Product Name: Sangoma Netborder Call Progress Analyzer
Manufacturer: Sangoma
Model Number: -

Availability: In Stock

Fast and reliable real-time call classification and routing for the Outbound Contact Center

This product includes NetBorder Call Analyzer: Standard Software Maintenance Contract:
Annual, renewable standard support services. 5x9
email and phone support. Includes all patches, updates and upgrades.

NetBorder Call Analyzer is a patent-pending Call Progress Analysis engine that ensures fast and
accurate automated call classification, even when reaching wireless phones, or systems with
Color Ringback Tone. Improve the efficiency of your agents and make sure your customers
interaction with your organization is of the highest caliber.

Call Analyzer's Call Progress Analysis engine quickly and accurately determines the outcome of
call attempts. Whether it's voice mail, a live human, or a special intercept tone that answers the
call, NetBorder Call Analyzer functions much like a human brain: it adapts to a wide variety of
noise conditions, ringing patterns, and telecom network conditions.

NetBorder Call Analyzer delivers the highest quality CPA results, regardless of whether your
system is running over a traditional telephony interface or in a pure VoIP network.

It interfaces with automated applications via the standard SIP protocol.

The best outbound calling strategies include NetBorder Call Analyzer.

Improve Performance of your Outbound/Proactive IP Contact Centers

 • Best-in-industry accuracy and response time:
 With patent-pending algorithms, NetBorder Call Analyzer delivers the highest accuracy and
fastest call delivery rates available for automated calling applications.
 • Resilient against different calling conditions:
 Statistical models used by NetBorder Call Analyzer are robust, regardless of background noise
and network conditions.
 • Integrate via Standards-Based SIP:
 No proprietary Application Programming Interfaces. Support for both PSTN and VoIP networks.
 • Operate in a dynamic environment:
 Call progress confidence measures enable the system to adapt according to contact center
operating conditions.
 • Streamlined tuning process:
 The statistical approach eliminates the need for long and frequent tuning cycles of the call
progress parameters.

How does it Work?

Traditional Call Progress Analysis implementations rely on simple rule-based algorithms, which provide sub-optimal accuracy of speed of processing, leading to significant inefficiencies in operations. Agents or expensive IVR resources can spend a lot of time waiting for the calls to be answered by an available customer or prospect. In a number of real-life campaigns, dialing applications often reach their target in less than 30% of the call attempts.

Call Analyzer's Call Progress Analysis engine is patent-pending technology that is built on statistical models that represent the potential outcomes of call attempts. The result is a virtual machine that learns the patterns of what constitutes a call attempt that result in a voice mail versus a live human versus a special intercept tone, etc. The Call Analyzer functions much like the human brain and is able to adapt to a wide variety of noise conditions, ringing patterns and telecom network conditions.

Outbound and proactive calling strategies have become very important as Contact Centers try to actively reach their customer base and prospects, improving customer satisfaction and retention as well as the overall performance of the resources at hand. The NetBorder Call Analyzer software provides the most accurate and resilient Call Progress Analysis engine, enabling fast and reliable real-time call classification and driving the efficiency and quality of automated calling applications to unmatched levels.

**Price: £147.00**