

# Acclaim Application Development



## Custom IVR Applications

Acclaim Telecom Services provides Interactive Voice Response (IVR) Application Development Services for IVR Hosted solutions hosted on Acclaim's network or API driven solutions on many cloud-based Voice SAAS providers. Our experience includes Speech Recognition / Voice User Interface (VUI) Design, DTMF application development, systems, and application tuning. Acclaim Telecom Services' development staff are experienced with open standards, a wide array of development languages, and open source and vendor proprietary application tools.

Since 1993, Acclaim Telecom Services has delivered over 1000 robust, mission critical IVR System applications.

## Cloud Based API Applications

Many modern IVR applications are designed and built upon cloud-based voice API interfaces essentially removing proprietary hardware requirements. Features include standard touch-tone design, speech-recognition, text-to-speech, back-end processing and custom routing. Since these API tools are RESTful, the IVR flow is driven by method calls and callbacks, thus allowing the application to be written in a variety of languages. Furthermore, the application can run on any virtual system and many cloud platforms.

Acclaim Telecom will consult with you regarding platforms, IVR flow, choices, development languages and runtime requirements to produce your perfect application.

## Legacy Platforms

Acclaim Telecom Services has developed IVR applications on several, major platforms now considered legacy. We maintain expertise in the following:

### Convergys / InterVoice

Acclaim Telecom Services provides IVR speech application design and development for all Convergys/InterVoice platforms. Expertise includes InVision®, InVision Studio® and Interaction Composer® tool kits. Acclaim Telecom Services' original development expertise derived from InterVoice products.

Acclaim also provides hardware and operating system upgrades and affordable system maintenance services for InterVoice/Convergence systems across the United States.

### Genesys

Acclaim Telecom Services has developed applications using Genesys. Expertise includes Speech applications delivered with both Genesys and Eclipse-based tools.

### LumenVox

Acclaim Telecom Services supports IVR application design and development utilizing the LumenVox speech recognition engine and Cepstral Text-to-Speech.