



Products and Services Overview

Table of Contents

<u>Page 1</u>	APEX Service Delivery Platform – OmniVox3D Application Server
<u>Page 2</u>	APEX Service Delivery Platform – APEX Telephony/Media Server
<u>Page 3</u>	APEX Service Ready Solutions
<u>Page 4</u>	APEX Professional Services

APEX Service Delivery Platform: **OmniVox3D® Application Server**

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

[Table of Contents](#)

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

[Table of Contents](#)

APEX Service Ready Solutions

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

[Table of Contents](#)

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.
<u>Product Training</u>	Product Training for customer to become fully independent in the OAM&P of the APEX SDP and the creation of Value Added Services.
<u>Technical Support Services</u>	Product technical support. 24 x 7 services available.
<u>Project Management</u>	Project management services provided for projects requiring expertise in implementing IVR, SDP, VAS and Customer Care solutions.
<u>Application Development</u>	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.

[Table of Contents](#)

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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