



API based, Cloud optimised **Call Progress Analysis** Software

Time has been the discerning factor in judging the customer service as losing time can be too costly for contact centers. Call Progress Analysis (CPA) with its ability to filter out obstacles such as busy signals, answering machines, fax machines, and Interactive Voice Response (IVR) systems can optimize agent efficiency and cut down costs big time.

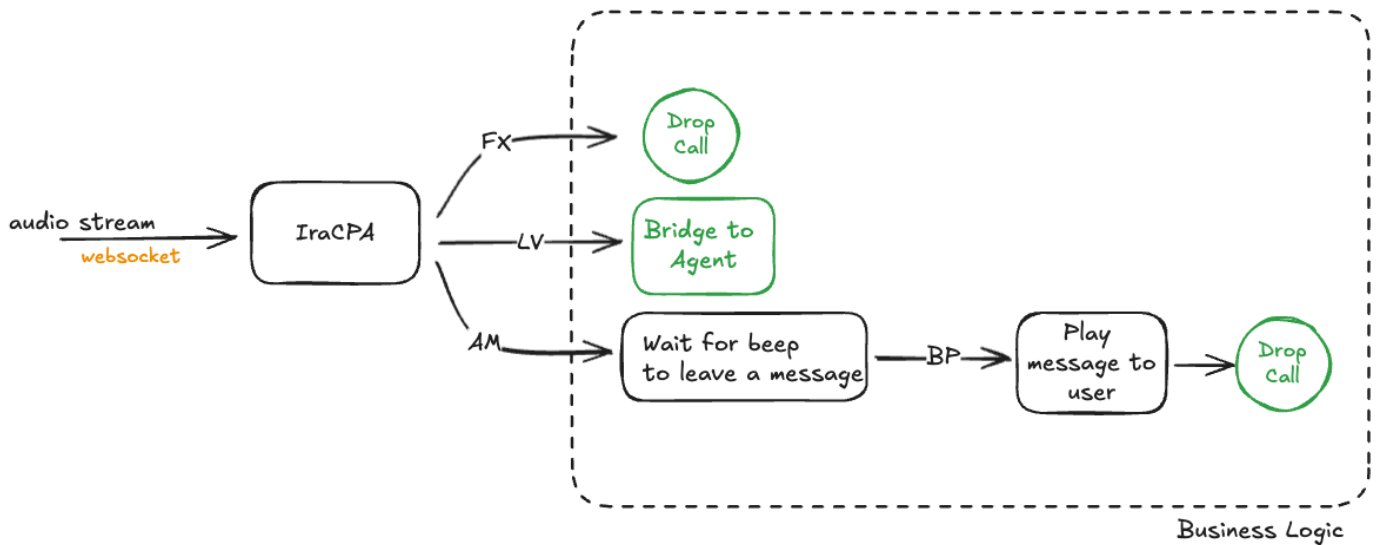
The powerful synergy of CPA and an outbound dialer has revolutionized the agent experience. By eliminating the need for agents to waste time sifting through voicemail prompts, this dynamic duo allows them to focus on meaningful interactions that drive results. The outcome? A significant boost in sales and enhanced customer satisfaction. CPA has become a game-changing solution for organizations seeking to uncover new opportunities and efficiently process vast amounts of data, making it an indispensable tool for modern businesses.

HighLights

- TCPA and PECR compliance.
- Automatically detect answering machines.
- Minimize agent idle time by filtering out non-productive calls.
- Ensure that bots are only triggered for calls answered by humans.
- Quickly route calls to IVR or fax systems based on detection.



■ Why choose IraCPA?



- **Higher Engagement Rates, Enhanced Efficiency and Improved Conversion Rates:** Connect associates with live, real contacts instead of answering machines thus improving the quality of your interactions and increasing the likelihood of successful engagements.
- **Class Leading Accuracy:** Our tier 1 customers report 95-98% average accuracy, which is one of the best in the industry.
- **TCPA and PECR compliant:** IraCPA guarantees detection results within 1.75 seconds, ensuring compliance with TCPA and PECR requirements. Unlike competitors, who rely on user-defined timeouts and tuning, IraCPA's engine is pre-optimized to provide the best possible determination in this time frame.
- **Language agnostic:** IraCPA is language-agnostic, relying on speech patterns and energy density to detect a recorded greeting or live voice, independent of the callee's language. Its proprietary pattern recognition logic uses a stochastic, rather than deterministic, algorithm.
- **Modern protocol:** IraCPA uses the modern and user-friendly websocket protocol to receive the audio stream to be processed. The detection events are also conveyed over the same websocket connection.
- **Tone and silence detection:** IraCPA can be configured to continue the analysis even after emitting the first detection (FX/AM/LV). This can be used to look for silence or answering machine beeps. The beep event opens up the ability to wait for a beep after answering machine detection and leave a prerecorded message.

■ About Us

Epicode Private Limited, a middleware product company was established in the year 2020. Epicode's business model is tailored on the below mentioned attributes:

- Develop API based backend software products with a primary focus on system engineering.
- Domain focus: Telephony and Process Automation.
- The "Go to Market Strategy" would be "OEM partnerships" with a B2B approach, selling only to systems integrators, technology partners, and business application developers.
- No end-customer engagement.
- The API-based middleware products will not have any web based front end.
- Adopt proven and field-tested best-of-breed open source platforms as part of our product stack.

As a consciously chosen design strategy, our OEM products are designed based on the partner's business requirements or use cases. The Epicode solution architects make sure that the products are optimised for specific deployment environments as prescribed by our business application partners, be it on-premise or pure cloud environments like AWS, Google or Azure cloud.

Epicode doesn't sell to end customers. Our products are API-based middleware modules, which can be used by Technology Solutions companies as part of their solution. Epicode adheres to a strict "no-compete" business policy.



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