CREALOG

CREALOG SERVICE CREATION ENVIRONMENT

PROFESSIONAL SERVICE CREATION WITH JUST A MOUSE CLICK!

CHARACTERISTICS

- Object-oriented low-code service creation without programming knowledge
- Intuitive drag & drop use
- Service Creation Environment for all CreaLog Platforms
- Professional, graphical programming environment for CreaLog Platforms and VoiceXML/MSML
- Rapid prototyping using text-to-speech
- Professional sound quality by importing studio recordings and an integrated sound studio
- Integrated resource management for recorded messages, speech recognition and configuration files
- Seamless integration of databases (ODBC/SQL), web services (SOAP/XML), Internet, HTTP/HTTPS, e-mail, texting (SMS), messaging and CTI
- Open architecture for flexible expansion with custom code

START WITH OVER 120 READY-TO-USE OBJECTS

Each platform function is made available in the Service Creation Environment, called CreaLog CDG, using modules which contain a number of configuration options depending on the function.

Over 120 modules are already available as finished components for speech recognition, text-to-speech, voice biometrics, audio, file and database functions, fax, telephone system control, statistics and hold queue functions. Furthermore, over 500 script commands can be used for individual programming.

This enables the application developer to produce natural language and multi modal services without extensive programming knowledge. The program icons are linked intuitively by dragging and dropping them on the user interface. The modular, object-oriented design of CreaLog CDG also facilitates distributed work in a team. Once the code is created, it can be re-used in any other project.

SOLUTION

- Professional, graphical programming environment for service design and management

USE

- Service development
- Rapid prototyping
- NLU applications
- Mass calling
- Hosting

BENEFITS

- Well-organized, graphical service creation and management
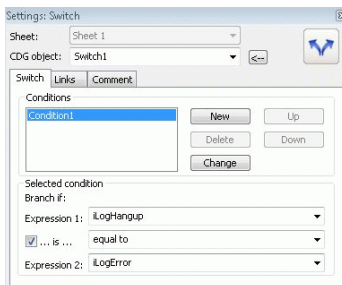- Generates code for CreaLog Platforms and VoiceXML/MSML

INTEGRATED PROGRAM CHECK

CreaLog CDG offers extensive, context-sensitive online help. A high-performance script compiler provides additional help to the programmer by automatically checking the application for mistakes in syntax or logic and gives specific indications of possible points of error. It generates a robust code and ensures professional programming.
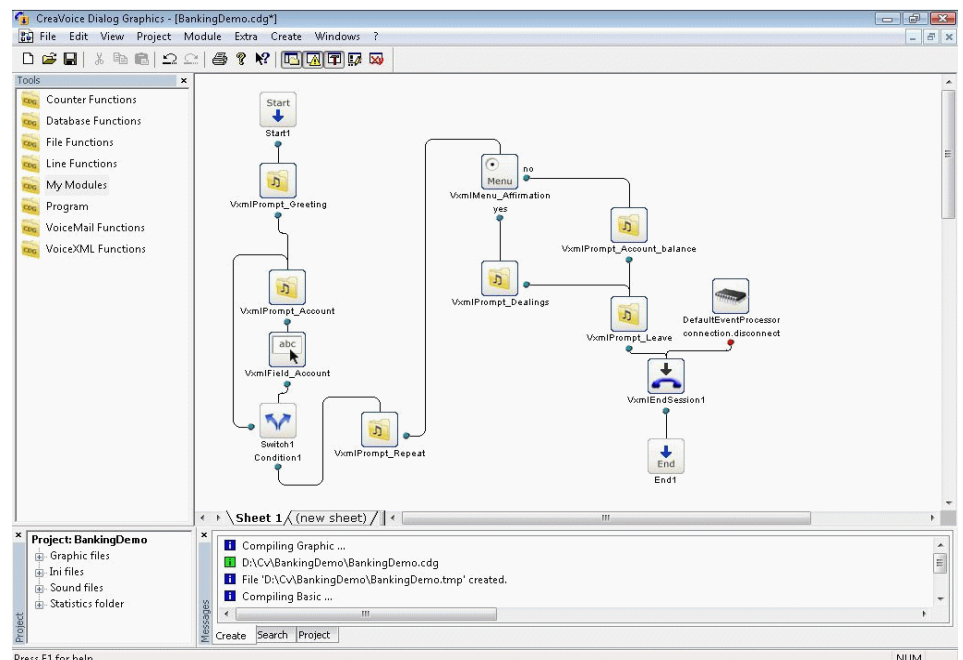
COMPREHENSIVE ADMINISTRATION

The user interface allows complete management of the desired application via high-performance modules for telephony and fax, switching, push-button selection and speech recognition, database access, text-to-speech, barge-in, voicemail, telephone system control and statistics.

CreaLog CDG enables developers of varied skill levels to produce professional communication solutions in the shortest time possible.

Object properties

CreaLog CDG work space

SIMPLE INTEGRATION OF INTERFACES

The high-performance user interface enables the developer to monitor all software and hardware resources in each phase of system development. Modules for databases, Internet (HTTP/HTTPS, XML, SOAP), e-mail, texting (SMS), messaging and CTI can be integrated easily to provide additional functions.

The application can be expanded as required using open DLL interfaces for C++, Java and Delphi. This enables even complex applications with multifaceted database queries, such as telephone banking or brokerage, to be created in minimal time.

INTEGRATED SOUND STUDIO

The integrated sound studio enables users to record and edit their own sound resources along with importing pre-produced professional studio recordings. Recordings are edited by cutting, copying and pasting and their volume adjusted or switched on or off.

WELL-ORGANIZED RESOURCE MANAGEMENT

The management of project resources such as sound files, standard application modules, control and configuration files or speech recognition grammars and exception vocabularies for speech synthesis is integrated directly in the user interface. The well-organized display of individual functions makes Crea-Log CDG easy to handle, requiring only brief training. The CreaLog Academy offers a wide range of training programs for participants with all levels of prior knowledge.
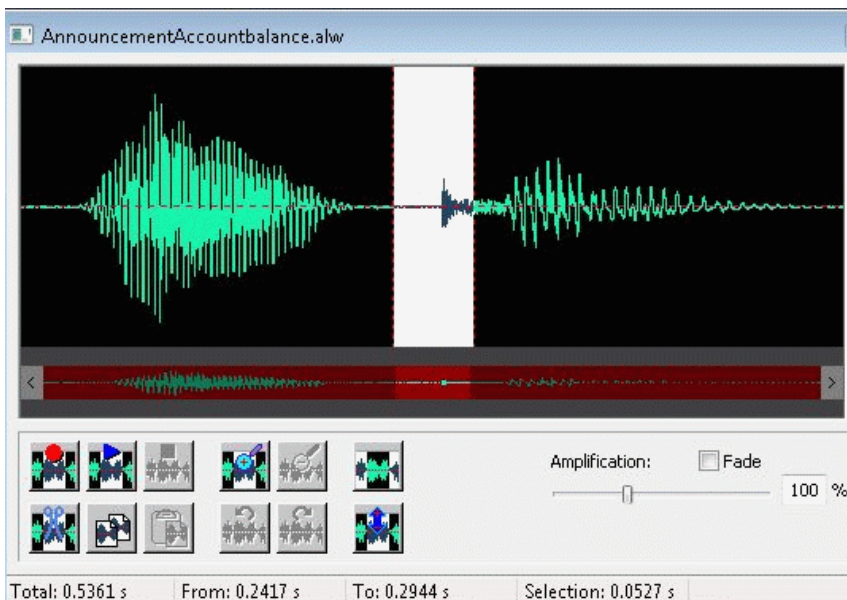
CreaLog CDG is the perfect tool for creating professional applications for CreaLog platforms and VoiceXML/MSML with a well-organized graphical user interface.

CREATE MULTIMODAL APPLICATIONS

Multimodal applications can be generated by combining speech recognition, key input, and other modalities.

GRAPHICALLY CREATE APPLICATIONS

- Direct access to application elements
- Create your own project templates with predefined modules for new projects
- Reusable application modules
- Integration of C++ and Java for project-specific expansions
- Call ECMA Script Code
- Direct access to SIP messages
- Cross-system control of applications

Integrated sound studio

TECHNICAL DATA AND FUNCTION OVERVIEW

- Over 120 ready-to-use modules
  and 500 freely combinable script commands
- Voice prompt and recording (taping)
- Playback of numbers, amounts, date and time
- Voicemail
- Speech recognition: automatic production of vocabularies and grammars,
  multi-lingual capability
- Simultaneous keypad input and speech recognition combined in modules
- Application control: loops, branching and configuration files
- Calculations, variables and functions
- CTI integration
- Fax: send / receive / polling
- Support of all common audio and video formats
  (WAVE, a-law/u-law, MP3, 3gp, GSM 6.10, HD Voice, and many more)
- Speech recognition supported: Nuance, EML, MRCP (others on request)
- Speech synthesis (TTS) supported: Nuance, MRCP (others on request)
- Voice biometrics supported: Nuance (others on request)
- Telephony protocols supported:
  VoIP (SIP/SIP-TLS, H.323), digital, analog, and SS7
- Statistics and reporting
- Print function for immediate documentation
- Integration with CreaLog standard applications
  (e.g. Announcement, Auto Attendant)
- CreaLog CDG Software
  with detailed manual
  Operating system: Windows

ISO 9001, ISO 14001
Certified Integrated
Management System
for Quality and Environment

TÜV
SÜD

www.tuev-sued.de/ms-zert

Version 13