

The MCS Platform

The Mutare Communication Server platform enables robust voice and speech self service applications. The platform supports Dialogic® PCI and PCIe voice cards. Cards are available for T1 and analog ports in North America or E1 for the international market. The MCS can be sized from 1 to 96 ports on one server and will scale to multiple servers if more ports are required. H.323 or SIP ports may also be used.

Nuance Text-to-Speech is available in over thirty languages and dialects. The MCS supports the MRCP 2.0 standard to interface with Nuance for speech recognition.

MCS applications are written in .NET and run as a Windows services. This architecture enables them to interface with any external system using SOA, Web Services, CTI APIs, or direct database access using client based providers.

A custom IVR solution from Mutare means flexibility. Before the application is written, Mutare will work with you to design an efficient caller interface for your review. Chances are the first draft will be very close as it reflects the experience of 20 years and hundreds of IVR solutions for public and private enterprises of all sizes. Even after implementation, Mutare will continue to make tweaks free of charge during the warranty and as part of our comprehensive customer support agreements.

A transaction file gives you the information you need to monitor your IVR's effectiveness. This can be a flat file on the MCS server or it can be written directly to your internal databases.

Mutare stands ready to help if your IVR experiences difficulty. Trouble can be reported by phone or email (see the Mutare Customer Service Agreement document for details).

For technical specifications, click [Here](#).