SC.CallCompletion

System of calls completion

Krasnoyarsk, 2014
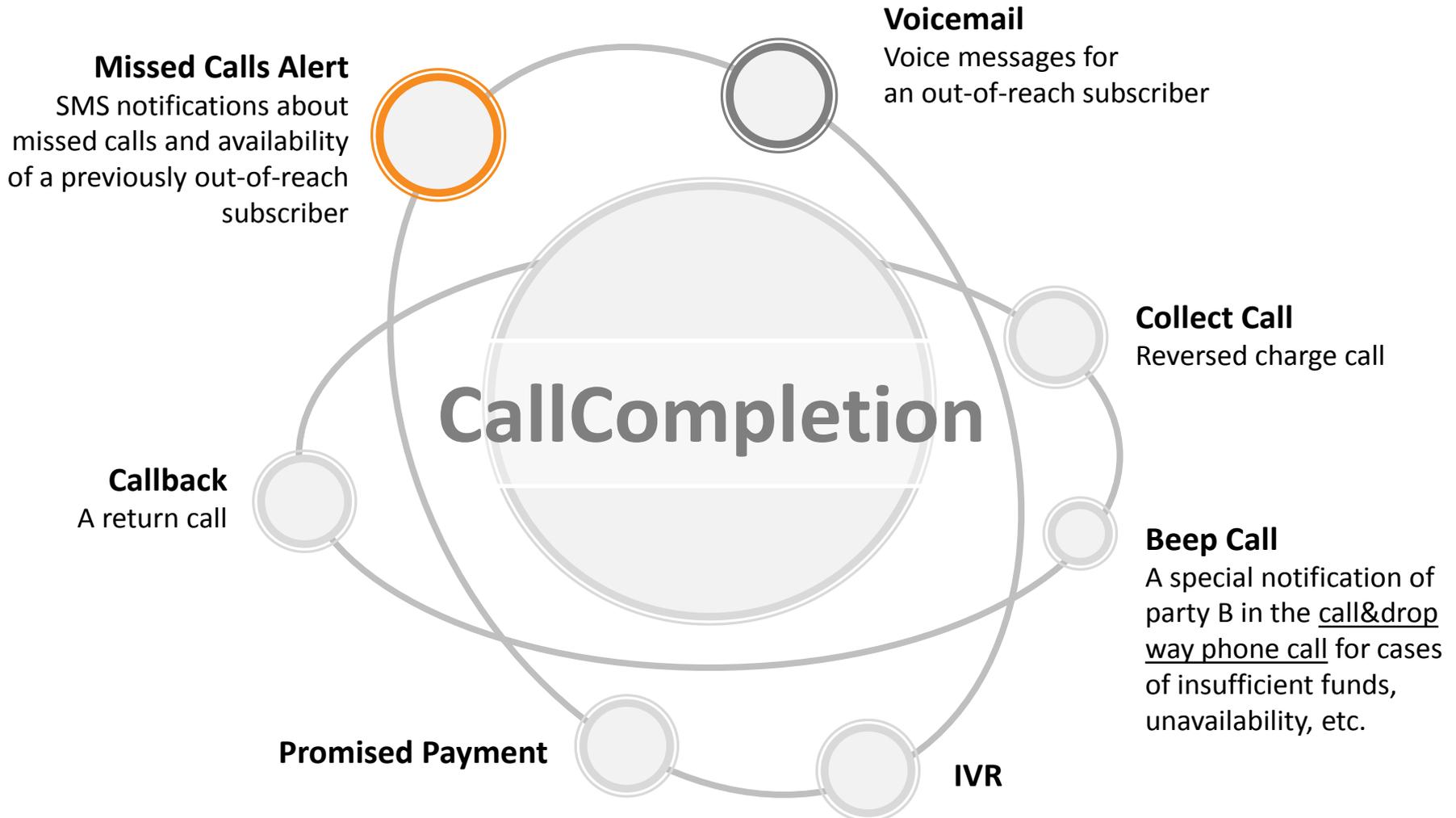
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Purpose

The platform grants **a package of services for voice traffic enhancement** in cases, when connection between subscribers is not possible due to some reasons, like:

- When a subscriber cannot be reached
- A subscriber's phone is busy
- A subscriber missed the call
- A subscriber making the call has insufficient credits
- and other reasons

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Package of services

Missed Calls Alert
SMS notifications about missed calls and availability of a previously out-of-reach subscriber

Voicemail
Voice messages for an out-of-reach subscriber

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Collect Call
Reversed charge call

Callback
A return call

Beep Call
A special notification of party B in the call&drop way phone call for cases of insufficient funds, unavailability, etc.

Promised Payment

IVR

*The aforementioned services can be purchased in group or separately

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Missed Calls Alert

SMS notifications of missed calls and availability of a previously out-of-reach subscribers

Options

"You've been called"
Notifications of missed calls

"I'm on the phone"
Notifications about the availability of previously out-of-reach subscribers

"I'm on the phone" toggled off
Disabling notifications about the availability of previously out-of-reach subscribers

"Free line"
Notification, that the number which was previously been busy, is now free

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Voicemail

Voice messages for out-of-reach subscribers

- Voicemail box with flexible logics of old messages substitution

- Possibility to check your voicemail either by calling a short number, corresponding to the message, or by using IVR-menu of the voicemail box

- Delivery of voice messages through MMS (Voice2MMS), to an E-mail

- Automatic removal of old messages

- Possibility to manage voice-greetings through IVR-menu; subscribers can record their greetings using answering machine and adjust activation

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Voicemail

There are several types of SMS-notifications:

- New message in the voicemail box
- The voicemail box is full, or almost full
- Storage period of a message has elapsed
- Subscriber's voicemail box has been accessed through web-interface
- The message left by a subscriber has been checked

There is a possibility to create several types of a voicemail service. As a simple option, 2 types of the service can be used:

Dynamic voicemail	**Static voicemail**
with minimal options available	a full set of adjustment options and increased storage period of messages

Different types of service can be used to create a flexible plan and to enhance purchase of additional services

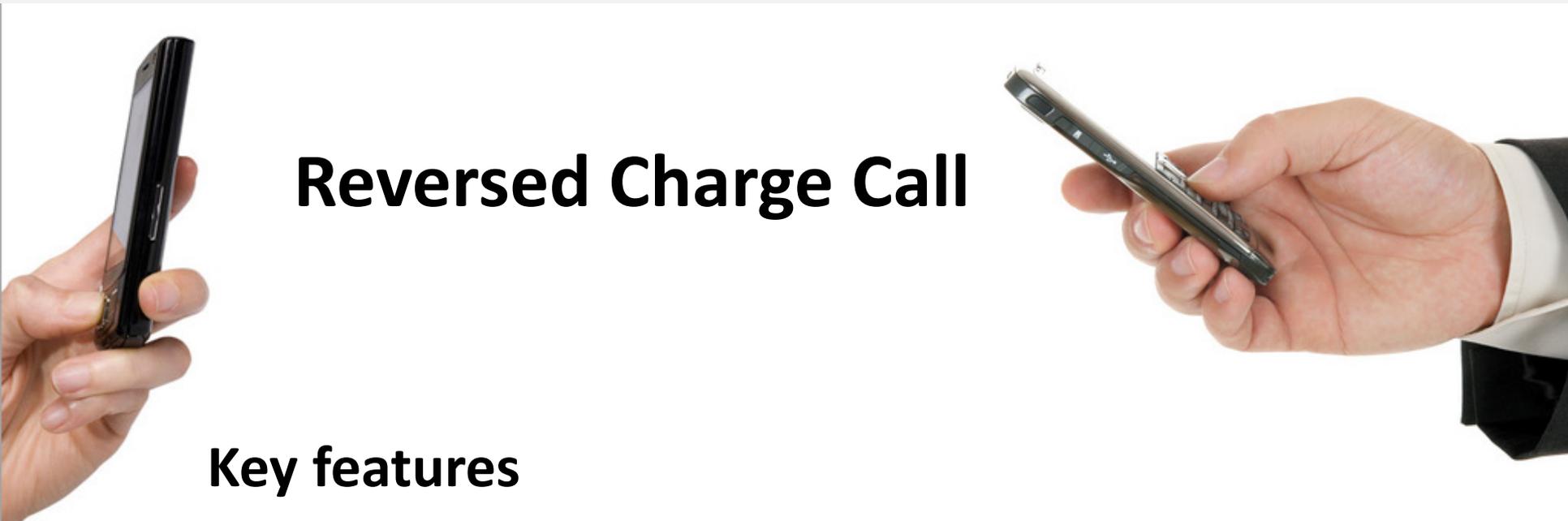# SC.CallCompletion
IVR

Interactive Voice Response

- Any voice menu logic implementation with accordance of customer requirements

- Voice menu DMTF navigation

- Processing of subscribers' actions

- Provisioning into any MNO's systems

- Outgoing calls and massive outbound IVR campaigns

- Gathering statistics on IVR-services

- Multilingual support

Reversed Charge Call

Key features

- Service user can make a reversed charge call. A subscriber being called will be notified with the ability to refuse

- Creation of CDR-records, according to which the plan is chosen by the subscriber being called, not the subscriber making a call

- A subscriber of other provider cannot be called with reverse charges, but can be notified with an **SMS-notification or a BeepCall**

1 Missed Call
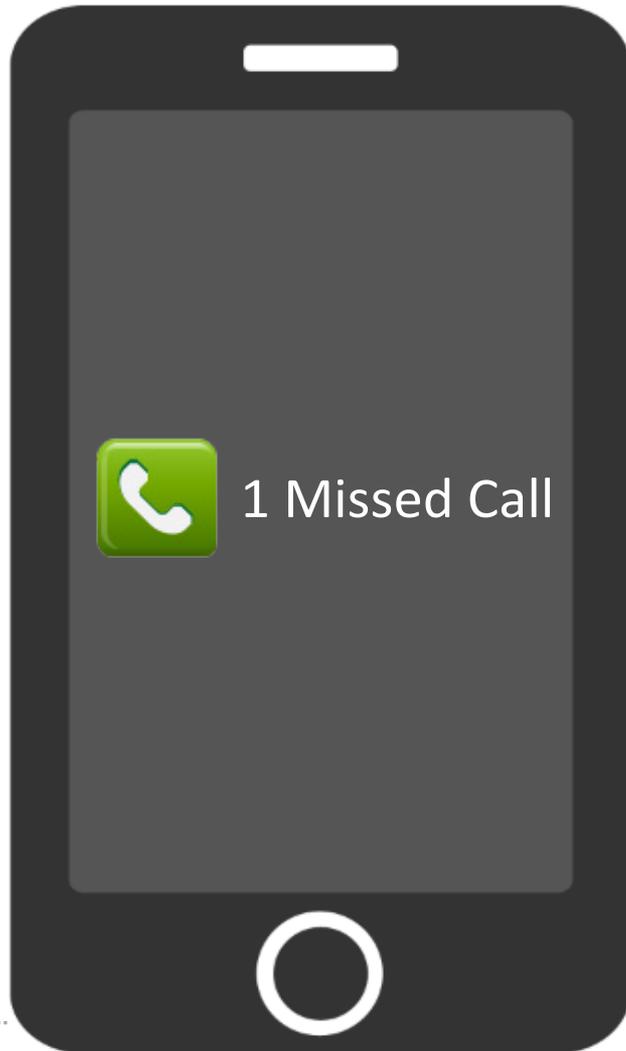
Beep Call

This service is made as an alternative way of notifying subscribers signed up for the MCA and the Promised Payment services.

If notification of called party B is required the Beep Call service can generate a fake call in the way as it was originated from the number of party A. In this case connection is not established, but the called party will see a real a missed call on his/her mobile phone's screen.

Unlike SMS-notifications this service provokes more call backs.

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Promised Payment

Promised Payment Service will help subscribers to stay connected even in case of insufficient funds and without a way of replenishing their balance

Key features

- Balance crediting on trust without breaking the call

- Various options to choose the top-up amount (voice menu entry, SMS/USSD commands, dynamic amount setting, etc.)

- Cooperation with the billing system within the service

- SMS notification to Subscriber A about the status of the Promised Payment request
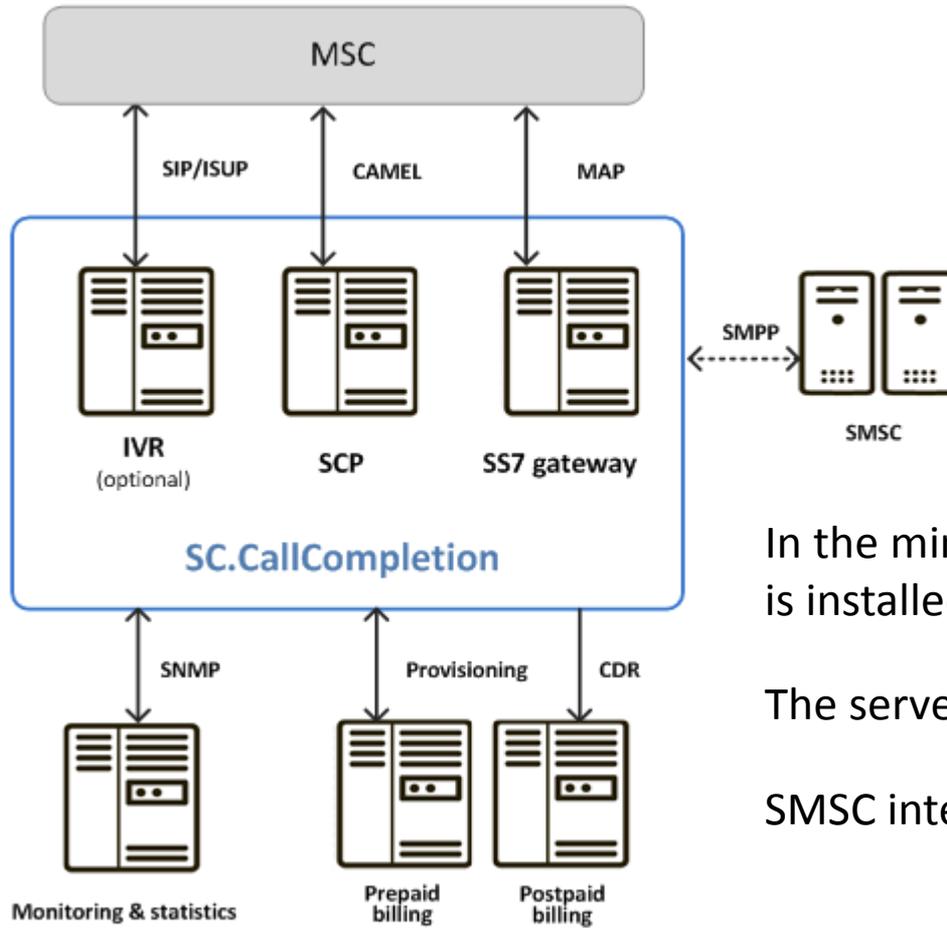
Callback

Key features

- Receiving SMS/USSD-applications from subscribers

- Dialing and connecting the service user and the second subscriber

- Sending SMS-notifications in case if the second subscriber cannot be reached

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Integration scheme

In the minimum configuration, the system is installed on 2 dedicated servers

The servers are connected to a fail-safe cluster

SMSC integration is optional

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Benefits & advantages

- An internal SMSC can be included in the installation package to save the MNO's legacy SMSC

- Voice routing possible using either ISUP or SIP

- Call signaling can be transferred using ISUP, SIP-I and CAMEL protocols

- Either E1 or SIGTRAN channels can be used for connection to the SS7 network

- Wide set of functions with possible improvements according to the Customer's requirements

- Documented HTTP interface to manage the voice engine allowing the MNO to establish new voice services based on the solution

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High reliability

- Failure of a single node does not cause the provision of services to be stopped or significantly delayed

- All system components are redundant

- The performance reserve of the system is at least 50% of the planned load

- The system includes backup tools. Both full and incremental backup are possible

- Backup copying does not interrupt the system's operation

- A set of spare parts is supplied together with the proposed solution

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