Interaction Edge

For complete single-vendor SIP capability

The Interaction Edge™ multipurpose appliance 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 Genesys PureConnect IP platform, it provides a highly redundant solution to manage all aspects of SIP processing for contact center automation and enterprise-wide unified communications.

The Interaction Edge appliance is designed to play several roles when connected to a SIP-based PureConnect 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.

SIP capability for Interaction Dialer

When configured with PureConnect and Interaction Dialer 3.0 or higher, the Interaction Edge appliance allows teleservices firms, collections firms, and businesses offering blended inbound/outbound dialing services to:

Perform advanced call analysis for outbound dialing needs

In a SIP station’s live-side configuration, the Interaction Edge appliance leverages Genesys telephony infrastructure expertise to differentiate between a live caller, an answering machine, a fax machine, a busy signal or any other call detection situation, including differentiating SIT tones.

Handle the high-volume outbound capacities of Interaction Dialer servers

The four- and eight-span Interaction Edge models 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 the Genesys SIP-based software approach and made especially for the Interaction Dialer application. Because Interaction Dialer and Interaction Edge integrate directly to PureConnect, call campaign and system performance monitoring is centralized in the PureConnect single administration environment.

International protocol support

The Interaction Edge appliance provides digital trunk support for T1/ISDN (NI2, 4ESS, 5ESS, DMS, QSIG ECMA), T1/CAS, and E1/EuroISDN.

Key features

Gateway
- Digital trunk-to-SIP conversion
- Available in 1, 2, 4 and 8-span models
- Fully integrates to the Genesys PureConnect 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)
Models

<table>
<thead>
<tr>
<th>Models</th>
<th>Spans</th>
<th>Channels</th>
<th>Media Server Add-Ons</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Installed</td>
</tr>
<tr>
<td>EDGE01X0</td>
<td>0</td>
<td>N/A</td>
<td>1</td>
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<tr>
<td>EDGE01X1</td>
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<td>T1/24</td>
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<td>E1/30</td>
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<td>E1/60</td>
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<td>T1/96</td>
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<td>E1/120</td>
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<tr>
<td>EDGE01X8</td>
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<td>T1/192</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E1/240</td>
<td></td>
</tr>
</tbody>
</table>

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

Browser-based configuration

Install the Interaction Edge appliance 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 it in and discover the assigned IP address on the LCD screen. Once installed, the Interaction Edge 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

Technical specifications and features

Protocol compatibility

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

Call analysis support with PureConnect 3.0 (and higher)

Return these call analysis results to PureConnect/Interaction Dialer for processing:

- Answering Machine
- Positive Voice
- Silence Detected
- Fax Machine
- Cadence Break
- No Answer
- Busy
- Modem
- No Ringback
- SIT
  - No Circuit
  - Re-order
  - Vacant Code

Key features

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 the Interaction Analyzer™ application 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 PureConnect 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 PureConnect 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 PureConnect 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
Server

<table>
<thead>
<tr>
<th>Models</th>
<th>Spans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions</td>
<td>1U; 17.5 (W) 1.9 (H) 16.25 (D); Rack Mount or on shelf</td>
</tr>
</tbody>
</table>
| 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 |

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Key features

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

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

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