



End User Web Interface



Customer Self Service and Empowerment From the Internet



End User Web Interface



- **Pure HTML 2.0 web interface to offer the broadest Internet browser and machine compatibility**
- **Tiered secured access with full audit logging to ensure network data integrity is maintained**
- **Customizable user interface to suit corporate image**
- **Optional e-commerce module for self service provisioning**

Corporate Overview

IVR Technologies is an advanced software development company emerging as a leader in the SIP space for Voice over IP enhanced services and real-time billing.

Our management team is comprised of experienced leaders in the telecommunications industry with experience ranging from developing awarding winning telephony software while building one of the fastest growing technology companies in the U.S. to developing the entire prepaid calling card network for Canada's second largest telecommunications company. It is our management and industry experience, coupled with our dedication and commitment to the SIP protocol, that drives our team forward in our quest to be the top provider of SIP based interactive voice response and real-time billing platforms.

We clearly recognize that our customers, partners and value added reseller team place their trust in our products and form the foundation of our organization. We are committed to being proactive, supportive and responsive – qualities you deserve and have come to expect from our organization.

Product Overview

In managing a network, access becomes paramount, and our web based end-user interface ensures end-users can access information, at their convenience, from any personal Internet enabled computer. A pure implementation of HTML in our web interface ensures that it can be accessed by the widest range of users and eliminates any client side incompatibilities with the web browser or the version of the java virtual machine. All operations within end-user interface are logged in a common system database for auditing and logging purposes. The web interface has an extremely open and extensible framework to allow network service providers the ability to customize the look and feel of the site to match their corporate image.

Application Overview

The End User Web Interface provides HTML-based account management where empowerment is the key. By empowering end-users with the flexibility to view account balances, check messages, review call histories and recharge their accounts, there are fewer resources needed to service the customer. Customer satisfaction is also improved as end-users appreciate the convenience of being able to review their accounts from any web browser, on any platform, 24 hours a day, 7 days a week.

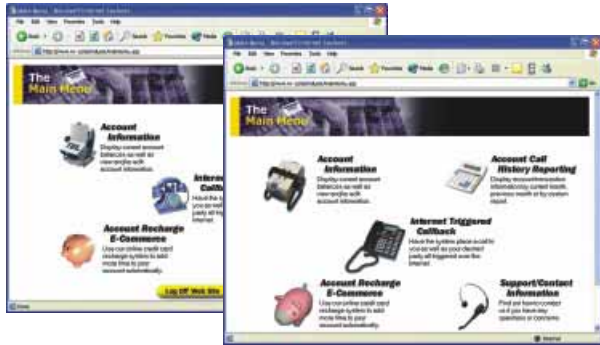
Through the web interface, service providers can significantly reduce their overheads by offloading tasks historically performed by costly customer service representatives to the end customer. The end customer welcomes the opportunity to self manage his account because of the newfound flexibility and convenience of being able to access account information whenever and wherever he desires.

Provide your customers the power and convenience to subscribe for service and manage their accounts from a personal computer or web café from anywhere around the world. Extend the reach of your operation and the footprint of your network with the End User Web Interface for Talking SIP today.



Application Screenshots

Visual Appearance



The End User Web Interface ships with three standard visual interfaces to the product.

Depending on the service provider the choices range from a high bandwidth fully animated site for the general public to a lighter, more professional site for the more corporate minded implementation.

The interface also provides the flexibility of having a totally customized interface seamlessly integrated into the entire product.

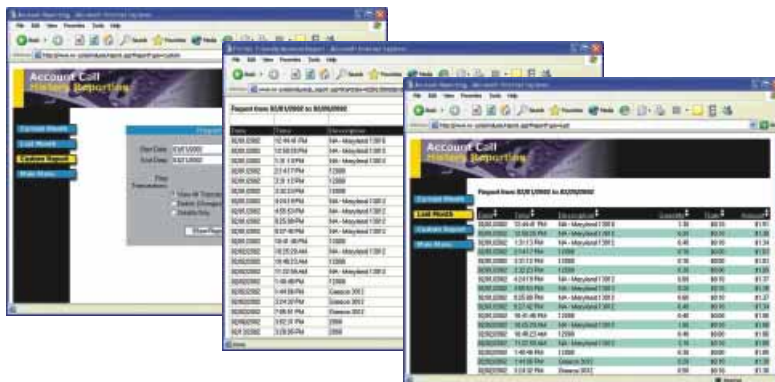
Account Management

Account Management allows end customers with the ability to view their current balance as well as the option of being able to self manage their account. With the self management feature, customers are free to update their contact information and enhanced services features directly on the web site at their convenience.

To help encourage recharge, the interface provides the option of having an account recharge button automatically popup on the account screen whenever the user's balance reaches a certain threshold.



Call History Reporting



End customers have the ability to preview their call history for the current month or the previous month as well as the option of being able to specify a customized date range or filtered report.

The interface allows the flexibility of sorting by any column within the call report as well as the convenience of being able to view the report in a printer friendly format or download the report to Microsoft Excel®.

Optional E-Commerce Module



With the optional E-commerce module service providers can add an additional sales channel to their operation that provides access to their operation 24 hours a day, 7 days a week.

With online self provisioning and recharge service providers can increase customer retention and access while reducing account churn. The cost savings of reduced human intervention and distribution costs can be used to improve profit margins as well as the provider's competitive advantage.

Features and Benefits

Browser Agnostic

The entire web interface feature-set is available from any browser, running on any operating system including WebTV, NetPC, Unix, Mac or Windows

Centralized Maintenance

The web interface centralizes maintenance to a single location. This ensures that future enhancements are performed in one location instead of across multiple individual machines

Fully Customizable

Easily skinned to fit your companies look and feel
Customizations are automatically detected and seamlessly incorporated into the architecture

On-line user signup and recharge

New account signup with automatic account provisioning and account recharge
User signup can be configured for automatic e-mail notification

End-User Access

View call detail records on-line including call statistics such as longest call, shortest call, most expensive, least expensive, average call duration and average cost per call
Call details reports can be downloaded to Excel or viewed in printer friendly format

Security

Tiered security interface allowing for complete control over access rights
The system logs failed login attempts with blocking capabilities after a preset threshold
All failed login attempts are logged to the Security database for risk management purposes
The interface can automatically block persistent failed login activity for a pre-determined period
The system may be configured to block all web based activity on the site for a particular IP address or an entire subnet

Web Content

May be using in any HTML 2.0 compliant web browser
Web browser does not require support for scripting (VBScript or JavaScript) since the application utilizes server side validation
Web browser does not require frames for site navigation since all menus are dynamically built and presented in tables

Technical Specifications

System Requirements

Requires Microsoft Windows NT 4.0 Server with Service Pack 3 or higher or Windows 2000 Server
Requires Microsoft Internet Information Server (IIS) 4.0 or higher (Microsoft Windows NT 4.0 Server installations require Windows NT Option Pack 4.0 to install the Internet Information Server)
266MHz Pentium Processor Machine or higher with at least 128MB of RAM
Internet Connectivity with Bandwidth of 128K or greater
Microsoft SQL Server 7.0 or higher
At least 5MB free disk space

Web Interface Framework

Developed utilizing Active Server Pages for server side processing and dynamic content rendering
Utilizes Active Data Objects 2.0 and System DSNs for database access Management and Security
May be used with Secure Socket Layer (SSL) for additional security
End user web interface can be configured to automate risk management and black out certain IP addresses after a defined number of failed login attempts
End user web interface can be configured to block traffic/activity from a particular IP address or a range of IP addresses.

Contact Us

Please contact us to find out more information about our products, receive a quotation or locate a value added reseller in your region:

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