

Liaison Vocale

Liaison Vocale Ello! certified with Alcatel-Lucent Enterprise OmniPCX Enterprise and OXO Connect



SOLUTION OVERVIEW

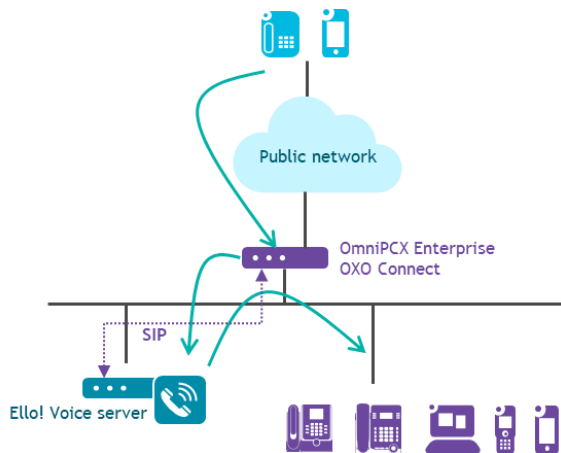
ELLO! is a digital switchboard which combines a powerful voice recognition software and the intelligent transfer of incoming calls.

ELLO! est un accueil téléphonique numérique qui combine un puissant logiciel de reconnaissance vocale et le transfert intelligent des appels entrants.

INTEGRATION OVERVIEW

Inbound call handling and intelligent transfer to the appropriate destination including:

- Natural voice understanding
- Intelligent call routing
- Simplified web-based management
- 24/7 availability



Gestion des appels entrants et transfert intelligent vers la destination appropriée, incluant :

- Compréhension vocale naturelle
- Routage intelligent des appels
- Gestion simplifiée via une interface web
- Disponibilité 24h/24 et 7j/7

INTEGRATION DETAILS

- **SIP integration**
- **Support for Voice over IP and RTP codecs**
- **Reception of incoming calls**
- **Intelligent call transfer**

With support for voice recognition and DTMF

- *Intégration par liaison SIP*
 - *Prise en charge de la Voix sur IP et codec RTP*
 - *Réception des appels entrants*
 - *Transfert intelligent des appels*
- Avec prise en charge de la reconnaissance vocale et du DTMF*

TECHNICAL DETAILS

For technical support, contact

+33 1 84 04 03 71
 liaison@liaisonvocale.com

ENVIRONMENT

Partner

- Ello Intelligent Voice server 4.11

Alcatel-Lucent Enterprise

- OmniPCX Enterprise R101.0-N3.521.10a
- OXO Connect & OXO Connect Evolution R6.2-030-001

SUPPORTED API

- SIP Trunking, SIP Extension (OXE)

COMPANY OVERVIEW

LIAISON VOCALE SAS (former Cogis vocal)

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78000 Versailles

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 www.liaisonvocale.com

Founded in 2013, we are a French company that brings together expertise in IT, networking, and telecommunications. Based in Versailles, a suburb of Paris, our core business is the development, publishing, and sale of software solutions that leverage speech recognition to enhance customer relationship management. Our solutions integrate seamlessly with any IT or telecom technology, offering applications that are easy to deploy, upgrade, and use.

Fondée en 2013, nous sommes une entreprise française réunissant des expertises en informatique, réseaux et télécommunications. Basés à Versailles, en région parisienne, notre cœur de métier est le développement, l'édition et la commercialisation de solutions logicielles exploitant la reconnaissance vocale pour optimiser la gestion de la relation client. Nos solutions s'intègrent parfaitement à toute infrastructure IT ou télécom, et offrent des applications faciles à déployer, à mettre à jour et à utiliser.



DISCLAIMER: This certification provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering. However, be aware, this document is associated with an InterWorking Report (IWR) available on [MyPortal - Alcatel-Lucent Enterprise](#) which provides possible restrictions and limits.

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