

# CALL PROGRESS ANALYSIS

Tone-Based Detection

## GET YOUR MESSAGE HEARD WITH OVER 98% ACCURACY

### **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' Call Progress Analysis technology is 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 simply 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 environments 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.

## Key Benefits of Call Progress Analysis



Increase the effectiveness of your outbound messaging application.



Reach beyond answering machine and voicemail tone detection. Using LumenVox' advanced voice activity detection, LumenVox CPA automatically begin listening for fax or voicemail tones to determine how long the other side is speaking once the call is connected.



Rest assured that your predictive dialer or IVR is getting the right message to the desired recipient more accurately than ever.

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

## A UNIQUE APPROACH

Leveraging the strength of the LumenVox Speech Recognizer, in combination with our tone detection, LumenVox Call Progress Analysis accurately determines whether a human or machine has answered the call.

Once LumenVox Call Progress Analysis has determined whether it has reached a live person or a machine, your application can decide what to do.

**Your message sounds more professional because it starts precisely where it should.**

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.



### VOICE MAIL DETECTED

Using our tone detection to know when to start playing the message, a perfectly crafted, end-pointed message restarts at the beginning, or a custom voice mail message is played.



### HUMAN DETECTED

Your application can decide what to do: play the message at the beginning of the call, send live humans to an agent, or drop the call into an Interactive Voice Response (IVR) system.

**LEARN MORE ABOUT LUMENVOX CALL PROGRESS ANALYSIS.  
CONTACT US TODAY!**



#### WANT TO LEARN MORE? [WWW.LUMENVOX.COM](http://WWW.LUMENVOX.COM)

LumenVox and the LumenVox logo are either trademarks or registered trademarks of The LumenVox Corporation and are registered in the United States. All other trademarks are the property of their respective owners. © 2019 The LumenVox Corporation. All Rights Reserved.

03-19A



#### ADDRESS

**US:** 591 Camino De La Reina,  
Suite 1040, San Diego, CA 92108  
**EU:** Hofmannstr. 25-27  
D-81379, Munich, Germany



#### PHONE

**US:** +1 858 - 707 - 7700  
JUST SAY "SALES"  
**EU:** +49 (89) 127 16 0



#### EMAIL

[LVSales@LUMENVOX.COM](mailto:LVSales@LUMENVOX.COM)