

The platform allows a caller to continue his/her call when he/she has an insufficient account balance. The subscribers can also make collect calls and top up their accounts without breaking their routine. Two services can be used for this purpose:

- “Collect call”, available if the recipient is a subscriber of the same MNO; and
- “Promised Payment”, provided in other cases; typically the service is temporarily blocked after the account is credited with a certain amount

After the service is selected and confirmed, the call continues without being interrupted.

Key features

- Subscriber-side services management through SMS/USSD/IVR
- Dynamic IVR menu: depends on the availability of each service
- Functions of the “Collect Call” service:
 - The outbound call is paid for by the recipient if they are a subscriber of the same MNO. The recipient will be notified of this and be given the option to refuse
 - SMS notification of subscribers of other MNOs
 - Formation of CDR records according to which the call recipients are billed instead of the subscribers who make the call
- Functions of the “Promised Payment” service:
 - Account crediting on trust without call interruption
 - Various options to choose the top-up amount (voice menu entry, SMS/USSD commands, dynamic amount setting, etc.)
 - SMS notification of the subscriber about the payment status
- Multilingual support in all user interfaces (SMS/USSD/IVR)
- Subscriber notification if a call fails:
 - Subscriber A is notified of the reasons for failure.
 - Subscriber B is informed that Subscriber A is trying to reach them
- Wide range of system administration possibilities
- Administrator web interface
- Monitoring, statistics collection, and report formation

Benefits & advantages

- A new source of income: calls are made even with a zero account balance
- The capability for implementation in networks supporting IN (CAMEL) or not using IN
- Increased subscriber loyalty
- High reliability, with all system components being redundant
- Flexible adjustment and easy integration into the MNO’s network

Integration scheme

