Xtend IVR is a Rapid Application Development toolkit for implementing Interactive Voice Response Systems quickly and easily. Any Computerised Telephony Integration solution can be implemented with reduced cost, time and complexity using our toolkit. Possible application areas include:

- Banking
- Price and stock enquiry
- Payment reminder systems
- Package and delivery tracking
- Employee benefit
- Complaint booking
- Voice mail
- All telephone enquiry solutions

Xtend IVR is the only toolkit in the market with extensive support for multiple voice devices. Supported devices include all VoIP, Digital (E1/T1) and Analog devices from Dialogic (Diva Server), Dialogic (Global Call API), Pika (HMP & DSP), Ocha, Synway, Donjin, NMS, Ai-Logix, Sangoma and Telephony API. Please check our website for an updated list of all supported voice devices.

Xtend IVR includes support for open interfaces like Telephony API (TAPI), Speech API (SAPI), ActiveX Data Objects (ADO) and Open Database Connectivity (ODBC).

Xtend IVR works right from a single port voice device to a 4000+ port T1/E1 solution with no changes in code. This means that an IVR can be developed for a single port implementation and can then be extended to a 4000+ port IVR system without the need to make any source code changes.

The power of Xtend IVR resides in its scripting language which is simple to learn, flexible and easy to code. Complex telephony operations like call transfer, speech recognition etc. can be coded in just a couple of lines of script. The scripting language includes the ability to call functions written in Vbscript, Javascript and Perlscript (Windows Scripting Host), functions written in Java, C++, C# or VB.Net (.Net Framework).

Xtend IVR includes a graphical development environment that will enable you to create and implement an IVR solution in a flow-chart like manner by dragging and dropping functional blocks and connecting them together to indicate the call flow.

The user interface of Xtend IVR can be completely customised. This includes the 'About' box, Window Caption and the ability to call your own executable from the user interface. Besides this, a tamper free client installation can be ensured by compiling and distributing the compiled script. Xtend IVR supports advanced features like background play, real-time voice snooping/mixing and voice logging capability that enables one to provide superior voice solutions with minimal effort.

The Developer Edition of Xtend IVR is available for free download and contains comprehensive help, a single port runtime, debugging and emulation technology to enable an IVR to be developed using any multimedia system and does not have any time or feature restrictions.
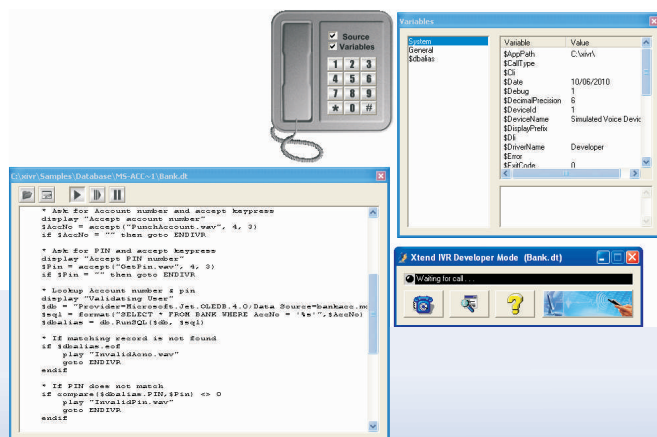
Built-in scripting language

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Comprehensive database support

Xtend IVR provides simple database functions to access SQL Server, DB2, Oracle, Sybase, Access and other standard databases via ADO and ODBC. Advanced database functionality can be implemented by interfacing to any of the supported languages.

Extensive language integration

The scripting language includes the ability to call functions written in Vbscript, Javascript and Perlscript (Windows Scripting Host), functions written in Java, C++, C# or VB.Net (.Net Framework).

Exhaustive examples

Over 40 samples demonstrating the different capabilities and functionality of Xtend IVR are included in the developer and standard editions. Samples include tele-banking, calling web services, .Net integration, streaming voice channels etc.

Scalability and multi-port capability

Xtend IVR works right from a single port voice device to a 4000+ port T1/E1 solution with no changes in code. All multitasking and inherent inter-process complexities are automatically handled by the toolkit, leaving the developer free to concentrate on the application being deployed.

Text-to-speech and speech recognition

Support of all Speech API 5.x and MRCP 1.0 compatible engines for Text-to-Speech and speech recognition. UTF8 strings are supported for TTS enabling support of foreign language speech engines.

Multi-language prompts

The scripting language is designed from the ground up for easy multi-language prompt support and enables the user to quickly implement IVR support for multiple languages without having to make any substantial modifications to code.

Background playback

Ability to play audio in the background while simultaneously playing prompts enables one to incorporate background jingles or corporate tunes instantly into an IVR solution.

Real-time voice streams

Voice streams from any full-duplex voice device can be streamed to any other channel thereby enabling soft interconnect of voice streams. This enables functionality such as the ability to snoop calls in real-time, stream conversations to multimedia devices, provide live radio/music channels.

Background threads

Support for general purpose ports to implement additional functionality not directly related to, but playing a supporting role to the IVR.

Support for fax

Supports faxing of TIFF images or HTML pages. Ability to implement fax-back systems, or dial-back fax systems. Supports colour faxing under specific cards. Fax support is available as a separate software pack.

Call conferencing

Has built-in facility to implement multi-party conferences using on-board resources to minimise CPU usage. Call conference support is available as a separate software pack.

Run-time customisation

Xtend IVR has the capability to change the logo bitmap and also set the messages that appear in the window title and its 'About' dialog box so as to facilitate developer customisation.

Script compiler

Xtend IVR supports compiled scripts, so that end user modification of script files can be prevented. To prevent any sort of tampering, Xtend IVR scripts are tokenised, encrypted and check-summed.

Supports

PIKA | Ocha | Synway | Donjin | SIP | NMS | Diva Server | Ai-Logix | H.323 | Dialogic | TAPI | Sangoma

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Minimum System Requirements

Operating System (32/64-bit)	: Windows Server 2008/2012/2016/2019/ Windows 7/8/8.1/10
Processor Speed	: Dual Core or higher
Memory	: 2 GB or above
Hard Disk Space	: 200 MB for software installation
Other	: Speaker/Headphone and Mic

Note: The minimum system requirements mentioned here shall vary based on the actual user requirements.

Features and screenshots shown here may vary depending on the latest software release.