



Technology Area

DEFINITION

<i>Name</i>	Voice and Video
<i>Description</i>	<p>Widespread adoption of Internet technologies is making it practical and compelling to run voice and video communication solutions on data networks, instead of separate telephone or video networks.</p> <p>One example of the beneficial merger between voice and data is Computer Telephony. The term "computer telephony" refers to using computers to automatically handle incoming and outgoing phone calls. There are a wide variety of computer telephony applications that deliver cost savings and increased productivity. For example, businesses use Interactive Voice Response (IVR) solutions to allow customers to check account balances and the status of shipments with a telephone dial-pad or speech-driven commands 24 hours a day. Many organizations use fax server applications, predictive dialers, automatic attendants and other applications to reduce communications costs and provide better customer service.</p> <p>Another example of this interrelationship between voice, video, and data is video conferencing. Videoconferencing technology allows people at two or more locations to see and hear each other at the same time. It can be run over standard phone lines or the Internet. Videoconferencing can bring together geographically dispersed groups in a productive and cost-effective way.</p>
<i>Rationale</i>	Because of the cost and productivity advantages, organizations of all sizes are expected to move to unified communications infrastructures over time. The merger of voice, video, and data networking is in the early stages of adoption today.
<i>Benefits</i>	<p>The convergence of voice, video, and data on an organization's network can help reduce operating costs, increase productivity, and enable new business solutions.</p> <p>Integrating communications lets you save money by eliminating redundant hardware, software, wiring, and support. For example, one of the most significant costs of owning a phone system is the cost of adding, moving, or otherwise changing telephone equipment configurations, such as when an employee moves to a new office. With a network that carries all types of communications, you can update telephone configurations at the same time you update local area network settings.</p>

ASSOCIATED ARCHITECTURE LEVELS

<i>Specify the Domain Name</i>	Infrastructure
<i>Specify the Discipline Name</i>	Network

KEYWORDS

List Keywords

Voice, video, computer telephony, IP telephony, IVR

ASSOCIATED COMPLIANCE COMPONENTS

*List the Compliance
Component Names*

Computer Telephony Integration (CTI)
Telephones
IP Telephony
PBXs, Key Switches
Video Conferencing
Interactive Voice Response

ASSOCIATED PRODUCT COMPONENTS

*List the Product Component
Names*

TBD

CURRENT STATUS

Provide the Current Status

In Development *Under Review* *Approved* *Rejected*

AUDIT TRAIL

Creation Date

3/25/04

Date Approved / Rejected

5/11/04

Reason for Rejection

Last Date Reviewed

Last Date Updated

Reason for Update