

## Mida IVR 2.0



### Overview

MidaIVR is the application of Mida eFramework suite used for the implementation of automated telephone services, from simple call answering to IVR services integrated with the customer infrastructure.

This product allows you to implement response services, courtesy and routing for your business with a custom solution for every site or office. Mida IVR is an open and flexible platform for voice applications and IVR (Interactive Voice Response) solutions in VOIP (SIP) networks.

Mida IVR is not only a voice resource, but a complete solution fitting customer requests, ready to be used. Due to its ease of use and setup, flexibility, virtualization support, as well as the scalability and robustness, Mida IVR is an ideal solution for medium and large companies but also applicable to small offices.

### How it works

Mida IVR allows development of customized solutions of Voice applications in VoIP networks. Mida IVR performs voice and DTMF tone detection during a normal extension call. The IVR system may respond with pre-recorded or dynamically generated audio to further direct callers on how to proceed.

Stato	Nome	Numero	Modalità	Opzioni
<input type="checkbox"/>	Servizio 1	101	Manuale	
<input type="checkbox"/>	Servizio 2	102	Manuale	
<input type="checkbox"/>	Servizio 3	103	Manuale	

Nome	Inizio	Fine	Anno	Treatmento	Opzioni
example	11/11	11/11	null	Trasferisci	

Name	Description	Services	Options
i_GoodBye.wav	Good Bye	3	
i_ShortWait.wav	Short Wait	2	

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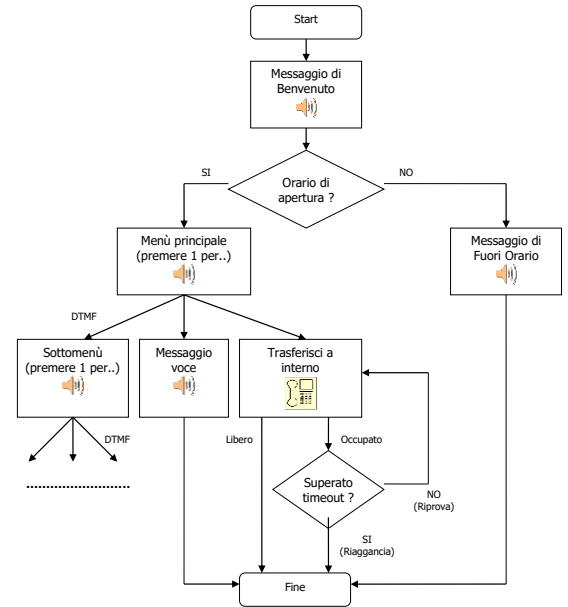
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# Mida Solutions

## General features

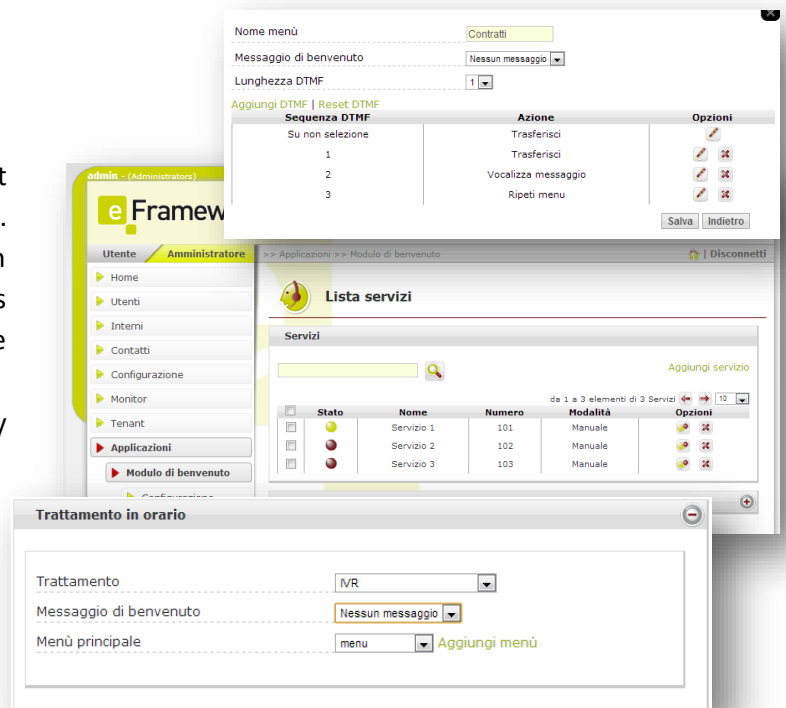
The main features provided by the Mida IVR suite are listed below:

- provision of voice files and interaction with DTMF tones;
- specific voice prompts and timetables for different sites, enabling multi-site configurations, all sharing the same voice resources;
- flexible and configurable call-flow design (working time and holidays, voice prompts configuration, DTMF interaction...);
- transfers to internal numbers, hunt groups, queuing services, external numbers ...
- management of specific treatment for day and for holidays;
- menu configuration on multiple levels, through simple web interface;
- custom (OpenIVR) Voice application implementation with use of TTS and ASR technologies integration, enabling voice driven scripts and dynamic voice prompt synthesis;
- supports reliable and redundant architectures with load balancing approach (active-active).



## Administration interface

Administrators can configure the virtual unit through a simple and intuitive web based interface. Therefore a PC with a standard web browser, such as Internet Explorer or Firefox, is required to access the system. Proper username and password shall be used to grant user or administration access. Thanks to this powerful interface, the user may easily create and maintain its IVR, by customizing voice messages and IVR behavior.



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## TECHNICAL INFORMATION

Mida IVR is part of the [Mida eFramework UC App Suite \(www.midasolutions.com/products/\)](http://www.midasolutions.com/products/).

To Ensure stable client server connections and a high quality service, the server hosting Mida eFramework virtual appliance has to be connected to the local LAN with proper QoS and guaranteed bandwidth.

Mida server and client PCs have to be connected to the same LAN of the IP phones and of the IP-PBX(s). The server has to be reachable from the end-user PCs.

## Software distribution

The server platform is distributed as preinstalled virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platforms and hypervisors are:

- vmware ESXi 4.x, 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida License is required to activate the Software. The Virtual Appliance is completely manageable from an easy and intuitive web portal.

Please refer to the hypervisor vendor documentation for further information.

Mida virtual appliance can be downloaded also from

[www.midasolutions.com/download/](http://www.midasolutions.com/download/)



## Other specifications

For details on Mida IVR compatibility with the most used web browsers, please refer to [www.midasolutions.com/browsercompatibility/](http://www.midasolutions.com/browsercompatibility/).

For further details, please refer to [www.midasolutions.com/generalcompatibility/](http://www.midasolutions.com/generalcompatibility/).

It is not guaranteed that the service is working properly in case of overlapped numbering plans (e.g. partitions or shared lines). Please contact Mida Solutions for further information.