Bay Talkitec
Innovating Convergence

We **offer** unified solution which is true **Media Convergent...**

Baytalkitec (BTT) has made its name in the Computer Telephony Integration business from**1991** by developing highly customized applications that suited the specific needs of its customers **better, faster, and more cost effectively**. BTT has specialized in the development of customized **Interactive Voice Response Solution** and users can upgrade their IVR solutions to **speech-enabled** IVR solutions.

IVR scripting tool creates customized IVR call flows for both inbound and outbound calls used for in-house calling campaigns. By employing **open standards**, the product becomes versatile and can be used on **multiple platform** (Windows and LINUX). It also improves Customer care with its **unified solution** that supports all modes of communication (Voice, Video, Fax, E-mail, SMS and the Web).

SmartCall is a unified system which supports phone, e-mail, fax and voice over the net. It is a total solution with IVR Script Tool, Pop-up Tool, Report Script Tool and tools for database integration.

➢ Operates on both **LINUX and Windows Platforms**
➢ Support for Dialogic Analog and Digital E1 Voice Processing Interfaces with various signaling
➢ Inbound Automatic Call Distribution with skill based routing and Outbound Dialing
➢ Voice Logger and Voice Mail
➢ Agent Monitoring, Training and Conferencing
➢ Send and Receive E-mail, FAX and SMS.

HMP - Host Media Processing
SmartCall supports Dialogic® Host Media Processing (HMP)
➢ Supports H.323 and SIP protocols
➢ SIP Client Support for Agent Desktop
➢ Supports Voice / Fax / CSP for ASR, TTS / RTP Streaming
Products based on HMP are Conferencing, Messaging, IP Call Center, Prepaid Services and IVR Voice Portal

Video Portal It is the convergence of video with voice and data. A video portal can move far beyond the previous generation's voice portal technology, supplying rich and informative video content to subscribers anytime, anywhere on their Cell phones /IP video phones.
Baytalkitec has created a proven development interface that allows video applications to be developed in Linux.
➢Video SMS
➢Video Greetings
➢Video Mail
➢Tourist Info etc...

Professional services
BTT has wide experience in developing custom made telecom software. We have a good team of experienced engineers who can develop Computer Telephony Applications as per user requirement like IVR, ASR , TTS and call center. In addition to product development we offer a wide variety of the following services:

• Software development
• Software testing
• Installation
• Product support and maintenance

Our engineers are well experienced in complete software development phases from requirement management, design, code and testing and we are constantly adding new skills to our team of experts.

IVR Script Tool now operates on both **LINUX** and **Windows Platforms.**
The Scripting Tool allows the user to create any type of campaign in-house.

➢ Play Message and Record Message
➢ Can effect transfer of call to the agent in a Call Center deployment
➢ Fully SQL compatible database with ODBC Interface
➢ Has provision for the External application hook in the areas of confidential and complex business process involvement
➢ Support for sending Fax-on-Demand and Receiving Fax mails
➢ Supports creation of Speech enabled Interactive Applications and Text-to-Speech Conversion
➢ Supports InBound Service and OutBound Campaigns
➢ **HMP** component to support IP based Telephony

Dialogic

ISO 9001-2000
FS 93575

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QUALITY
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SmartSpeech is an integrated platform for ASR and TTS and supports **Microsoft and ScanSoft** engines.

- Offers Multiple Grammar Support to handle large vocabulary
- Supports Real Time Learning (RTL), to tune the User Profile for recognition precision.
- Speaker Independent.
- Recognition accuracy above 90%.
- Allows communication using the Windows messaging System.
- Offers easy integration with any other voice enabled applications.
- Natural sounding speech in Indian, American and British accent output.

Voice Logger is a digital multi-channel voice logging, call monitoring and recording software operating in On-Hook / Off-Hook, Vox, OnDigit, DNIS and CLI Modes with 2 Wire Analog / Digital Extensions / E1 / T1 Tapping Lines

Features:
- High Impedance Board
- CTI Interface
- Dynamic Seating
- FTP
- VL Playback by Phone
- True Speech Compression

CCS7 based solutions for **GSM applications**

- Caller Ring Back Tone
- Missed Call Alert
- Unstructured Supplementary Service Data
- Welcome Roamer
- Location Based Service
- SMS Call Back

OTHER PRODUCTS

- **Conferencing Bridge**
- **Voice Mail / Unified Messaging System**
- **SMS Development Suite**
- **Fax On Demand**
- **Solid State IVR**

OUR CLIENTELE

Translink, Singapore
Gleneagles Hospital, Singapore
Reliance InfoComm, India
Bharti Telecomm, India
Various Telco Carriers and Operators
Indian Railways
United Telecom - Nepal
Newgen

Jet Airways
Indian Airlines
DSP Merrill Lynch
Dedicated Health Services(DHS)
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