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Nota di contenuto	Intro -- Asterisk 1.4 -- Table of Contents -- Asterisk 1.4 -- Credits -- Foreword -- About the Authors -- About the Reviewers -- Preface -- Reviewing the basics -- No compromise -- What this book covers -- Onwards -- Conventions -- Reader feedback -- Customer support -- Downloading the example code for the book -- Errata -- Piracy -- Questions -- 1. The Dialplan -- Dialplan location -- Extensions and contexts -- Pattern matching -- Why use contexts? -- Call barring made simple -- Time and day call routing -- Variables -- Inheritance of channel variables through the dialplan -- Using the AstDB -- Dialplan features and additions -- func_devstate -- What can we use the DEVSTATE() function for? -- Outgoing trunk selection -- Calling extensions -- Setting lights -- Boosting outgoing call capacity -- Using multiple broadband lines -- Configuration overview -- Setting up the routing in Linux -- Configuring Asterisk -- Explanation of the macro -- Downsides -- System() application -- Summary -- 2. Network Considerations when Implementing Asterisk -- Centralized and distributed installations -- Centralized installations -- Distributed solutions -- Latency and jitter -- Jitterbuffer -- Echo -- Do your homework -- SLAs are for everyone -- Achieving the goal -- Backups -- To share or not to share -- Ensuring quality -- When things go wrong -- Red -- Amber -- Green -- Increasing resilience -- Summary

-- 3. Call Routing with Asterisk -- Routing methods -- Where to start -- Internal calls -- Local calls -- National calls -- International calls -- Alternative options -- ENUM -- DUNDi -- Types of routing -- Routing techniques -- Summary -- 4. Call Centers-Queues and Recording -- Asterisk queues -- Queue gotchas -- A practical queue -- Using queues to cascade calls -- Call recording-the issues -- Show-stoppers -- VoIP recording approaches. Impact of VoIP on recording systems -- Hardware convergence -- Distributed call centers -- Home working -- VoIP recording challenges -- Routing -- Bandwidth -- Encryption -- Solutions -- Asterisk call center solutions -- How VICIDIAL works -- Handling inbound calls -- Installation -- Timing sources -- Scalability -- Summary -- 5. Asterisk and Speech Technology -- Why speech-enable? -- Types of speech technologies -- Automatic Speech Recognition (ASR) -- Isolated Word Recognition -- Connected Word Recognition -- Natural Language Recognition -- Text-to-Speech (TTS) -- Speaker Verification and Identification (SVI) -- MRCP -- Implementation considerations -- ASR and Asterisk -- Installing LumenVox speech recognition with Asterisk -- Checking that things are working -- SpeechCreate() -- SpeechLoadGrammar (yesno, /etc/lumenvox/Lang/BuiltinGrammars/ABNFBoolean.gram) -- SpeechActivateGrammar(yesno) -- SpeechBackground(beep) -- Verbose (1,Result was {SPEECH_TEXT(0)}) -- Verbose(1,Confidence was {SPEECH_SCORE(0)}) -- SpeechStart() -- SpeechDeactivateGrammar (label) -- SpeechUnloadGrammar(label) -- SpeechDestroy() -- {SPEECH (results)} -- Grammar files -- Implementation advice for ASR -- TTS with Asterisk -- Implementation advice for TTS -- Summary -- 6. Call Accounting and Billing -- Call Data Records (CDRs) -- CDR frontends -- Call accounting -- Providing termination billing -- Every little helps -- Selecting a billing platform -- Introducing A2Billing -- Reasons to consider A2Billing -- A2Billing requirements -- Monitoring usage -- Coding for A2Billing -- Billing gotcha! -- High call volumes -- Other high-call-volume solutions -- SER/OpenSER -- FreeSWITCH -- Summary -- 7. Resilience and Stability -- Increasing availability -- Stability -- Network -- Cables -- Switches and routers -- Endpoints -- Telephony switches and gateways -- Server -- Environment. Dealing with failure -- Network resilience -- Server -- High availability -- Ultra Monkey -- Telephony switches/gateways -- Redfone foneBRIDGE2 -- Junghanns ISDNguard -- Endpoints -- Round robin DNS -- Say hello to Rsync -- Limiting the number of calls per server -- Summary -- 8. Localization and Practical Security -- Tones -- Time and date and localization -- Changing the language of system prompts -- Local telephony interfaces -- Analog -- Digital -- Localizing caller ID signaling on Digium analog interfaces -- Checklist -- Practical security -- Out of hours -- Summary -- 9. Interfacing with Traditional Analog and Digital Telephony -- Analog -- Digital -- ISDN BRI (Basic Rate Interface) -- ISDN PRI (Primary Rate Interface) -- Choices, choices -- Using external adaptors -- Using cards -- Installing a Digium card -- Card installation-physical -- Installing the DAHDI software -- Configuring the DAHDI files to enable the card -- What about the other cards? -- framing -- coding -- Troubleshooting with Digium cards -- Summary -- 10. Integrating Asterisk with Wireless Technologies -- Why integrate Asterisk with wireless technologies? -- Wireless technology overview -- Wi-Fi (only) phones -- SIP desk phones with a wireless link -- Dual-mode (GSM and SIP) phones and PDA/smart phones -- SIP/DECT phones -- Connecting Asterisk to mobile networks -- Why connect to mobile networks? -- The GSM gateway (box) -- The GSM card -- Configuring wireless devices -- Configuring Asterisk to work

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