

Parliant Corporation

Unique Signal Detection and High Quality of Voice Delivery Equals Award-winning Mac-based Computer Telephony

Parliant Corporation's tagline, "The Mac telephony experts", is also their corporate mission. Their PhoneValet, a world-class voicemail, call logger and conversation recording system, and PhoneHerald Broadcast Dialer products are aimed at the home office, home and small office market and have won numerous awards as well as enthusiastic reviews. In developing both of these products, Parliant demanded the modem deliver exceptionally high quality voice recording and voice delivery to the phone line. They also needed an extended feature set not typically available in voice modems. They found it with the Multi-Tech SocketModem® embedded module.

In search of a modem solution, Parliant Corporation first had to consider the differences between utilizing a software-based modem versus a hardware-based modem. A software based modem runs most of its tasks on the computer's main CPU. Using a hardware modem, like the SocketModem module, all of the modem code is run on the module itself. This means predictable performance even when the computer's CPU gets busy with other tasks. "We offer a multi-line solution and as we add more lines, we add additional socket modems — one per line," explains Kevin Ford, President of Parliant Corporation. "Performance does not degrade as we add lines. This would not be the case with a soft modem loading the computer's CPU."

Parliant Corporation also had some unique feature requirements that they were looking for. "To build PhoneValet we could not start with a traditional voice modem," explains

Ford. "We needed an extended feature set and a quality of voice recording not seen in the industry from typical voice modems. We also needed world-wide telephony certification." Their other product line, PhoneHerald Broadcast Dialer, an automated group dialing, message delivery and response collection system required quality sound delivery to the phone line, knowledge of hook status, and advanced call flow control to start playing the message at the right time while listening for touch tones.



"Multi-Tech had the right product, at the right time," said Ford. "We could not have built our Call Log and Voicemail without the unique signal detection features of the SocketModem." Specifically, the SocketModem offered Parliant a feature called "snooping mode" which allows for the detection of user phone pickup/hangup events and user digit presses (DTMF) while the modem remains on-hook so that it does not disrupt calls. Additionally, the SocketModem's Automatic Gain Control dynamically adjusts volume throughout a recorded conversation to get the very best possible recording of both speakers.

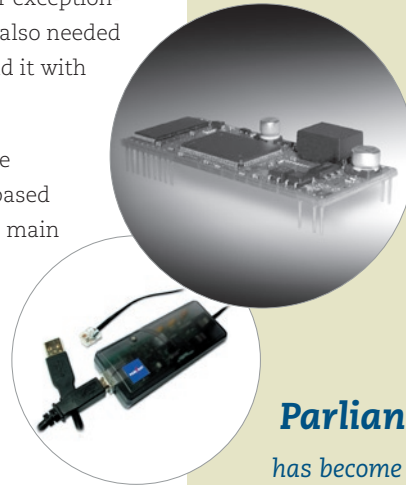
"While many modem manufacturers offer similar features, many were offered in "Modes" where only a fraction of the features were available at the same time," explains Ford. "Upon evaluating over 100 modems, we selected the SocketModem as no other modem had all the features we needed at the same time."

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SocketModem

- Complete modem solution including the controller, data pump, and DAA
- Global compliance
- Universal socket connectivity
- Quick-to-market solution



Parliant Corporation

has become a world leader in developing and deploying a family of Mac-based computer telephony products for small business, home and home office use. Founded in 2002, Parliant Corporation has facilities in Ogdensburg, New York and Ottawa, Canada.

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