

# PaaS PLUS



INTERACTIVE SERVICES – DATA SHEET

## A SOLID FOUNDATION PLUS PROFESSIONAL APPLICATION SUPPORT

Professional application support paired with Platform as a Service (PaaS) offers a cost-effective way to optimize, run, maintain and support custom applications without having to buy, manage or host any underlying infrastructure.

### Speed to Market

Reduce time spent on IT integration and deploy apps within minutes.

### Cost Savings

Easily migrate, scale and monitor applications in the cloud and improve server and administrator utilization.

### Productivity & Innovation

Automate configuration, deployment and management of applications. Inspire innovation and higher satisfaction for developers.



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## PaaS Plus

Professional Support Includes:

- Controlled development environment for application testing and production
  - Option to manage application servers in West's secure hosted environment
  - Client portal to support management and monitoring of your applications
  - Access to deployment tools that support version control and application health
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## STABLE. SCALABLE. SECURE.

West's time-tested, cloud-based PaaS solution enables organizations to:

- Benefit from a **highly available** and secure platform
- **Mitigate the financial and operational risk** of running one's own platform
- Rely on **24/7 platform monitoring**
- Trust redundant and geographically **diverse data centers**
- Achieve compliance with industry **security standards**
- Support global business needs with access to **speech licenses for 27 languages**
- Reliably accommodate **high call volumes** and traffic spikes
- Have flexible hosting options to securely manage and deploy internal or client applications through a **convenient online portal**
- **House data servers at your location** and facilitate integration with you **real-time and historical reporting** interfaces
- Support your apps that intelligently route and manage multi-channel **inbound and outbound** communications, enterprise-wide

Upwards of

# 62.6M

unique interactions per month



More than

# 1.8M

IVR minutes every day

# 100,000+

carrier ports



## FEATURES OF WEST'S VOICE PLATFORM

- VoiceXML certified and CCXML compatible
- Globally redundant data centers ensure platform reliability
- IDE agnostic
- Complete inbound and outbound voice call processing
- Carrier-grade infrastructure
- Large port capacity with high availability to handle call fluctuations and ongoing business expansion
- Telephony with Session Initiation Protocol (SIP), Real-time Transport Protocol (RTP) and Time Dimension Multiplexing (TDM)
- Access to Nuance speech licenses that support natural language applications
- Compliance with industry security standards
- Connectivity via private voice and data links, as well as Virtual Private Networks (VPNs)
- Full-duplex whole-call recording with third-party tools
- 24/7 network operation center (NOC) and monitoring included in base price
- Broad and resilient global infrastructure, supported by industry leaders
- Ticketing system to easily submit and track concerns
- Outbound call progress, answering machine and Time Division Duplex (TDD) tone detection
- Advanced transfer options, such as whisper, take-back and RTP reinvitation
- Superior application debugging capability