

Efficient Any-to-Any Contact Center Connectivity: Dialogic® 1010 Integrated Media Gateway Improves Avaya Contact Center Deployments

Technology Brief

Efficient Multi-Protocol Network Connectivity for Large Contact Centers

As a leading provider of world class IP Contact Center solutions, Avaya enables enterprise customers to provide superior customer service on a global basis every day. Self-service interactive voice portals and agent-attended multi-modal contact center solutions are built on IP technologies, which must integrate and leverage a range of communications networks, anywhere in the world. Legacy PSTN networks, VoIP networks, the public Internet, and even mobile voice and data networks need to be efficiently interconnected to the contact center infrastructure, and customers must be efficiently routed and intelligently transferred to servicing endpoints wherever they exist across enterprise and public networks.

In many regions, Avaya and its system integration and channel partners rely on the Dialogic® 1010 Integrated Media Gateway (IMG Gateway) to provide their most efficient network connectivity for contact center customers.

Any-to-Any Connectivity in a Compact Integrated Media Gateway

Although many choices exist for connecting Avaya IP Contact Center infrastructure to disparate networks, the IMG 1010 provides distinct benefits in the following areas:

| Feature | Dialogic® 1010 Integrated Media Gateway Benefits | Alternative Connectivity Solutions |
|---------------------------|--|------------------------------------|
| Density per 1U Rackspace | Up to 672 channels/sessions | Equivalent density requires 2U+ |
| Integrated SS7 Protocol | Yes | Requires additional component |
| UUI Interworking | Yes | Often not supported |
| Redundancy | N+1 (DS3 models) | 1+1 |
| Compact Form Factor | 1U rackmount | 2U or larger |
| DS3 or T1/E1 Connectivity | Select DS3 and up to 32 T1s or 24 E1s | Requires multiple products |

These benefits, coupled with the ability of an IMG 1010 to reduce power consumption, rack costs, and CAPEX (for example, using one element versus multiple) provide Avaya and its partners with competitive total cost of ownership offerings for prospective contact center customers.

The IMG 1010 is Avaya Devconnect Compliance tested, and Configuration Guides published by Avaya are available to enable smooth deployments. Also provided on the web (see “For More Information”) is the Avaya Application Notes for Configuring the Dialogic® IMG 1010 Integrated Gateway with:

- Avaya Voice Portal
- Avaya Aura Session Manager
- Avaya Aura Communication Manager Access Element
- Avaya Aura Communication Manager Feature Server



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Enabling the Solution

Figure 1 is an example of how the IMG 1010 can be used to provide any-to-any connectivity for an Avaya contact center customer.

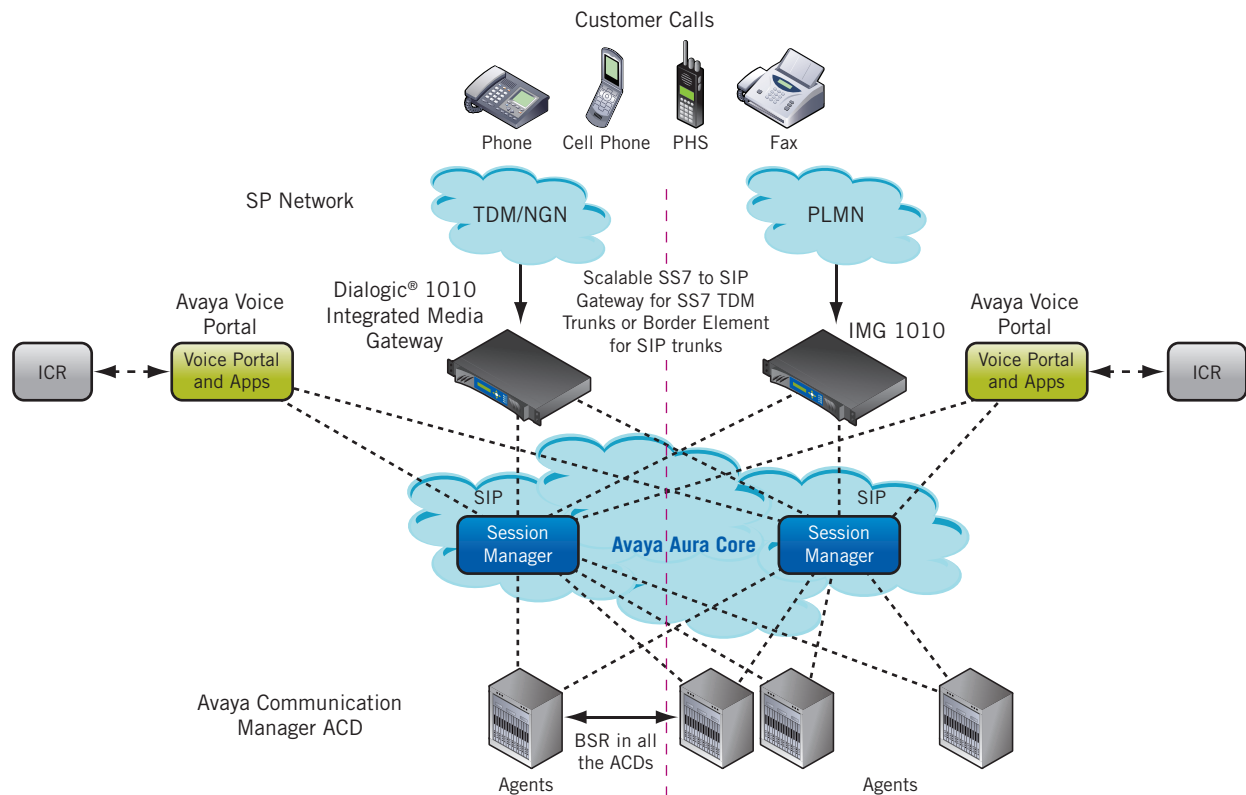


Figure 1. Dialogic® 1010 Integrated Media Gateway Provides Any-to-Any Connectivity for Avaya Contact Center Customers

For More Information

[Product Page](#) for Dialogic® 1010 Integrated Media Gateway

[Datasheet](#) for Dialogic® 1010 Integrated Media Gateway

“[Application Notes](#) for Configuring Avaya Voice Portal, Avaya Aura™ Session Manager, Avaya Aura™ Communication Manager Access Element and Avaya Aura™ Communication Manager Feature Server with Dialogic® IMG 1010 Gateway – Issue 1.0”

Questions?

If you have questions about the technology or Dialogic® product discussed in this technology brief, [contact](#) your local Dialogic representative.



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