

Key Features

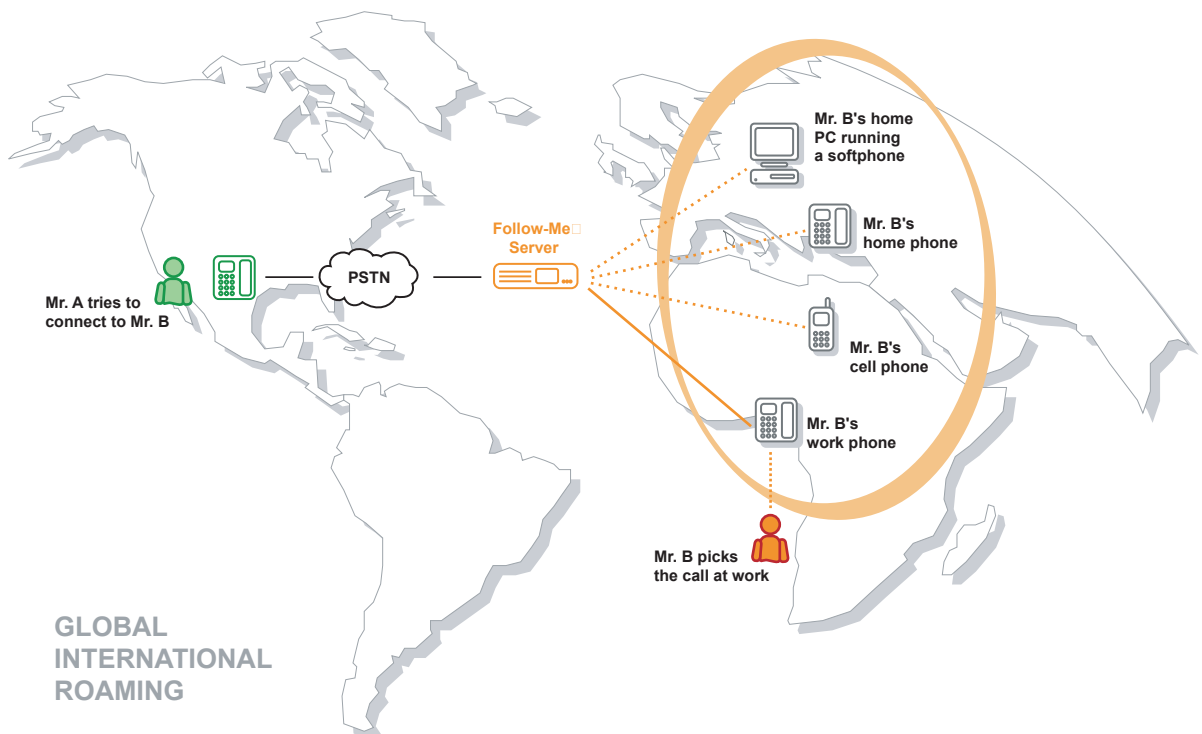
- Multi-Number Hunting and Global Roaming
- Long-Distance and International Number Support
- H323, SIP, PSTN Least Cost Routing
- Secure Caller Authentication
- Email Notification
- Voice Mail Failover
- Anonymous Number Support
- Dynamic Phone Number Change
- Web User Administration
- Admin Web Management Interface - Enterprise
- User Web Management Interface - Enterprise
- User CRM Interface - Consumer/Hosted Services
- User CRM Management Interface - Consumer/Hosted Services
- VoIP - H323/SIP/MGCP Support
- PSTN - ISDN/SS7/CAS/R2 Support
- Inbound Call Filtering
- Least Cost Routing
- Protocol Switching
- Codec Transcoding
- IVR Feature Management
- Dynamic Call Control and Disconnect
- Global Number Hunting
- Global Inbound Roaming
- Unlimited Number Hunting
- Music On Hold
- Call Screening to Accept/Reject/Forward to VoiceMail

The Problem

Telco provider needs a platform that will allow the subscribers to be reachable at all times. For example, a customer may require that he has an 800-number that will ring up in a hunting fashion: first his mobile phone, then his work phone, then his home phone, and finally his hotel phone. If none of the phones answers the caller to leave a message in the voice mailbox. The subscriber may require authenticated only users to talk to him, and that is the reason the system will identify caller with a name and a caller id (ANI).

The Solution

SM 7000 allows platform manager to define one phone number that will hunt multiple phone numbers in specific order to try to locate the follow-me subscriber. If located, the subscriber may pick up the phone and accept or reject the call based on his caller id or calling party name preferences. If the subscriber is not located, the system will default to his voice mailbox. The service will guarantee global, international roaming and 100% availability for all subscribers.



SOLUTION FEATURES

Multi-Number Hunting and Global Roaming

SM7000 allows subscribers to define multiple numbers for hunting purposes. Once a caller dials the original DID number the system re-routes the call in hunting mode to try to locate the subscriber. Hunt numbers can be local, long-distance, or international numbers thus allowing subscribers to roam their phone services internationally. Since calls can be terminated via PSTN or VoIP the overall phone call cost is significantly reduced and the subscriber is always reachable even while he is abroad or traveling.

H.323, SIP, PSTN Least Cost Routing

SM7000 will attempt to select the least cost route for all calls thus reducing the overall cost to the subscriber and the platform manager. All available destinations are evaluated against availability, latency, cost and other factors to provide robust operation. Least Cost Route evaluation is fully supported to optimize VoIP and PSTN termination points.

Secure Caller Authentication & Anonymous Number Support

SM7000 will ask the caller for her name and connect the call if the subscriber approves it, thus providing a high level of system security. In addition, the final destination number of the subscriber is not disclosed to the caller. This serves several purposes including security, anonymity, and easy phone number change.

Email Notification and Voice Mail Failover

SM7000 will failover to voicemail if the subscriber does not answer. Then it will notify the subscriber once a voice mail has been left into his voice mailbox. The email will include the caller id, message id, time, size, and duration information.

One-Stage Follow-Me Calling

- 1 Caller dials a DID number or connects to SM 7000 via VoIP
- 2 SM 7000 accepts the call
- 3 SM 7000 plays Locating Subscriber message
- 4 SM 7000 hunts the subscriber and rings up his phone
- 5 Subscriber picks up the phone
- 6 SM 7000 connects both parties

Two-Stage Follow-Me Calling

- 1 Caller dials a DID number or connects to SM 7000 via VoIP
- 2 SM 7000 accepts the call
- 3 SM 7000 ask the caller to provide his name
- 4 SM 7000 plays Locating Subscriber message
- 5 SM 7000 hunts the subscriber and rings up his phone
- 6 Subscriber picks up the phone
- 7 SM 7000 displays his ANI and plays the name of the caller to the subscriber
- 8 Subscriber accepts or rejects the call
- 9 SM 7000 connects both parties

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