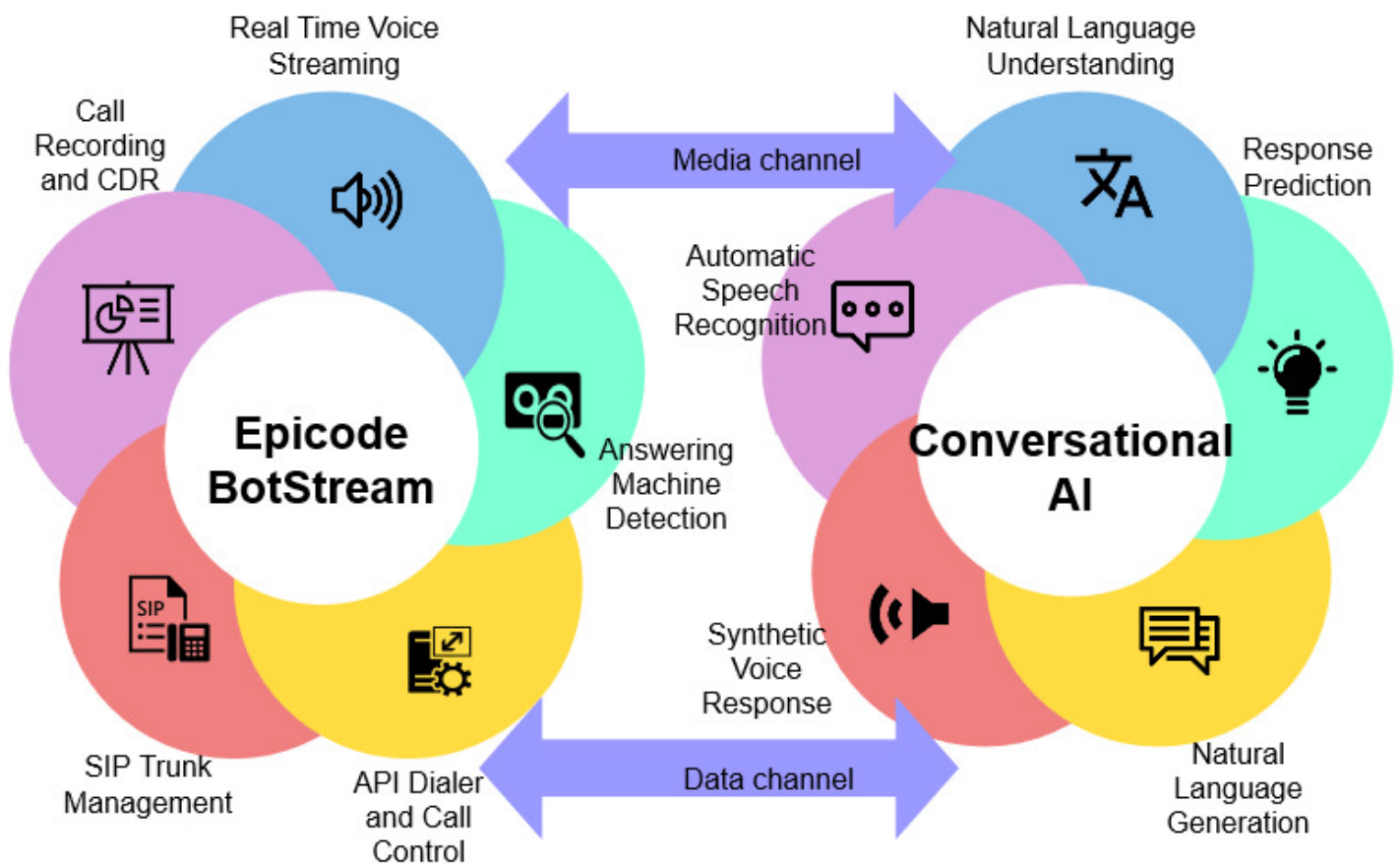


Epicode BotStream

“The Telephony stack for Voice AI application vendors”

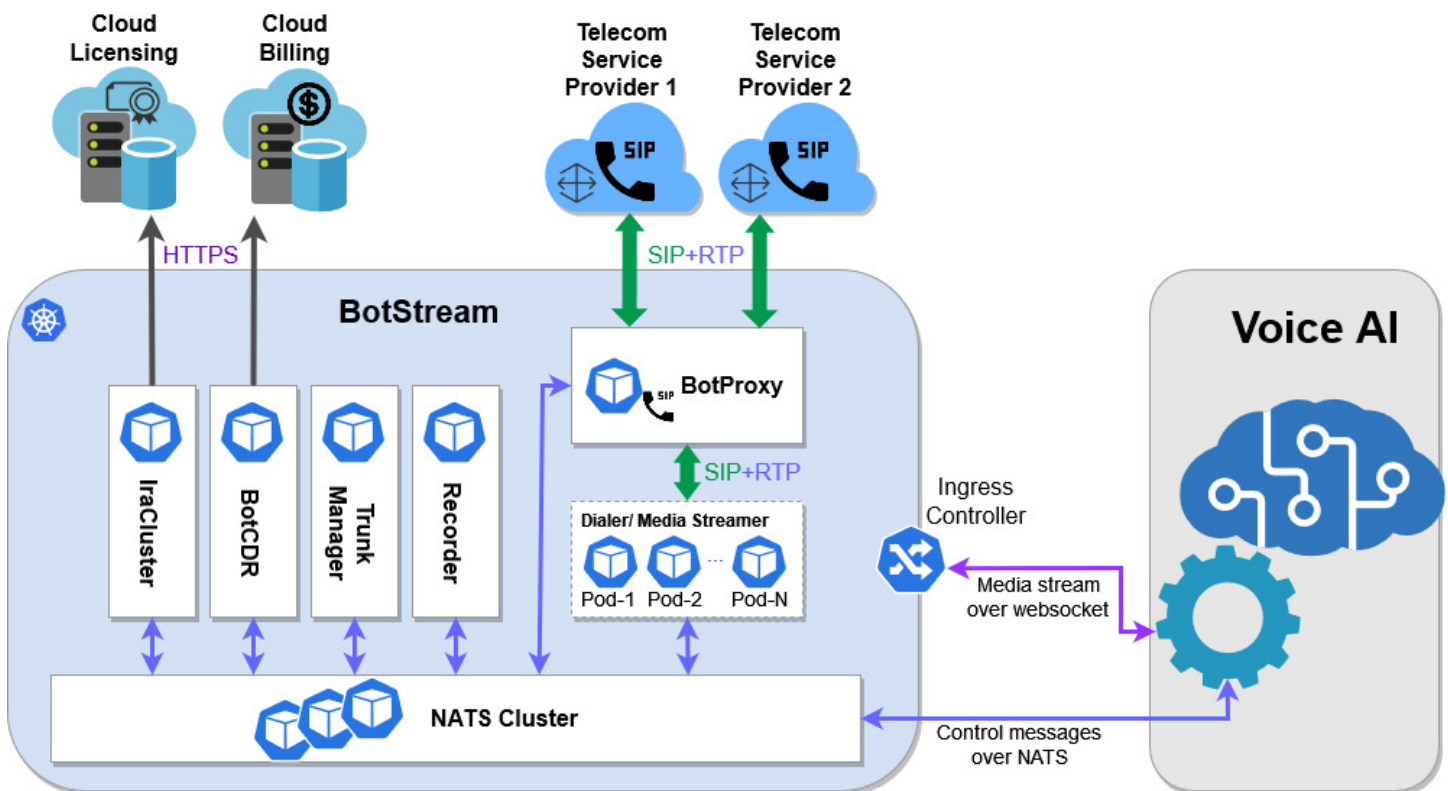
BotStream is a bidirectional voice streamer that interfaces telephony services with conversational voice AI applications. It includes an API Dialer, Call recording, Conference module, Trunk manager, QOS monitor and CPA. It supports both Inbound and outbound voice traffic and can integrate with PSTN or any PBX over E1 or SIP protocol while communicating with the conversational AI application over WebSockets.

The entire BotStream setup resides in the Kubernetes cluster, and is capable of auto scaling according to the load.



BotStream Telephony Stack

BotStream comprises one or more telephony switches, front ended by a SIP proxy for load balancing. This allows BotStream to scale horizontally as the load increases. The high speed communication between the telephony switches and the VoiceAI engines is enabled via NATS platform. The BotStream is built on the popular Freeswitch telephony platform.



Easy Integration with VoiceBots

BotStream APIs lets you add complete VOIP functionality to your AI bots without the need of any specialised telephony knowledge. A set of well defined APIs lets you add Inbound/Outbound calling capabilities to the application enabling seamless communication with your customers on any platform.

The websocket based interface is a low-latency, bidirectional communication protocol that lets bot endpoints communicate with telephony servers using NATS without the overhead of http request/response model.

With media streams being available to VoiceAI engines, the customer experience can be enriched in real-time via call barge-in, sentiment analysis, transcription, analytics, recording services provided by third party services or by VoiceAI engines itself.

Call Progress Analysis

IraCPA is an optional software that can be enabled as part of BotStream. This helps Voice AI applications used in outbound processes to detect if the call is answered by a live human, Answering Machine or Fax Machine, which can improve the overall efficiency of the outbound campaign.

A Scalable & Secure System

The platform is designed for 99.999% availability and can automatically scale to meet the variable traffic load in real time. This ability to auto-scale as and when required is a powerful feature that can help you to handle large volumes of calls within as and when needed.

To comply with Industry Security Standards , BotStream APIs do not require any called party or calling parties information apart from phone number to be shared with it. It supports end-to-end encryption using TLS and secure RTP for media.

Low Resource Footprint

BotStream can be run on on-premise or on cloud containers with minimum resource footprint. With Auto scaling capabilities, solution providers can substantially reduce their infrastructure costs and gain competitive advantage.

Reduce Overall Costs

BotStream is a software telephony stack that can be licensed as an OEM module and deployed as part of the Conversational AI application stack avoiding the use of telephony service providers hosted in an external data centre, which results in additional infrastructure and operational costs.

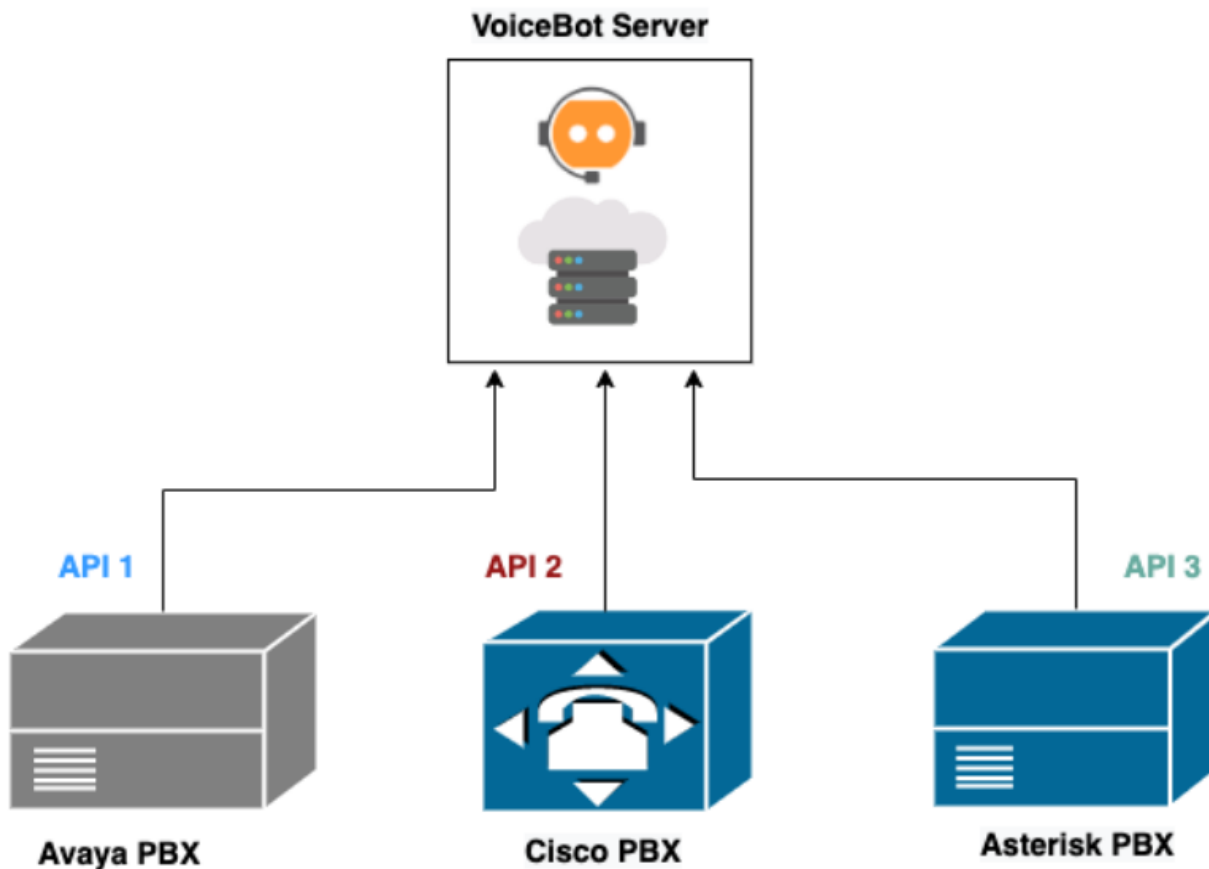
Out of the Box Features

- Easy integration with different PBXs over SIP
- Integrate with ASR engine over Web Sockets
- Play Audio Files
- Text-to-speech
- Conferencing
- Recording
- CDR
- TLS/Secure RTP
- Supports Barge-in

Reduce Solution deployment effort

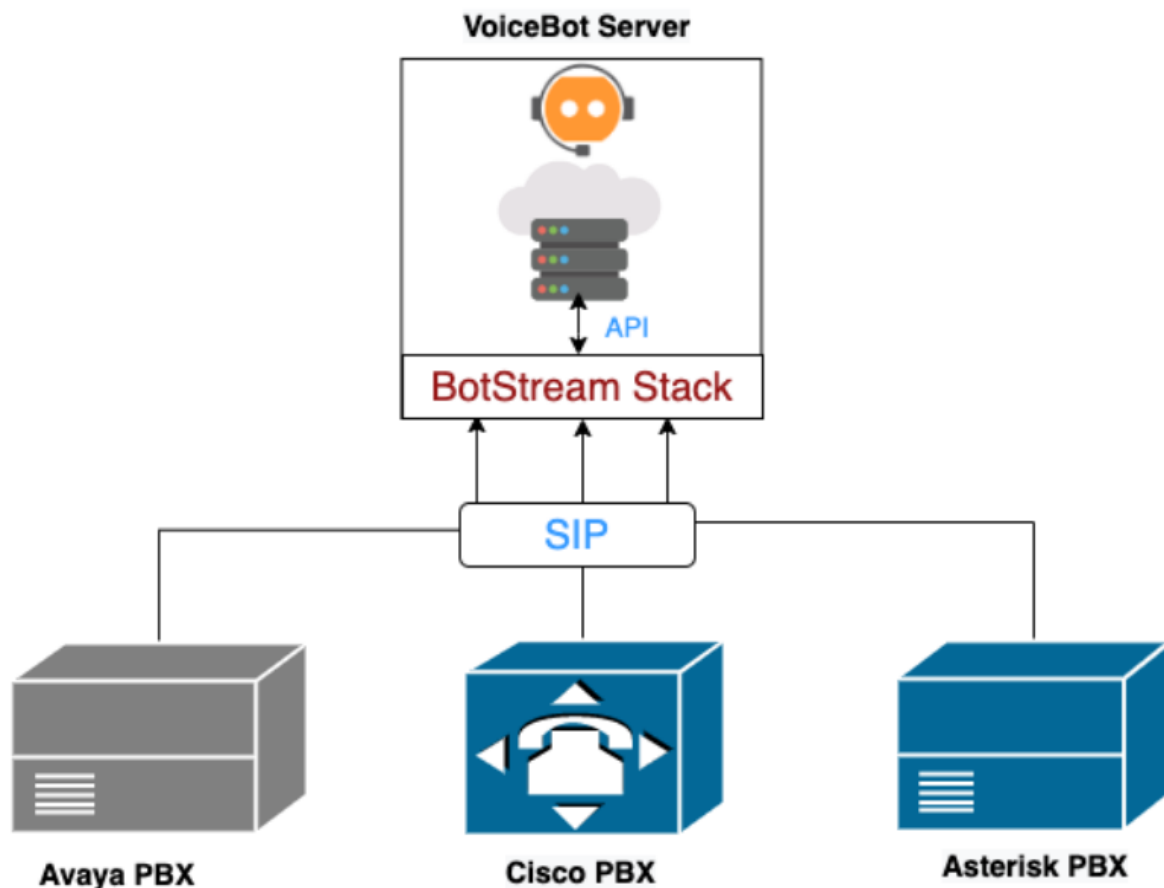
Current Scenario:

- Integration with different PBX systems is time consuming as every integration requires knowledge of PBX specific APIs.
- After sales support and operations costs escalate due to maintenance of different codebase and training.
- Meddling with existing live PBX deployments is always a difficult and time consuming task, which is best avoided.



The BotStream Option

- A one time API integration of your VoiceBot application with BotStream telephony stack with custom features that can address specific business requirements.
- BotStream will communicate with any PBX over standard SIP protocol supported by all the IP PBX products in the market.
- Any new deployment can be completed within a few days*.
- No need to maintain multiple API connectors for different PBX systems.



Conclusion

Botstream is a field tested, high availability, hyper scalable Telephony stack and is specifically designed to address the unique requirements of Voice AI applications.

The primary value proposition of BotStream can be summarised in three key points:

- Improve Competitive Advantage of Voice AI partners through resource optimization (Auto Scaling) and minimising support & operations costs.
- Improve data security by restricting access to multiple vendors.
- Increase valuation of Voice AI solution partners by enabling them to provide a complete solution to their end customers and stop funding their potential competitors.



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