

COMMUNICATION PROCESS AUTOMATION - EVI

WHAT IS IT?

EVI – Enterprise Voice Integration is a software platform that generally automates communication processes. EVI combines proven technology components from Workflow, Business Rules, VOIP, and IVR (Intelligent Voice Response) to provide an environment that coordinates and automates all the voice and data communications for any organizational process no matter how complex. By taking full advantage of voice and data convergence EVI enables the creation of intelligent 'Communication Nervous Systems' or 'Communication Command and Control' capabilities that can address any kind of communication scenario. EVI is available as a hosted service or as a licensed software product.

EVI uses the Java 2 Enterprise Edition (J2EE) architecture with a relational database. This architecture ensures system portability across server platforms and scalability to high volume use. The system can be web-based with support for web services connectivity.

WHY IS IT INNOVATIVE OR SIGNIFICANT?

EVI makes possible and feasible the automation of a wide variety of communication-oriented processes that previously could only be conducted manually. Significant bottom line cost savings result from automating labor-intensive complex error-prone activities. Additional top line 'new capability' opportunities often result from communication process automation: Improved Responsiveness, Higher Quality of Service, and New Features or Services that were historically too difficult or complex to offer before automation. Converging voice and data has been heralded as the next big thing by analysts for the last several years – with EVI the technology is now mature enough for mainstream businesses and organizations to start benefiting.

EVI has been built using proven products and technology such as Tietronix's TieFlow and the open source Drools rules engine. Also, wherever possible industry standards are utilized: SIP, VXML, CCXML, BPEL, WfXML, and AJAX. EVI can be deployed in various operational configurations. It may be used as a stand-alone system with access through standard web browsers or web services. Alternatively, it can be tightly integrated with another application that makes direct calls to the EVI API.

- **Portable, scalable architecture**
- **Multi-mode communications**
- **Full-featured flow automation**
- **Detailed role assignments**
- **Models any organization**
- **Rich reporting – full audit trail**
- **Real-time instrumentation**
- **Flexible process execution**
- **Process tailoring**
- **Click to Call**
- **Web to Voice**



- **Integration of a distributed work force**

Web-based application allows users from any location to work and communicate virtually as if they were local.

- **Multiple modes of communication**

Communications are mixed and matched as appropriate between voice and data channels: PSTN, VOIP, web, email, IM, SMS, and fax.

- **Improved communication quality**

Implementation of an automated communication process guarantees adherence to corporate or organizational policy every time.

- **Increased efficiency and productivity**

Communication profiles keep track of all contact endpoints – phone numbers, emails, SMS addresses, etc. Also, user's schedule, availability, and areas of expertise are maintained such that every possible communication configuration and permutation is considered in connection attempts.

- **Elimination of single-point failures**

Communication processes are fully documented and automated, so process knowledge does not leave the organization. At runtime, communications can be directed to available members of a group instead of a specific individual.

- **Real-time monitoring and instrumentation**

Authorized managers and users can determine the real-time status of any and all communication processes in the system at any time.

- **Automatic audit trail**

All communication events are recorded and available to authorized users.

- **Continuous process improvement**

Process metrics allow the identification of bottlenecks and areas for process improvement.