

# White Paper

# auvious

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[www.auvious.com](http://www.auvious.com)

## EXECUTIVE SUMMARY

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Auvious is a multi-purpose, multi-industry **unified communication software platform**:

- With **modern** Architecture
- Easily and infinite **scalable**
- With a flexible, **customizable** ecosystem
- **Modular**; each product/feature is a micro-service
- With inherent **intelligence**
- Any possible use case or business logic can be supported via **customizable workflow engine and customizable UI**

Its purpose is to make collaboration easy, completely intuitive and of high quality.

## CHALLENGES

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Obvious answers all challenges of modern communication:

- High friction, disjointed customer journeys across channels
- Browser plugins & compatibility issues
- Complex, expensive architectures

## SOLUTION DESCRIPTION

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Auvious is a multi-purpose, multi-industry unified communication software platform:

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- Easily and infinite scalable
- With a flexible, customizable ecosystem
- Modular; each product/feature is a micro-service
- With inherent intelligence
- Any possible use case or business logic can be supported via customizable workflow engine and customizable UI

Auvious supports numerous features which can be used in several use cases across all industries or verticals. All the features can be enabled/disabled upon request.

Meeting features like:

- Create team
- Create workspace
- Video
- Audio
- Meeting Chat
- Private Chat
- Whiteboard
- Presentation
- Laser Pointer
- Minutes of Meeting (MoM)
- Collaborative Editing
- Desktop sharing
- File Sharing
- Poll
- Scheduling
- Contact Management
- Recording
- Video Playback
- Video Annotation
- Co-browsing
- Push Notification
- Screen Capture
- Bi-directional email
- Office online

- Copy-Paste from other applications

Recruiting features like:

- Pre-screening Interview
- Live Video Interview
- Questionnaires
- Scorecards

Education features like:

- Course lifecycle and management
- Course material and material composition
- Course assignments
- Course discussion forum
- Course replay
- Welcome page
- Whiteboard transparent
- Follow Presenter
- Moderator Control
- Eraser global
- Optional, Remote Desktop
- Course Participant Feedback

Virtual counseling features like:

- Personal Assistant
- Presence
- Health Check

- Reception
- Organizational Routing
- Call Hold
- Call Forwarding
- Voice/Video Message
- Request Callback
- Missed Calls
- Notification of Incoming Call
- User Feedback
- Priority Waiting List
- Promotion Audio/Video Messages
- Routing Automation Workflow
- Campaign and Provisioning Automation Workflow

Intelligence features:

- Chat-bots
- Voice-bots
- Video-bots
- Voice APIs
- Face and Voice Biometrics
- Speech-to-text and Text-to-Speech
- Video Summarization
- Video Search
- Sentiment Analysis
- Real-time Emotion Detection
- Call Rating & Scoring
- Voice Analytics
- Personalized Contextual Recommendation
- Language Support (Machine Translation)
- Subtitles
- Deaf-mute interaction
- Threat Detection
- Meeting bias
- Meeting keypoints
- IoT surveillance
- Industrial Robots
- Mixed Reality
- Knowledge & skill base which can be used to:
  - Provide recommendations
  - Select appropriate product
  - Improve skills
  - Optimize product offering

- Communication Optimization (noise suppression, handling of packet loss, resource allocation optimization)
- Continuous Training of algorithms

DevOps As a Service:

- The main interface is a Chabot or voicebot. The end users communicate their requests via speech or chat.
- The voice or text API request is parsed with the help of the text parser and analyzed into a structured API request and submitted to workflow engine.
- The workflow examines the request and it looks it up into the tool registry
- The template of the required tool is retrieved, as well as the parameters it needs
- The workflow engine then submits questions back to the end user via the bot and the answers are returned to the workflow engine.
- After the user decides the environment on which the platform will be deployed and all the required parameters, then the template is completed and it is submitted to the dependency resolution engine in order to retrieve all prerequisite systems and their exact version.
- If any of the dependencies requires feedback from the user, then the workflow engine submits questions back to the end user via the bot and gets the answers
- At the end of this procedure, the workflow engine has constructed a full deployment plan and submits it to the provisioning engine for execution
- The deployment plan is coordinated by the provisioning engine and executed using the available adapters

The above features can be **combined into a single product** which can serve any industry and any use case.

Industry	Use Cases
<b>Education</b>	<ul style="list-style-type: none"> <li>● Bring in subject matter experts from around the globe</li> <li>● Broadcast administration policies and news</li> <li>● Collaborate with remote classrooms</li> <li>● Distance learning</li> <li>● Parent/teacher or student/teacher virtual meetings</li> <li>● Stream, record and archive sessions for future playback</li> <li>● Regional staff meetings</li> <li>● Virtual field trips</li> <li>● Co-teaching</li> <li>● Hybrid classes</li> <li>● Study groups</li> <li>● Extended office hours</li> </ul>
<b>Government</b>	<ul style="list-style-type: none"> <li>● Accelerate judicial processes (warrants, stay of hearing, etc.)</li> <li>● Remote collaboration with local and global colleagues</li> <li>● Stream, record and archive best practices and policies for future playback</li> <li>● Broadcast important announcements/communications</li> <li>● Distance learning/training programs</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>● Analyst presentations and reviews</li> <li>● Executive updates</li> <li>● Global collaboration sessions</li> <li>● Remote customer meetings</li> <li>● Communicate with corporate office</li> <li>● Quarterly business reviews</li> <li>● Financial earning and daily communication broadcasts</li> <li>● Stream, record and archive important communications for future playback</li> </ul>
<b>Health Care</b>	<ul style="list-style-type: none"> <li>● Distance learning</li> <li>● Deliver policy training</li> <li>● Administer remote healthcare</li> <li>● Virtual Treatment</li> <li>● Collaborate with specialists around the globe</li> <li>● Broadcast board meetings, announcements and news</li> </ul>
<b>Legal</b>	<ul style="list-style-type: none"> <li>● Accelerate judicial processes (warrants, stay of hearing, etc.)</li> <li>● Remote depositions</li> <li>● Remote case preparation</li> <li>● Stream, record and archive video testimonies for future playback</li> <li>● Court arraignment</li> <li>● Team collaboration sessions</li> </ul>

	<ul style="list-style-type: none"> <li>● Distance learning</li> <li>● Virtual client meetings</li> </ul>
<b>Manufacturing</b>	<ul style="list-style-type: none"> <li>● Contractor and vendor meetings</li> <li>● Remote quality control and supply chain management</li> <li>● Global collaboration sessions</li> <li>● Stream, record and archive important communications for future playback</li> <li>● Progress review meetings</li> <li>● Stakeholder communications</li> <li>● Distance learning</li> <li>● Streamline work processes</li> <li>● Dolby Voice integrations and noise-minimizing tools mean you can work from even the busiest locations to achieve agile work process.</li> </ul>
<b>Media/Entertainment</b>	<ul style="list-style-type: none"> <li>● Global talent recruitment</li> <li>● Optimize casting decisions</li> <li>● Production collaboration</li> <li>● Remote guest participants</li> <li>● Broadcast communications and special events</li> <li>● Progress review meetings</li> <li>● Enhance Legal Correspondence with external law firms for copyright, intellectual property, and anti-piracy arrangements</li> </ul>
<b>Energy</b>	<ul style="list-style-type: none"> <li>● Bring in remote subject matter experts</li> <li>● Global collaboration sessions</li> <li>● Distance learning</li> <li>● Remote quality control</li> </ul>
<b>HR</b>	<ul style="list-style-type: none"> <li>● Expedited Recruiting</li> <li>● Easy Scheduling</li> <li>● All-hands Meeting</li> <li>● Security of Private Data</li> </ul>
<b>Non Profit Organizations</b>	<ul style="list-style-type: none"> <li>● Expand reach and mission</li> <li>● A greener conscience: Champion your cause while reducing your carbon footprint by logging less travel.</li> <li>● Reduce IT burden</li> <li>● Superior connectivity</li> </ul>
<b>Sales</b>	<ul style="list-style-type: none"> <li>● Engage potential buyers</li> <li>● Forecast better/ evaluate pipeline projections</li> <li>● Learn more, disrupt less</li> </ul>

## BENEFITS

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Auvious offers the following benefits:

- Works with any desktop or mobile client (light-weight, working even with low-capability clients)
- It has minimal bandwidth requirements
- It is vendor agnostic
- It complies to any security restriction or regulation
- Self-healing
- Common operations with intuitive analytics
- Common correlated data set that can be used to train new algorithms
- Common code base



## SUMMARY

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What Auvius can offer to a modern enterprise:

- The sensory organs conveying vision and hearing via WebRTC
- The brain combining the senses into reality via Artificial Intelligence (AI)

## APPENDICES

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### DEFINITIONS, ACRONYMS, ABBREVIATIONS

Term	Meaning
AI	Artificial Intelligence
ASR	Automatic Speech Recognition
B2BUA	Back-to-back User Agent
CI/CD	Continuous Integration / Continuous Delivery
DevOpsAaS	Development/Operations As A Service
IVR	Interactive voice response (IVR) is a technology that allows a computer to interact with humans through the use of voice and DTMF tones input via a keypad.
MQTT	MQTT (Message Queuing Telemetry Transport) is an ISO standard (ISO/IEC PRF 20922) publish-subscribe-based messaging protocol.
OAuth2	OAuth 2.0 is the industry-standard protocol for authorization
REST API	A REST API (Representational State Transfer) is a method of allowing communication between a web-based client and server that employs representational state transfer (REST) constraints.
SIP	The Session Initiation Protocol (SIP) is a communications protocol for signaling and controlling multimedia communication sessions in applications of Internet telephony for voice and video calls, in private IP telephone systems, as well as in instant messaging over Internet Protocol (IP) networks.
WebRTC	WebRTC (Web Real-Time Communication) is a free, open-source project that provides web browsers and mobile applications with real-time communication (RTC) via simple application programming interfaces (APIs).
MoM	Minutes of Meeting
RDG	Remote Desktop Gateway
RTP	Real-time Transport Protocol
SBC	Session Border Controller
SDP	Session Description Protocol
TCP	Transmission Control Protocol
TTS	Text to Speech
UI	User Interface
UDP	User Datagram Protocol

### REFERENCES

#	Document Title	Version	Author
1	Auvious Product Description	1.0	P. Paterakis