

Efficient Any-to-Any Contact Center Connectivity: Dialogic® IMG 2020 Integrated Media Gateway Improving Avaya Contact Center Deployments

Cost-Effective Multi-Protocol Network Connectivity for Large Contact Centers

As a leading provider of world-class IP Contact Center solutions, Avaya enables enterprise customers to provide superior customer service on a global basis every day. Self-service interactive voice portals and agent-attended multi-modal contact center solutions for premises or the Cloud are built on IP technologies, which must integrate and leverage a range of communications networks, anywhere in the world. Legacy PSTN networks, VoIP networks, the public Internet, and even mobile voice and data networks, need to interconnect to the contact center infrastructure on premises or in the cloud, and customers must be efficiently routed and intelligently transferred to servicing endpoints across enterprise and public networks.



In many regions, Avaya and its system integration and channel partners rely on the Dialogic® IMG 2020 Integrated Media Gateway (IMG 2020 Gateway) to provide efficient network connectivity for contact center customers.

Any-to-Any Connectivity in a Compact Integrated Media Gateway

Although many choices exist for connecting Avaya IP Contact Center infrastructure to disparate networks, the IMG 2020 Gateway provides notable benefits in the following areas:

Feature	Dialogic® 2020 Integrated Media Gateway Benefits	Alternative Connectivity Options
Density per 1U Rackspace	Up to 2,250 channels /session	Equivalent density requires 2U or larger
Integrated SS7 Protocol Support	Yes	Requires additional component(s)
UUI Interworking	Yes	Often not supported
Redundancy	N+1	1+1
Compact Form Factor	1U rackmount	2U or larger
Ease of Expansion	4 T1/E1 up to 24 T1/E1, 3 DS3 or STM-1	Not supported or requires multiple product families
STM1, DS3 or T1/E1 Connectivity	Can choose between STM-1, DS3, or T1/E1 IO	Often can require multiple products

The benefits of the IMG 2020 along with its ability to reduce power consumption, rack space requirements, and CAPEX (for example, using one element versus multiple) enable Avaya and its partners to deliver competitive contact center solutions with a lower total cost of ownership for their prospective customers. The scalability of the IMG 2020 product lines enables expansion via license or with the addition of modular components.

The IMG 2020 Gateway is Avaya DevConnect Compliance tested, and Configuration Guides published by Avaya are available to enable smooth deployments including support for Aura 7.0.

Enabling the Solution

Figure 1 is an example of how IMG 2020 Gateways can be used to provide any-to-any connectivity for an Avaya contact center customer.

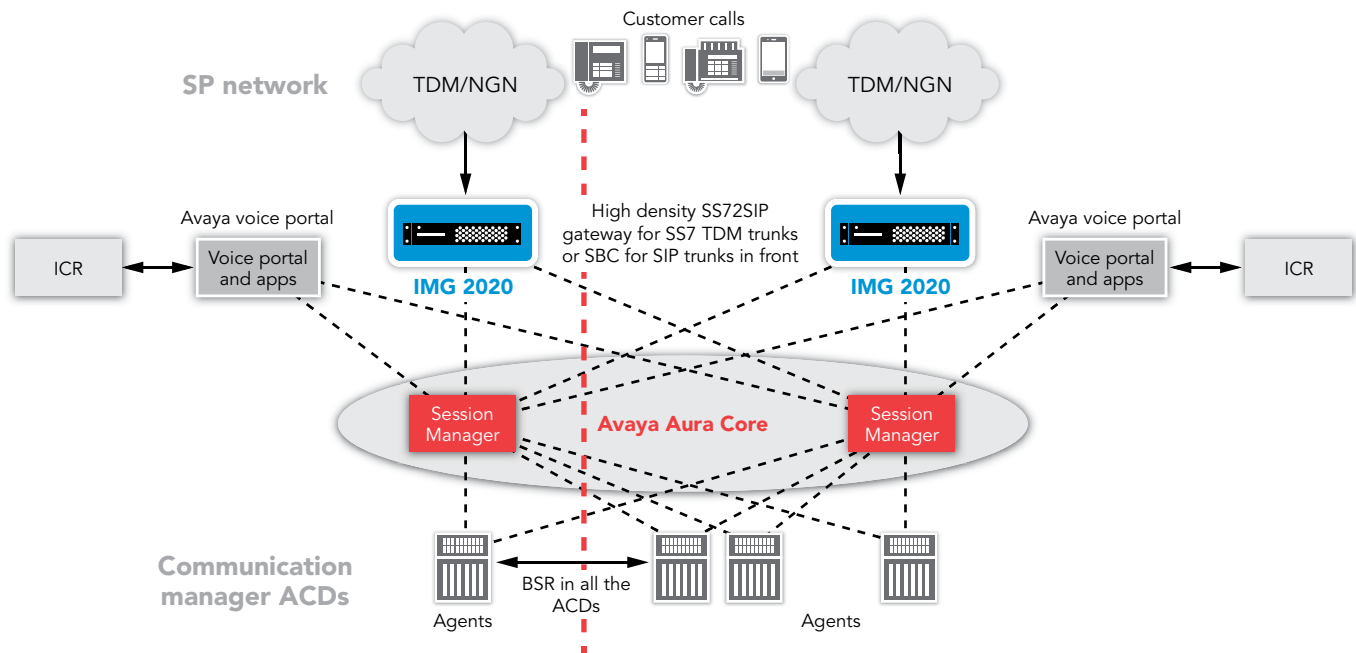


Figure 1. Dialogic® IMG 2020 Integrated Media Gateways Provide Any-to-Any Connectivity for Avaya Contact Center Customers

Acronyms

ACD	Automated Call Distribution
BSR	Best Service Routing
ICR	Intelligent Call Routing
NGN	Next Generation Network (IP-based)
SBC	Session Border Controller
SIP	Session Initiation Protocol
SS7	Signaling System No. 7
UUI	User-to-User Information
TDM	Time Division Multiplexing (traditional digital PSTN service)

For More Information

[Product Website](#) for Dialogic® IMG 2020 Integrated Media Gateway

[Datasheet](#) for Dialogic® IMG 2020 Integrated Media Gateway

Questions?

If you have questions about the technology or Dialogic® products discussed in this technology brief, contact your local Dialogic representative.



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