

# Interaction Gateway™

Complete SIP Capability for *Interaction Dialer*®



INTERACTIVE INTELLIGENCE  
Deliberately Innovative



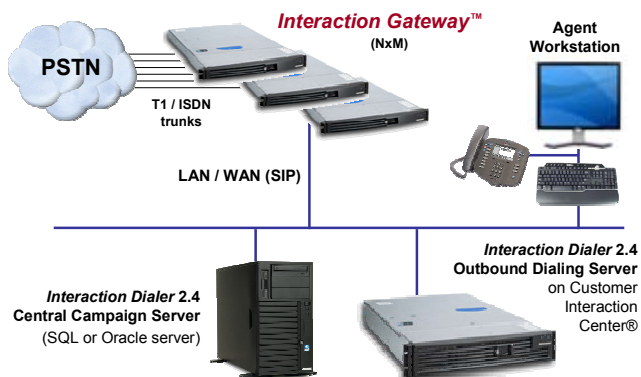
**Interaction Gateway** lets high-volume contact centers configure *Interaction Dialer 2.4* for SIP-supported outbound predictive dialing via the *Customer Interaction Center*® (CIC) IP contact center platform. Teleservices firms and other businesses that perform blended inbound/ outbound dialing also benefit from the high-capacity Interaction Gateway.

## KEY FEATURES

- Advanced call analysis support for outbound dialing
- Easy Web-based configuration & monitoring in CIC
- “All-software” VoIP via integration to the CIC solution
- Digital trunk-to-SIP conversion
- Flexible deployment... including in NxM architecture for high scalability, load balancing and fault tolerance to accommodate greater call volumes



Note: The initial model of the Interaction Gateway is designed primarily for outbound capability and does not perform fax pass-through (T.30-T.38). Fax pass-through will be available in the next generation Interaction Gateway, due for release in early 2007.



## SERVER SPECIFICATIONS

The 1U server-based Interaction Gateway network appliance supports up to four T1/ ISDN spans plus digital trunk-to-SIP conversion.

Server	Intel® DNI1200TEPHMP	USB Key
<ul style="list-style-type: none"> <li>• Branded V1000 “Nob Hill” Server from Intel</li> <li>• 2.8 GHz dual core Pentium® processor</li> <li>• 250 GB hard drive, 1 GB NIC/1 GB RAM</li> <li>• XP embedded</li> </ul>	<ul style="list-style-type: none"> <li>• Thin Blade</li> <li>• 4 T1/ ISDN spans – 96 ports</li> <li>• HMP 2.0 licenses</li> <li>• 96 RTP (G.711)</li> <li>• 96 voice</li> <li>• 96 eRTP (G.729, G.723)</li> </ul>	<ul style="list-style-type: none"> <li>• 256 GB minimum</li> <li>• Configuration utility &amp; key</li> <li>• Transfer of software updates to gateway</li> </ul>

Compatible with these protocols running over a T1 digital span

<ul style="list-style-type: none"> <li>• NI2, National ISDN-2</li> </ul>	<ul style="list-style-type: none"> <li>• 5ESS, AT&amp;T</li> <li>• 4ESS, AT&amp;T</li> </ul>	<ul style="list-style-type: none"> <li>• DMS, Nortel</li> <li>• QSIG, ECMA 164/165</li> </ul>
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<b>Server dimensions</b>	1.7 in (H) x 26.46 in (D) x 16.93 in (W) (87.5 mm x 430 mm x 672 mm)
<b>Weight</b>	31 lbs. (14.1 kg) maximum
<b>Temp range</b>	Operating: 50 F to 95 F (10 C to 35 C) Non-operating: -40 F to 158 F (-40 C to 70 C) Max rate change: 28 F (10 C)/ hour
<b>Relative humidity</b>	Non-operating: to 95% Non-condensing at 86 F (30 C)
<b>Altitude</b>	Operating: 5,900 ft. (1800 m) maximum Non operating: 50,000 ft. (15,240 m)
<b>Acoustic noise</b>	Sound pressure: 55 dbA (rack mount) Sound power 7.0 BA
<b>Shock</b>	Operating: half sine, 2 G peak, 11 mSec Non-operating: 50 G
<b>Vibration (unpacked)</b>	5 Hz to 500 Hz, 2.2 G RMS random
<b>BTU rating</b>	1826 BTU/ hour
<b>Power supply</b>	1 x 350W PFC power module (non-redundant)
<b>Power requirements (input)</b>	Voltage: 100-127 / 200 – 240 V~ Peak amps: 5/2.5 A
<b>Power requirements (output)</b>	13A max @ +5V 16A continuous max @+12V 10A max @ +3.3V

### Call analysis support in conjunction with CIC 2.4 (SU4 or later)

Leverage Interaction Gateway to perform call analysis and return results to CIC/ Interaction Dialer for processing.

- Answering Machine
- No Answer
- Busy
- Fax Machine
- Modem
- Positive Voice
- Silence Detected
- Special Information Tone (SIT)
- No Circuit Re-order
- Vacant Code
- Cadence break
- No Ringback

### T1/ CAS and E1/ EuroISDN support

The second generation of the Interaction Gateway appliance will support both T1/ CAS and E1/ EuroISDN.

### Innovation. Experience. Value.

Interactive Intelligence provides the most innovative products and services available today for the contact center, enterprise IP telephony, enterprise messaging, and self-service automation.

Solutions that are modular in nature, built with proven, award-winning products that push the edge of technology to deliver a truly best-of-class offering.

At Interactive Intelligence, it's what we do.

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