

TekIVR is a SIP Interactive Voice System (IVR)

Introduction

TekIVR is a SIP Interactive Voice System (IVR) which provides “Call Attendant” function (Based on RFC 3261) runs under Windows (XP, 2003 Server).

Major features:

- Simple, easy to use interface.
- You can create your own IVR scenario using built-in scenario editor. You can select your own audio files to be used in IVR scenario (They must be a wav file in 16 bit per sample, 1 channel and 8000 Hz sampling frequency). TekIVR can also read-out texts using TTS (Text-to-Speech) engine.
- Supports G.711 A - Mu law codecs.
- Supports NAT traversal. TekIVR also supports UPnP.
- Call transfer accomplished by using SIP REFER method (RFC 3515).
- TekIVR can record and send incoming calls for configured SIP endpoints via e-mail (Voice Mail feature).
- You can dial into TekIVR and listen recorded messages in your mailbox. TekIVR supports Voice Mail Indication (RFC 3842).
- You can monitor active SIP calls in real-time.

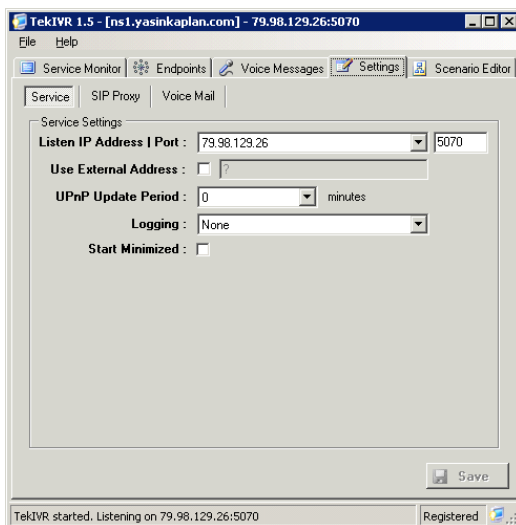


Figure - 1. TekIVR IVR Settings

TekIVR also checks if it is installed behind an UPnP supported NAT gateway. If so, TekIVR automatically detects external IP and display it on status bar. TekIVR also adds a reverse mapping for incoming UDP connections automatically (Default UDP port 5070).

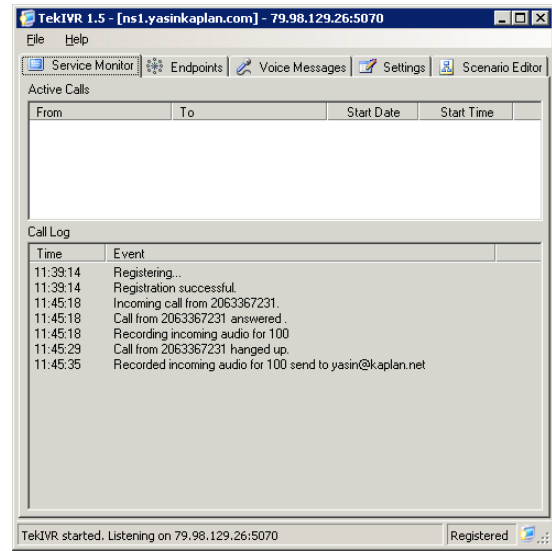


Figure - 2. Service Monitor Tab

You can monitor active calls through service monitor tab.

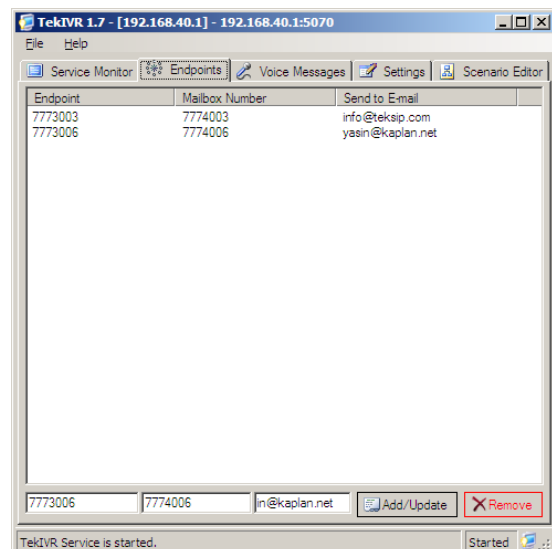


Figure - 3. Endpoints Tab

You can define endpoints, their mailbox numbers and optionally their e-mail address for sending recorded audio messages through Endpoints tab.

Scenario Editor

You can create your own IVR scenario using built-in Scenario Editor.

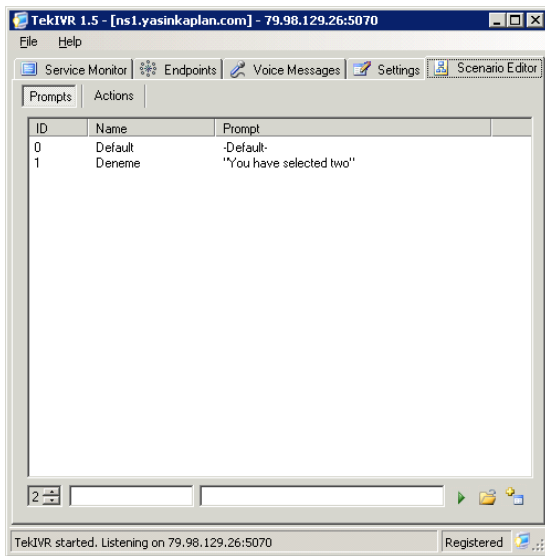


Figure - 4. Scenario Editor / Prompts Tab

Click Scenario / Actions Tab to define steps in your IVR scenario. TekIVR supports following actions in IVR scenarios, Play, Evaluate, Transfer, Execute Exit.

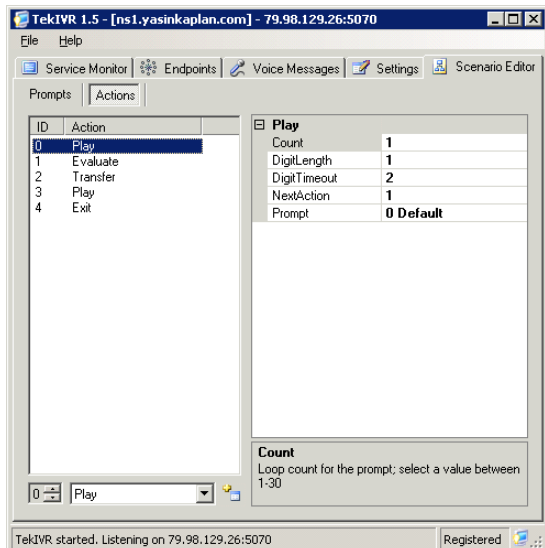


Figure - 5. Scenario Editor / Actions Tab

Supported SIP RFCs

RFC 2617 HTTP Authentication: Basic and Digest Access Authentication

RFC 2782 A DNS RR for specifying the location of services (DNS SRV)

RFC 2976 SIP INFO Method

RFC 3261 SIP: Session Initiation Protocol

RFC 3262 Reliability of Provisional Responses in the Session Initiation Protocol (SIP)

RFC 3265 Session Initiation Protocol (SIP)-Specific Event Notification

RFC 3515 The Session Initiation Protocol (SIP) Refer Method

RFC 3550 RTP: A Transport Protocol for Real-Time Applications

RFC 3551 RTP Profile for Audio and Video Conferences with Minimal Control

RFC 3842 A Message Summary and Message Waiting Indication Event Package for the Session Initiation Protocol (SIP)

RFC 3856 A Presence Event Package for the Session Initiation Protocol (SIP)

RFC 3891 The Session Initiation Protocol (SIP) "Replaces" Header

RFC 3892 The Session Initiation Protocol (SIP) Referred-By Mechanism

System Requirements

TekIVR requires Microsoft .NET Framework 2.0 installed with the latest patches. Pentium IV class CPU with 512 MB of RAM is ideal for most configurations.