

World-class voice applications. Built by you.

Intelligent voice applications

Today's IVR systems have come a long way from the clunky, one-size-fits-all menu trees that frustrate customers. Companies can now deliver intelligent, personalized self-service over the phone, allowing customers to efficiently and enjoyably retrieve the information they seek.

Audium is the leading voice application creation and management environment that allows you to build voice applications that deliver the sophisticated telephone self-service your customers want.

By harnessing the power of VoiceXML, Audium enables you to:

- Generate callflows dynamically to provide a personalized, relevant experience to customers based on business rules or information from previous interactions.
- Integrate your IVR with enterprise technology to power intelligent applications with existing software infrastructure investments.
- Update and modify your applications easily to respond to business needs, and optimize your customers' experience.
- Enable a complete view of customer interactions through built-in monitoring and logging capabilities.
- Plug speech in where you need it to create a customer-friendly interface.

Design. Build. Launch. Manage. Improve. All within one product suite.

Audium puts you in control of your voice applications with the resources to manage the full application lifecycle - from design to launch and beyond.

- An intuitive drag-and-drop environment, based on Eclipse™, provides a powerful IDE to create and edit VoiceXML applications.
- Team productivity tools to simplify project management and speed development times.
- A built-in library of reusable components that you can extend with modules from third-party developers or your own custom-built components.
- Source control and code editing based on the proven developer tools native to Eclipse.
- Standardized OAM & P provide centralized management for complex, high-volume deployments.

Audium is the worldwide leader in packaged VoiceXML application software, enabling intelligent, personalized voice applications using open standards and reducing costs. For more information, visit www.audiumcorp.com or call 1.877.AUDIUM.1

Take Control of your IVR

The software you need...

Audium software's two components work together to power voice applications in an enterprise, carrier or service bureau environment: Audium Studio, a powerful, extensible IDE, and Audium Call Services, an application management, monitoring, and delivery environment. Whether you're outsourcing, developing your applications in-house, or taking a hybrid approach, no matter which or how many gateway vendors you're using or databases you're connecting to, Audium will provide the framework you need to stay in control of your voice applications.

The support you need...

Audium's complete customer care is a multi-tiered training and support system that ensures the continual success of your applications. Kickstart development with our training curriculum, and consult Audium's online knowledge base and experienced support staff to address problems as they arise. Choose Premium Support to ensure maximal uptime with our swiftest incident resolution. With Audium, you can be sure you'll get the answers you need, when and how you need them.

The solutions you need...

Audium's industry-leading partnerships ensure that you have the resources to build the contact center you want. Whether you're looking for a complete solution, an upgrade for an existing system, or the ability to choose best-of-breed components for your new IVR, Audium gives you the flexibility to choose the technology vendors that best fit your needs, now and in the future.

...to create the voice applications you want.

Contact Audium to learn more:
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About Audium: Audium is the worldwide leader in packaged VoiceXML application software, enabling intelligent, personalized voice applications using open standards and reducing costs. Audium's core products give customers a powerful way to build, run, manage and improve IVR systems that work seamlessly with enterprise applications and data, and have been recognized as the industry's leading VoiceXML development software. Audium has offices in New York, Boston, Sydney and the UK.