

Dialogic®

Business Communications Solutions



Built on
Dialogic



Business Communications Goals: Productivity and Efficiency

Organizations generally have two goals in pursuing new business communications solutions and services:

- **Increase productivity** — Adopt innovative solutions that enable a better ROI from the workforce
- **Increase efficiency** — Adopt communications tools that reduce the total cost of delivering effective business communications

Business communication solution and service providers can increase their ability to deliver more productivity and efficiency for their customers when they build on Dialogic® products.

Why Dialogic?

Dialogic develops products and technologies for service providers and enterprises that enable reliable, seamless, and efficient communications across countless devices on any network. For the enterprise, Dialogic focuses on any-to-any connectivity and IP-enabling its traditional voice and fax products to smooth the move from TDM to an all-IP environment. For service providers, Dialogic supplies a suite of products that deliver high-demand services over mobile, VoIP, and traditional networks.

Dialogic Services You Need, When You Need Them

Dialogic provides unparalleled support for queries complex or simple, offering timely high-quality services from its team of experts. As a global organization, Dialogic is well-positioned to provide complete service solutions to meet the needs and requirements of customers worldwide.

- **Dialogic® Pro™ Developer Service Agreement** — Designed for developers who require an assured level of responsiveness and direct access to Dialogic expertise for their application development
- **Dialogic® Pro™ Per Unit Plans** — Harness Dialogic's expertise to help ensure a specific level of availability and performance for Dialogic® products. These plans are registered at the time of purchase and provide service coverage for specific Dialogic product units.

Business Communication Solutions

Dialogic® Products enable all the solutions in italics

Contact Center

Contact centers today must deliver superior customer care while controlling costs and increasing agent productivity. Whether reactive or proactive contact is necessary, contact centers can leverage a full range of PSTN, mobile, web, and IP communication channels, using voice, SMS text, video, and fax to communicate and inform customers.

Interactive voice response, automated call distribution, agent interaction, notification, predictive dialing, logging, conferencing, multimedia sessions

Unified Communications

Unified communications solutions integrate various business communications channels into a single user interface, to enable more efficient and productive interactions.

PBX integration, PSTN connectivity, session border control, audio and video conferencing, messaging

Unified Messaging

Unified messaging integrates various business messaging channels into a single application and user interface.

Voice messaging, video messaging, fax messaging, voice response, speech recognition, text-to-speech, automated notification via voice and text messaging

Fax Servers/FoIP Servers

Fax and Fax over IP (FoIP) servers provide multichannel inbound and outbound automation of fax communications, often automating business processes for significant productivity gains. FoIP technology leverages the efficiencies of IP networks, virtualization, and software-based media processing to deliver more efficient fax processing solutions.

Business process automation, fax services, fax servers, FoIP

SIP Trunking and Cloud Communications

SIP Trunking and Cloud Communications leverage broadband IP networks to deliver business communications services and solutions from service provider data centers and networks.

Session border control, IP media servers, media gateways, signaling servers

Dialogic® Products for Business Communications

Media Processing Software

Media Processing Software provides many core functions required to automatically process and improve IP and cloud-based business communications solutions. These functions include tone generation and processing, voice and video play and record with compressed narrowband, toll quality and high definition, voice and video conferencing, echo cancellation, and fax image coding and decoding. IP signaling and protocol software is generally included. Application programming interfaces and software development kits are available.

- **Dialogic® PowerMedia™ Software** performs media processing tasks on general-purpose servers without requiring the use of specialized hardware. PowerMedia Software provides media services for building flexible, scalable, and cost-effective next-generation media servers, converged telephony applications, gateways, and video portals.
- **Dialogic® Brooktrout® SR140 Fax Software** is a host-based Fax over IP engine that leverages field-proven fax technology to deliver high levels of performance, reliability, and scalability.



Enterprise Session Border Controllers

A session border controller (SBC) provides security, interoperability, and reliability for SIP-based multimedia communications wherever two disparate IP networks meet. Enterprise SBCs typically reside at the edge of an organization's private network to connect with public IP networks and SIP service providers for basic trunking and cloud-based business communications services.

- **Dialogic® Bordernet™ 500 Enterprise Session Border Controllers** are ESBCs with an integrated T1/E1 media gateway option.



Media Gateways

Media gateways are fully integrated appliances that seamlessly merge traditional circuit-switched PBX and PSTN networks with IP networks and applications, consolidating typically separate voice and data networks to provide new and differentiated communications services.

- **Dialogic® Media Gateways** are enterprise-class appliances and integrated systems designed to enable IP applications and services to connect to legacy circuit-switched networks.



- **Dialogic® BorderNet™ 2020 Multimedia Gateway** and **Dialogic® IMG 1010 Integrated Media Gateway** allow service providers to add new cloud-based telephony services quickly.



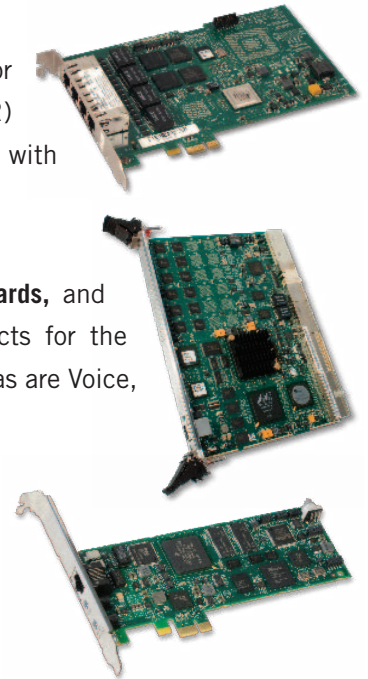
- **Dialogic® Vision™ 1000 Video Gateway** is a cloud-ready video gateway that can connect interactive SIP-based video and multimedia services to mobile, IP, and PSTN networks.



Computer Telephony and Fax Boards

Computer telephony and fax boards provide advanced media processing and telephony network interfaces and protocols primarily for TDM PBX and PSTN connected applications. Application programming interfaces and software development kits are available.

- **Dialogic® Blue™ Telephony Boards** are efficient host-based call-processing boards for the open-source market, which includes features for Interactive Voice Response (IVR) along with call transfer emulation, G.711 support, automatic gain control (AGC), with software- or hardware-based echo cancellation.
- **Dialogic® Diva® Boards**, **Dialogic® CG Series Media Boards**, **Dialogic® JCT Media Boards**, and **Dialogic® DM3 Media Boards** are families of robust software and hardware products for the integration of multiple applications into a single platform. Key target application areas are Voice, Speech, Conferencing, Fax, Unified Messaging, Remote Access, CTI, and IVR.
- **Dialogic® Brooktrout® Fax Boards** provide field-proven, high performance fax capabilities for analog, T1/E1, and IP environments.



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