Products and Services Overview

APEX
VOICE COMMUNICATIONS
The Application Server Company

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APEX Service Delivery Platform:
OmniVox3D® Application Server

ITEM	DESCRIPTION
OmniVox3D Application Server	
APEX SIP Session Manager	
OmniVox3D – Fault Tolerant	Fault Tolerant Configuration
OmniView SCE and OAM&P Console	GUI–Based Service Creation Environment and Operations, Administration, Maintenance & Provisioning Console
IVR Module	Interactive Voice Response
ITR Module	Interactive Text Response
IVVR Module	Interactive Voice & Video Response
Fax Module	Fax Services
Speech – ASR Module	Automatic Speech Recognition
Speech – TTS Module	Text–To–Speech
Diameter Module	Diameter Support for IMS billing
OneAPI Module	GSMA OneAPI Billing for Value Added Services
Conferencing Module	Conferencing Support
Voice Chat Module	Voice Chat Support

APEX Service Delivery Platform:
APEX Telephony/Media Server

ITEM	DESCRIPTION
TDM Signaling Support	SS7, ISDN-PRI, T1/E1, CAS
TDM Telephony Board	Single, Double, Quad, Octal and Sixteen T1/E1 Span Board Configurations
SIP Signaling Support	SIP H.323
SIP Coded Support	G.711 G.729, G.729a, G.729b, G.729a/b and G.723.1 H.263 and H.264
Media Server Support	Speech Technologies Conferencing Video Support
H.324M to SIP Video Gateway	H.324M/SIP Gateway for Video Calling from 324M enabled mobile feature and smart-phones.
Server Hardware	The APEX SDP supports standard international protocols and is designed on an open architecture to run on off-the-shelf server hardware. APEX recommends Dell and HP servers and can configure them upon request.
Fault Tolerant Configurations	APEX provides Fault Tolerant server hardware and software configurations

APEX Service Ready Solutions

ITEM	DESCRIPTION
APEX Messaging System	Unified Messaging
APEX Prepaid System	Real Time Billing
APEX Automated Collect Calling	Automated Collect Calling
APEX First Touch	Self Service Customer Care Optimizer
APEX IVR	Interactive Voice Response
APEX IVVR	Interactive Voice & Video Response
APEX ITR	Interactive Text Response
APEX Conferencing System	Voice & Video Business Conferencing
APEX Network IVR	Network IVR Solution
APEX IVR Consolidation	Consolidation of IVR services in the network with intelligent routing to specialized contact center, group or individual agent
APEX Voice ACD	Automatic Call Distributor – Voice
APEX Video ACD	Automatic Call Distributor – Video
APEX Text ACD	Automatic Call Distributor – Text
Outbound Voice & Text Telemarketing	Outbound application for interactive massive calling and texting campaigns

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APEX Professional Services

ITEM	DESCRIPTION
Systems Integration & Testing	Integration of Operating System, APEX Software & Server Hardware at APEX California facilities. Includes configuration and stress testing.
Product Training	Product Training for customer to become fully independent in the OAM&P of the APEX SDP and the creation of Value Added Services.
Technical Support Services	Product technical support. 24 x 7 services available.
Project Management	Project management services provided for projects requiring expertise in implementing IVR, SDP, VAS and Customer Care solutions.
Application Development	APEX professional services team provides project specific services based on customer specifications
Managed Services	APEX provides expertise for customers that choose to outsource the management of the APEX SDP, application development, maintenance and support.

Order Checklist

ITEM	ORDER / QUANTITY
OmniVox3D Application Server	/
APEX SIP Session Manager	/
OmniVox3D – Fault Tolerant	/
OmniView SCE and OAM&P Console	/
IVR Module	/
ITR Module	/
IVVR Module	/
Fax Module	/
Speech – ASR Module	/
Speech – TTS Module	/
Diameter Module	/
OneAPI Module	/
Conferencing Module	/
Voice Chat Module	/

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