For complete single-vendor SIP capability

Interaction Edge is a multipurpose appliance that combines a powerful IP gateway, media server and SIP proxy into a single 1U appliance solution. That makes Interaction Edge easy to deploy and manage. When paired with the Customer Interaction Center™ (CIC) IP platform, Interaction Edge provides a highly redundant solution to manage all aspects of SIP processing for contact center automation and enterprise-wide unified communications.

Interaction Edge is designed to play several roles when connected to a SIP-based CIC system: it can be a small media server appliance with a SIP proxy; a mid-sized gateway (1 or 2 spans) with a media server and SIP proxy, or a large gateway (4 or 8 spans). The Interaction Edge models that support 1 or 2 spans are the perfect fit for remote sites, allowing the gateway, media server and SIP proxy functions to be deployed using a single piece of hardware.

The Interaction Edge appliance also uniquely allows contact centers and businesses to implement a fully-integrated SIP solution for IP communications from one vendor. Whether a CIC or CIC/Interaction Dialer® configuration, Interaction Edge enhances special dial plan routing, redundancy, and load balancing across your CIC platform.

International protocol support
Interaction Edge provides digital trunk support for T1/ISDN (N12, 4ESS, 5ESS, DMS, QSIG ECMA), T1/CAS, and E1/EuroISDN.

SIP capability for Interaction Dialer
When configured with CIC and Interaction Dialer 3.0 or higher, Interaction Edge allows teleservices firms, collections firms, and businesses offering blended inbound/outbound dialing services to:

- Perform advanced call analysis for outbound dialing needs.
- Handle the high-volume outbound capacities of Interaction Dialer servers. The 4- and 8-span models of Interaction Edge are designed for greater trunking needs and scalability with its NxM “rack and stack” architecture. The Interaction Edge appliance also is designed in line with Interactive Intelligence’s SIP-based software approach and made especially for the Interaction Dialer application. Because Interaction Dialer and Interaction Edge integrate directly to CIC, call campaign and system performance monitoring is centralized in CIC’s single administration environment.

Gateway
- Digital trunk-to-SIP conversion
- Available in 1, 2, 4 and 8-span models
- Fully integrates to the Customer Interaction Center IP platform
  - Easy to set up
  - Web-based configuration
  - Special dial plan routing
  - A complete single-vendor solution
- Flexible NxM architecture deployment for:
  - High scalability, load balancing, fault tolerance
  - Increased redundancy and reliability
- High call volume capacity via outbound Interaction Dialer servers
  - Advanced call analysis for outbound dialing
- Fax relay support
  - Fax transmissions to and from the PSTN (via T.38)

Media Server
- NxM configuration
- Call recording, compression, and encryption of voice and voice mail with DTMF
- Record in TrueSpeech, G.711 (u-Law and a-Law), G.726-32, GSM, or L16 format
- Perform transcoding
- Quality of Service (QoS) for both audio and signaling
- Perform transcrypting between SRTP and RTP
- Advanced call analysis including detection of colored ringbacks and message detection
- Supports Interaction Analyzer™ to enable real-time keyword and phrase spotting
- Automatic Speech Recognition
- Audio Conferencing (simultaneous limit dependent on media server hardware and configuration)
- Supervisory monitoring by routing audio stream through the media server, not the CIC application server
- Enables playback controls for easy movement through a recording
- Support for remote dynamic audio, single side recording, and call waiting tones, as well as manual entry of DTMF digits from the .NET CIC client
- T.38 faxing in and out (simultaneous limit dependent on media server hardware and configuration)
- Playback of recorded music during ACDWait and Hold states
- Prompt plays requiring DTMF input and plays .wav files, TTS, and DTMF
- Registers easily with any number CIC servers via an intuitive web administration interface
- Remote site recording to decrease WAN traffic. Also supports remote retrieval of recordings during non-peak hours via network or HTTP to optimize bandwidth usage
- Multiple independent supervisory records on the same call

SIP Proxy
- Compliant with the latest specification of the SIP standard (RFC 3261) and supporting all SIP methods and status codes
- Built-in web server for easy configuration and remote access from any browser
- Unlimited number of routing entries using a powerful yet intuitive regular expression pattern matcher
- Unlimited number of destination entries
- Fault tolerant routing; if a monitored server is not available, the SIP proxy will use the next available route
- Load balancing for SIP messages using a round-robin, random or prioritized distribution
Browser-based configuration

Install Interaction Edge quickly and easily using a plug-in network connection and simplified deployment tool that runs from a USB key. Or if using DHCP, simply plug in Interaction Edge and discover the assigned IP address on the LCD screen. Once installed, Interaction Edge’s browser-based environment allows administrators to:

- Configure call routes = intelligent mapping similar to dial plan/proxy
- Continuously monitor system performance
- Load and apply Interactive Intelligence Service Updates (SUs)
- Perform simple log retrieval via FTP

Models

<table>
<thead>
<tr>
<th>Model</th>
<th>Spans</th>
<th>Channels</th>
<th>Media Server Add-Ons</th>
</tr>
</thead>
<tbody>
<tr>
<td>EDGE01X0</td>
<td>0</td>
<td>N/A</td>
<td>Installed 1 Up to 8</td>
</tr>
<tr>
<td>EDGE01X1</td>
<td>1</td>
<td>T1/24 channels E1/30 channels</td>
<td>0 Up to 4</td>
</tr>
<tr>
<td>EDGE01X2</td>
<td>2</td>
<td>T1/48 channels E1/60 channels</td>
<td>0 Up to 2</td>
</tr>
<tr>
<td>EDGE01X4</td>
<td>4</td>
<td>T1/96 channels E1/120 channels</td>
<td>0 Up to 0</td>
</tr>
<tr>
<td>EDGE01X8</td>
<td>8</td>
<td>T1/192 channels E1/240 channels</td>
<td>0 Up to 0</td>
</tr>
</tbody>
</table>

Models 0, 1, and 2 can be deployed with or without a SIP Proxy License

Technical specifications and features

- Protocol compatibility:
  - NI2, National ISDN-2
  - 5ESS, AT&T
  - 4ESS, AT&T
  - DMS, Nortel
  - QSIG, ECMA 164/165
  - E1/EuroISDN
  - T1/CAS

- Call analysis support with CIC 3.0 (and higher)
  - Return these call analysis results to CIC/Interaction Dialer for processing:
    - Answering Machine
    - No Answer
    - Positive Voice
    - Busy
    - Silence Detected
    - Modern
    - Fax Machine
    - No Ringback
    - Cadence Break
    - SIT
    - No Circuit
    - Re-order
    - Vacant Code

Server

- Dimensions: 1U; 17.5 (W) 19 (H) 16.25 (D); Rack Mount or on shelf
- Temperature:
  - Operating: 32° F to 95° F (0° C to 70° C)
  - Non-operating: -4° F to 158° F (-20° C to 70° C)
- Humidity:
  - Operating: 20%-80% at 30° C (86° F)
- Noise: 53 dB (office)
- AC Voltage: 100-240 VAC, 50/60Hz 4-2A per cord
- DC Output: 275W
- LAN Support: Dual redundant gigabit (10/100/1000 Mbits/sec) (NICS)
- Software: Edge Embedded OS

Server Highlights (EDGE01X8)

- Models for 0 to 8 spans (E1/T1)
- LCD Panel with buttons for status/settings
- LAN/WAN connection redundant gigabit NICs

- Headless - no mouse, monitor or keyboard required
  - USB ports available
  - Remote Power Management and KVM (IPMI)

- SIP coder support - voice coding/compression
  - G.711 - better quality, more bandwidth consumption
  - G.729ab - low-bit rate coder, less bandwidth consumption

Browser-based configuration. Interaction Edge provides one screen in which to configure the gateway, SIP proxy and media server for the CIC system.