



## ***The multi channel application access platform***

**UltraTelecom** is a platform for the development of applications that are accessible via the channels **telephone, mobile phone, e-mail and fax**. It furthermore allows the realization of a telephone exchange that serves a particular business or office including the possibility of spanning multiple branches (**PBX**).

**UltraTelecom** provides a **core software infrastructure** that allows you to rapidly implement **dynamic Interactive Voice Response (IVR) applications, Short Message Service (SMS) applications, subscribe-/receive e-mail/fax applications** as well as **PBX installations** according to the needs of your business.

**UltraTelecom** integrates with **UltraCore** in a way that it allows accessing the functionality of Rich Internet Applications developed with **UltraCore** via alternative channels like telephone, mobile phone, e-mail and fax.

With **UltraTelecom** **any developer can develop telecommunication applications** even if he is not familiar with telecommunication technologies at all: All he needs is basic knowledge in Java and the documentation shipped with **UltraTelecom**.

The **key benefits** of **UltraTelecom** are:

- **Access your applications over multiple channels ...**

Internet interaction from a PC or a laptop is not always the optimal way to access an application. With **UltraTelecom** you can extend your applications in a way that they are accessible via voice, SMS, fax and e-mail.

By combining **UltraTelecom** with **UltraCore** you get a) out-of-the box multi channel access to the Rich Internet Applications built with **UltraCore** and b) a development environment for building multi channel web applications.

Of course you can also use **UltraTelecom** independently of **UltraCore** in order to build new applications or extend your existing applications with multi-channel access.

**What is special about this?** **UltraTelecom** integrates all channels while allowing for centralized application logic. In this way, you do not have to redundantly implement the same application logic for every channel all over again. Furthermore, **UltraTelecom** prevents you from the time- and cost consuming experience of having to integrate many different telecommunication platforms without ever reaching the desired quality and efficiency level.

- **... for 1/3 of the costs (or even less)**

compared to other conventional solutions currently available on the market.

**How is this possible?** **UltraTelecom** is built on top of the leading open source PBX software Asterisk® that is license-free and runs on any PC or server with Linux operating system without demanding any further special features. In this way, highly specialized and thus expensive hardware-software telecommunication infrastructures are not needed (like for example in the case of Cisco or Siemens IVR Systems).

Furthermore, the combination of **UltraTelecom** with **UltraCore** relieves you from the major costs and programmatic effort you have in order to integrate a conventional solution with the business logic residing within your applications: When applying **UltraTelecom** on top of applications/business logic built with **UltraCore** you do not have to connect each channel with the corresponding application in a proprietary (in most cases vendor-specific) programmatic way.

This means, that you avoid rigid and redundant implementations and the costs resulting from the complexity of these implementations: With the combination **UltraTelecom** and **UltraCore** you can access directly any application on the application server on which it is currently running. This relies on the **UltraCore** built-in technologies of Session Syncing and Remote Application Execution. The consequence is that you achieve multi-channel access to your existing applications with zero integration-/deployment effort and a substantial cost reduction.

- **Advanced voice features**

For the access of applications over voice, **UltraTelecom** supports **dynamic multilingual IVR menus** and offers advanced text-to-speech (TTS) capabilities (SAPI-5 compatibility, embedding of high quality natural language voices). This means that the IVR menus can even change dynamically at runtime and that **numeric or text data** (stored for example in the database) **can be automatically transformed to speech in real time** and transmitted to the caller in form of a spoken text.

**UltraTelecom** can interconnect with different TTS systems and provides a multi-threaded TTS server that allows the simultaneous processing of requests for text-to-speech transformations originating from different systems. **UltraTelecom** can be combined with the **Loquendo TTS** (that is one of the worldwide leading TTS solutions) and provide **out-of-the-box high quality automatic text-to-speech transformation in approximately 25 languages**.

- **Communication via SMS**

Exposing of functionality via SMS makes your application reachable from anywhere. **UltraTelecom** supports the "Request and Reply", "Subscribe" and "Application Interaction" communication modes. This allows for the realization of applications like Tele voting, Breaking News Delivery, Stock Alerting, Information on Demand, Notifications, etc.

- **State-of-the-art PBX**

With **UltraTelecom** you can implement a full-fledged PBX that serves the head office and all the branches of your company. **UltraTelecom** uses the open source software Asterisk®, one of the worldwide most comprehensive PBX solutions, and enables you to set up a reliable telephony network that combines Voice Over IP- and conventional telephony in a way that it minimizes your telephony costs. **UltraTelecom** also provides a call manager web application that allows you to watch real time all channels and actions, and also functions interactively to monitor calls, transfer, hold, dial out etc. The application is based on the real time technology, provided by **UltraCore**.

- **VOIP support**

Access your applications by calling over the Internet. Secure accessibility via username and password verification of incoming calls. Setup your internal phone infrastructure completely flexible with VOIP network/wireless phones.

- **Powered by Asterisk®**

**UltraTelecom** uses the open source software Asterisk®, one of the worldwide most powerful PBX solutions.

## **UltraTelecom™: ACCESSIBILITY FROM ANYWHERE**

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