

# NetBorder™

CONNECT LIKE YOU NEVER HAVE

Genesys Integration

## FEATURES & BENEFITS

- ☑ Industry-leading Call Progress Analysis for outbound dialing applications
- ☑ SIP integration — no complex or special APIs required
- ☑ Wide range of supported call transfers for IVR applications
- ☑ Direct integration with SIP trunking providers
- ☑ Powerful web-friendly scripting engine allows simple and fast delivery to customize or to create services
- ☑ Works in both TDM or IP environments seamlessly
- ☑ Software platform running on standard OS and servers
- ☑ Pay-as-you-go licensing

## USE CASES

- Answering machine detection for IP-based proactive contact centers
- Remote or at-home agents integration
- VoIP gateway for IP contact centers without softswitch
- Call recording and quality monitoring

The NetBorder Software Suite empowers the rapid and cost effective deployment of IP telephony in the contact center and the enterprise. It leverages standard computing platforms to provide smart connectivity for sophisticated telephony applications. The patent-pending NetBorder architecture reduces deployment costs and allows IP telephony solutions to seamlessly extend their reach to numerous external devices and networks.



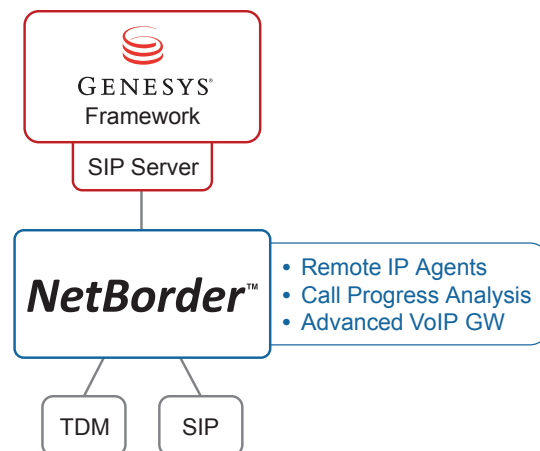
GENESYS®  
GVALIDATED  
INTEGRATION

## INTRODUCTION

NetBorder Software Suite adds smart connectivity to IP-based Genesys applications, such as inbound, outbound and IVR. It allows Genesys IP Contact Center solutions to connect to legacy PSTN equipment, to be enhanced with superior Call Progress Detection for automating outbound or notification campaigns, to seamlessly integrate remote agents into the IP infrastructure, and/or to have Genesys IP deployed in configurations without a costly softswitch.

## INTEGRATION WITH GENESYS

Sangoma's products are fully certified against the Genesys SIP Server, therefore enabling the full suite of Genesys applications in an IP or mixed TDM/IP environment. This compatibility, combined with NetBorder's feature set, yields the maximum business flexibility while significantly reducing ongoing costs.



*NetBorder is fully integrated with Genesys framework*

## SERVICES AND SUPPORT

Comprehensive offering from our team of experts, such as on-site installation and training, tuning of Call Progress Analysis, comprehensive software maintenance and optional premium 24-7 software support.