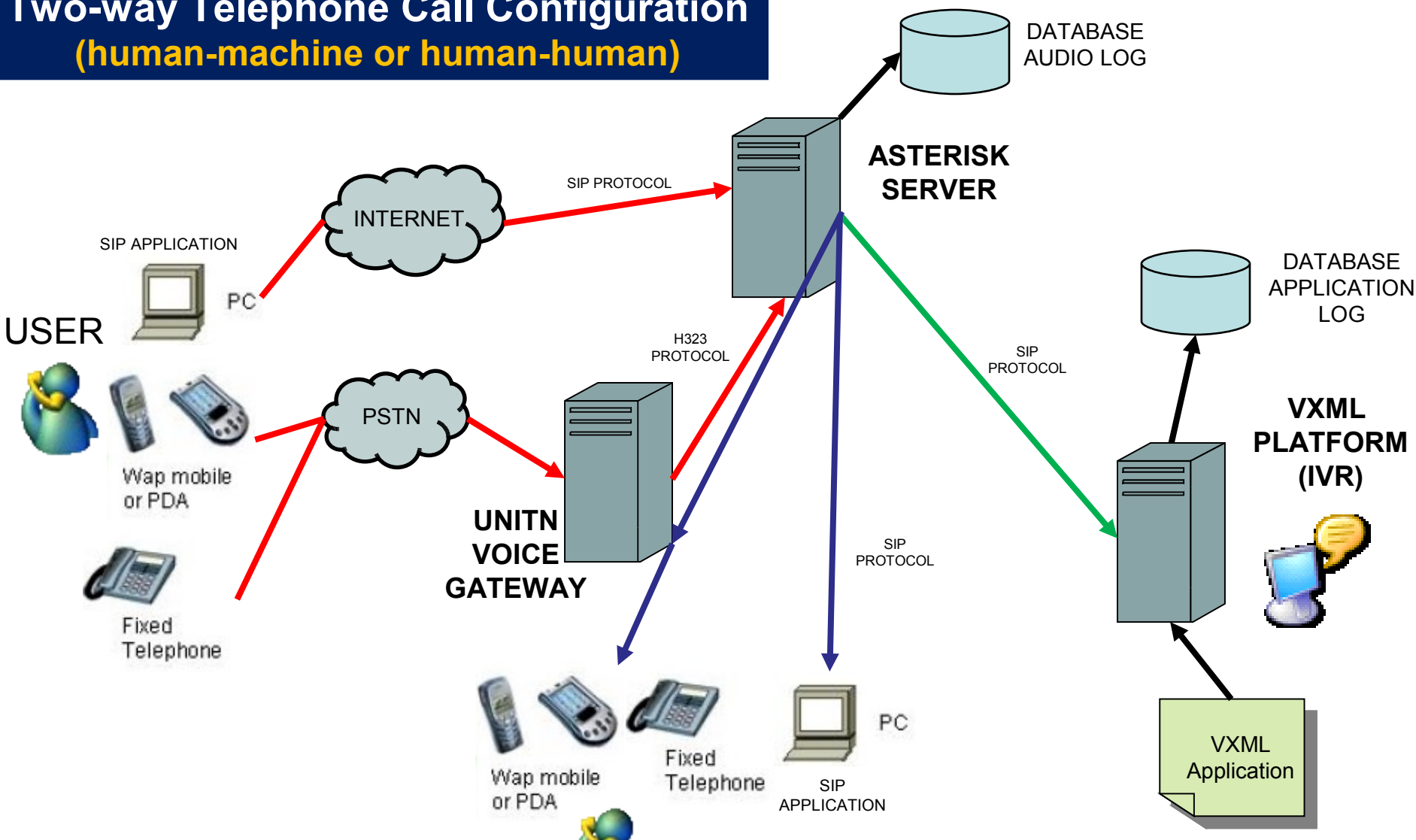


Architecture

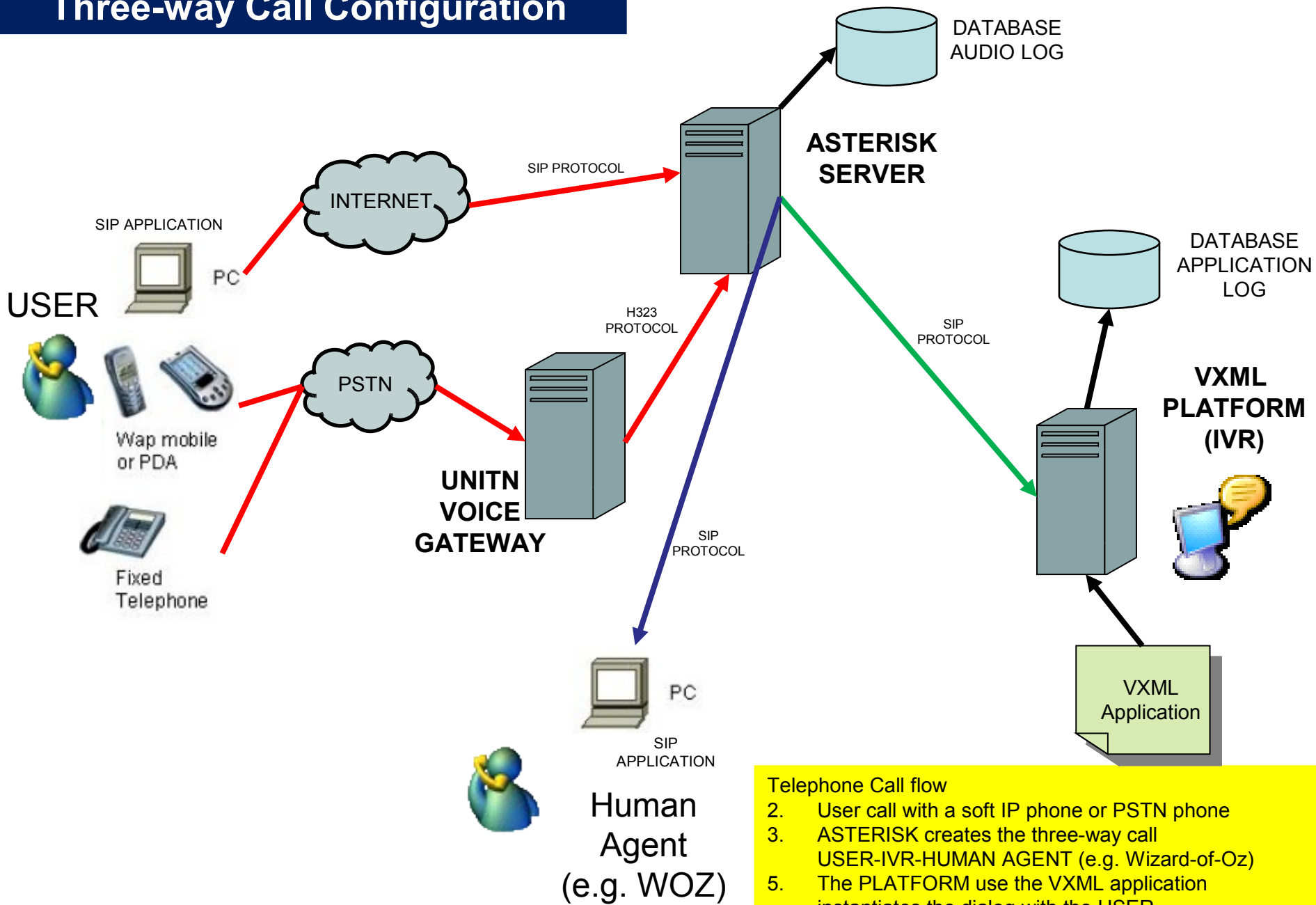
CASA Project

Two-way Telephone Call Configuration (human-machine or human-human)



- Call flow**
2. User call with a soft IP phone or PSTN phone
 3. ASTERISK create the connection between USER-IVR
 4. VXML PLATFORM instantiate a dialog application
 5. Following a human-machine dialog, the PLATFORM connect the USER to the HUMAN AGENT through ASTERISK

Three-way Call Configuration



- Telephone Call flow
2. User call with a soft IP phone or PSTN phone
 3. ASTERISK creates the three-way call
 4. USER-IVR-HUMAN AGENT (e.g. Wizard-of-Oz)
 5. The PLATFORM use the VXML application instantiates the dialog with the USER
 6. At the end of Human-Machine dialog the HUMAN AGENT continues the conversation with the USER