

# CALL PROGRESS ANALYSIS

Tone-Based and Voice Activity Detection

## A GROUNDBREAKING ALTERNATIVE TO TRADITIONAL ANSWERING MACHINE DETECTION

### **VOICE ACTIVITY DETECTION** - our experience ensures your application's success

Our voice activity detection represents a significant innovation compared to many other energy-based answering machine detection technologies. Most systems guess. Our system determines.

### **PROVEN TECHNOLOGY** - trust in the reliability of an existing product

Utilizing sophisticated machine learning to distinguish between speech and background noise, LumenVox' Call Progress Analysis (CPA) technology is a specialized functionality of the LumenVox Speech Recognizer. You now have the dependability of LumenVox's flagship ASR product driving your analysis.

### **ENGAGE CUSTOMERS** - connect with personalized outbound communication

According to a global survey, over 60% of consumers want to receive notifications for time sensitive events such as upcoming appointments, sales, discounts and promotions, and billing notifications. LumenVox CPA enables proactive engagement on a personal level, with accurate outbound phone messaging.

### **STANDARDS SUPPORT** - simplify development through industry standards

LumenVox CPA supports the Media Resource Control Protocol (MRCP) versions 1 or 2, or can be used via a C/C++ direct API. It is compatible with VXML and CCXML platforms that support MRCP. LumenVox CPA can run on any modern Windows release or Linux Red Hat/CentOS 6 & 7.

### **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 LumenVox CPA



Ensure your messages are heard by increasing the effectiveness of your outbound messaging application.



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



Rest assured that your predictive dialer or IVR isn't getting cut off and is getting the right message to the desired recipient more accurately than ever.

## 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

With a combination of our tone-based and voice activity detection, LumenVox CPA knows when to start playing the message, so 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!**

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#### 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)