

Sangoma Lyra AMD (Answering Machine Detection) for Asterisk



Product Name: Sangoma Lyra AMD (Answering Machine Detection) for Asterisk

Manufacturer: Sangoma

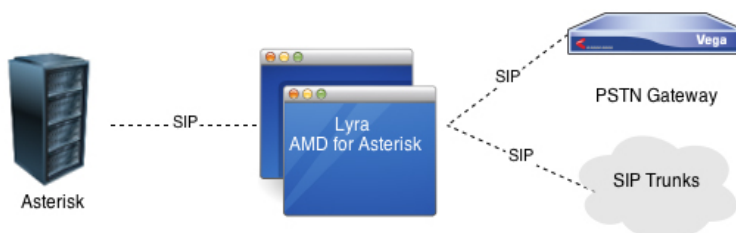
Model Number: LYRAAMD

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The Sangoma Lyra AMD (Answering Machine Detection) for Asterisk software application from Sangoma software provides the most accurate and resilient Answer Machine Detection (AMD) engine, enabling fast and reliable real-time call classification and drives the efficiency and quality of automated calling applications to unmatched levels.

Features and Benefits of Sangoma Lyra AMD

- Best in Industry Accuracy and Response TimePatent-pending algorithms deliver the highest accuracy and call delivery rates for automated calling applications.
- Asterisk Integration
- SIP Call Flows
- Asterisk patch available for simple integration
- Optimised Detection
- Configurable Pre-Connect Tone Detection
- Post-Connect Analysis
- End of Greeting
- Resilience Against Different Calling ConditionsThe statistical models used by Lyra have built-in robustness to background noise and network conditions.
- Standards-based Integration via SIP No proprietary Application Programming Interfaces. Support for both PSTN and VoIP networks.
- Operations in a Dynamic EnvironmentLyra uses call progress confidence measure, which allows it to adapt the call progress according to contact center operating conditions.



Contact Center operations must also comply with very stringent regulations, such as maintaining a low percentage of dropped calls, following no nuisance regulations, and connecting to an agent in less than 2 seconds. This puts a lot of pressure on existing CPA technologies because many rely on simple rule-based algorithms that provide sub-optimal performance, which in effect lead to poor efficiencies in the Contact Center.

Sangoma Lyra AMD uses new, patent-pending technology to provide more accurate and efficient CPA. With algorithms based on neural networks and statistical learning, Lyra delivers the highest

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accuracy and call delivery rates for automated calling applications and ensures fast and accurate automated call classification, which directly translate into improved efficiency of agents and higher quality customer interactions. With a higher automation rate and better use of agent time, this solution can literally save millions of dollars in yearly annual operating costs.

Sangoma Lyra AMD (Answering Machine Detection) for Asterisk Technical Specifications The Lyra AMD for Asterisk software runs in SIP networks as a back-to-back user agent (B2BUA). SIP/ Session Control Interface:

- B2BUA as Relay Server or Outbound Proxy
- SIP as per RFC 3261
- 3PCC as per RFC 3725
- Sangoma SIP Extensions for CPA

Media Processing:

- Patent-pending Call Progress Analysis Neural Network
- Configurable pre-connect analysis (International pre-connect tones such as ringing, Busy, SIT)
- Post-connect analysis
- End-of-Greeting detection
- DTMF per RFC 2833
- Built-in recorder for tuning and quality/accuracy audits

Benchmarking:

Sangoma has run its own internal benchmarking of various technologies, out-of-the-box, without tuning; using a database of live recordings of approximately 5000 calls. Sangoma provides 15% increase in accuracy over competing technologies. While this does not constitute a guarantee, live deployments should experience similar results and performance over a statistically significant sample of calls.

Management tools:

- Logging
- Event viewers
- Automated CSV file generation for quality/accuracy audits

Price: £39.44
