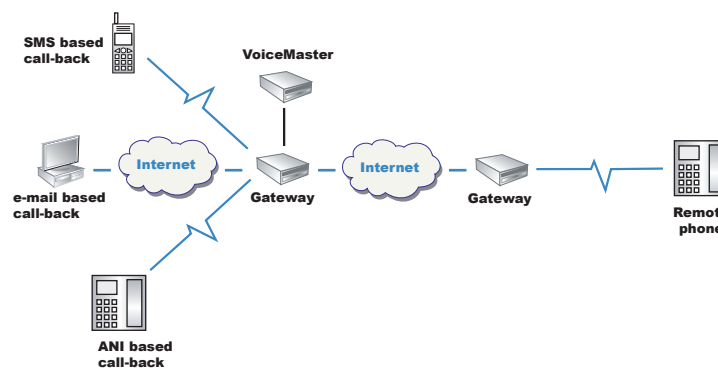## Key Features

- Provides PSTN or VoIP Call-Back Services
- Easy Integration Into Existing VoIP Environment
- Advanced Billing and Authentication
- Advanced User Account Management
- TIntegration Into Corporate and Reseller
- IVR Server
- Radius Server

- Web Server
- Billing Server
- Sybase Database Server
- Web Application / CGI Server
- Online Call History & Online Balance
- Credit Card Interface

The Problem

On one hand, GSM and National Telco operators provide expensive long-distance rates to their users that do not allow these users to make low cost long distance and international calls. On the other hand, most GSM operators do not charge their users for inbound calls but charge high rates for all outbound calls even local calls. In countries that support government telecom monopoly, users do not have any low cost options for making long-distance calls because of the lack of call origination providers.

The Solution

SysMaster Corporation offers call-back management technology that allow GSM and telephone users to initiate long-distance via SMS messages, Email messages, or ANI authentication. The call-back technology allows inexpensive calls to be initiated by remote VoIP/Telco gateways in both directions thus reducing call origination and termination

SOLUTION FEATURES

SMS Call-Back Service

In SMS Call-Back applications, GSM users initiate long-distance calls by sending SMS messages to SysMaster SMS Gateway. The SMS message contains user specific information such as a PIN number and/or authorized phone number. SysMaster SMS Gateway processes the message and authorizes SysMaster VoIP platform or a third party VoIP solution to perform a call-back to the originating GSM phone. Alternatively, the call-back could be made to any number preset by the user. Once the user picks up the automated call, he/she is presented with a dial tone to enter the target destination number and is connected.
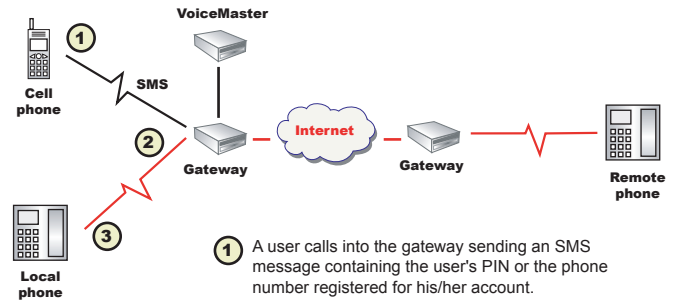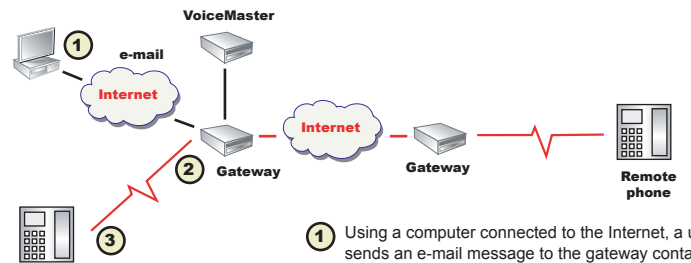

1. A user calls into the gateway sending an SMS message containing the user's PIN or the phone number registered for his/her account.

2. VoiceMaster authenticates the user and calls back to the registered phone number.

3. The end user dials the destination number using the same call-back connection.

E-mail Callback Service

The Email Callback Service allows phone users to initiate long-distance calls by triggering callback via an email message sent from a PC or any device capable of sending/receiving e-mail messages.
The e-mail message contains user specific information, such as user's PIN code and/or authorized phone number. Once sent the e-mail message will be processed by the SM700 Gateway and optionally re-directed either to SysMaster VM Platform for authorization or a third-party VoIP solution. When the e-mail message is received and authenticated the server will trigger a callback to the user's phone who in turn needs to enter the target destination number.

1. Using a computer connected to the Internet, a user sends an e-mail message to the gateway containing the user's PIN or the phone number registered for his/her account.

2. VoiceMaster authenticates the user and calls back to the registered phone number.

3. The end user dials the destination number using the same call-back connection.

Web Callback Service

Web Callback allows phone users to initiate long-distance calls by the origination of callback with the connection to your destination number via the Internet. For a web callback to be initiated, the user needs only to enter a unique PIN code and/or the number s/he wants to call. In turn, the request will be processed by the SM7000 Gateway and a callback to the specified phone number triggered. As with SMS and E-mail Callback services, the user will be authenticated by his/her unique PIN code.
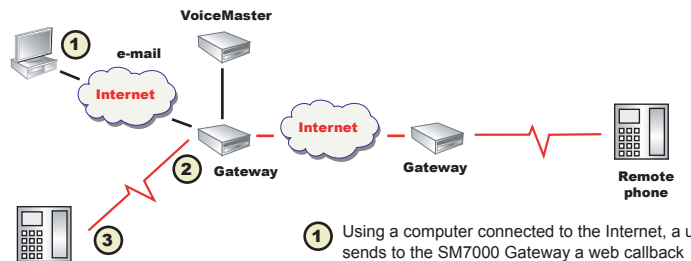

1. Using a computer connected to the Internet, a user sends to the SM7000 Gateway a web callback request containing the user's PIN and/or the phone number registered to his/her account.

2. User is authenticated and a web callback to the registered number is triggered..

3. The end user dials the destination number using the same call-back connection.

SOLUTION FEATURES

ANI/DNIS Callback Service

The ANI/DNIS Callback Service allows phone users to initiate long-distance calls by calling the VoiceMaster ANI Callback Module equipped with a special modem that will recognized the caller id.
When such a callback is initiated, the SM7000 Gateway will extract the user's caller id automatically and the initial call will not be picked up, that is, a busy signal will be returned. When the caller id is captured by the SysMaster Gateway, the user's ANI/DNIS will be matched against an existing user's account containing the phone number the callback request should be triggered for. Once the callback request has been processed by the SysMaster Gateway, the user will be prompt to pick up the automated call and when presented with a dial tone s/he can enter the target destination number.

VoiceMaster

Internet

Gateway   Gateway   Remote phone
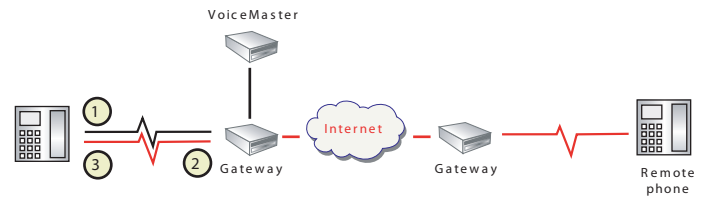
1 A user calls into the gateway.

2 VoiceMaster authenticates the user by the user's ANI/DNIS and calls back to the registered phone number.

3 The end user dials the destination number using the same call-back connection.

PIN Callback Service

PIN Callback Service is analogues to ANI/DNIS Callback processing. By triggering PIN Callback, users can initiate long-distance calls and greatly save on phone costs.
When a PIN Callback is initiated the user will be presented with an IVR message prompting him/her to enter a PIN number, which in turn will be matched against the user's account and the user's callback number. The feature also permits you to directly program a new callback number from your remote location.

VoiceMaster

Internet

Gateway   Gateway   Remote phone
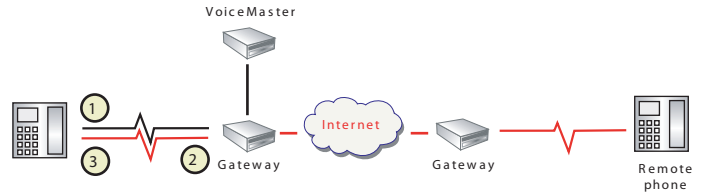
1 A user calls into the gateway.

2 VoiceMaster authenticates the user by the user's PIN code and calls back to the registered phone number.
Optionally the user can re-program a new callback number to a new remote location.

3 The end user dials the destination number using the same call-back connection.

CONTACT INFO