free upgrades for the first 12 months.
Load Testing Licenses	100 LumenVox CPA subscription licenses for load testing allow developers to ensure that the project is production-ready prior to release.
LumenVox Training	1 Half-day of training workshop on CPA development, best practices and post-deployment tuning.
LumenVox Technical Support	5 hours of LumenVox technical support through development, deployment, technical challenges, and testing.
Discounts on Future Purchases	Future purchases of licenses will be discounted on a graduated scale.

For more information on the LumenVox CPA, please visit: **www.lumenvox.com/products/speech_engine/cpa.aspx**

About LumenVox

LumenVox is a speech automation solutions company providing core technologies and design, development, deployment, tuning and transcription services. Since 2001, we have achieved recognition for our high quality speech automation software and tuning products and have been certified as amongst the most accurate and reliable in the industry.

Speech Recognizer	Text-to-Speech	Call Progress Analysis	Speech Tuner

LumenVox®
Speech Understood

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