

Getting Started

Understanding the EditStation Application Development Tool

The EditStation is a Windows-based Application Editor anyone can use to create Interactive Voice Response (IVR) applications. By dialing these applications and pressing the keys on their touch tone phones, callers can access information and perform transactions around the clock, seven days a week.

Although you use the EditStation to create and modify IVR applications, you download finished applications to a distinct UNIX host. With separate development and “run-time” environments, you’re free to develop and troubleshoot applications without risking degradation of service to your clients.

The power of UNIX...

- Thanks to the multi-tasking nature of the UNIX Operating System, your host computer can perform many different operations simultaneously. Even during peak periods, it can perform database operations and replay speech phrases to callers seamlessly. You can even download new applications to your host while it’s handling calls.

...the flexibility of Windows

- Because the EditStation uses the Windows Operating System, you can operate it concurrently with hundreds of other popular applications like Microsoft ACCESS™, a database manager. You can use ACCESS to analyze data collected by your UNIX host, or you can choose one of the EditStation’s many standard reports.

For busy call environments, you can seamlessly use a single Edit Station with multiple UNIX hosts, each equipped with its own processing boards and software.