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Introduction to the E-Newsletter

IVR Technologies endeavors to provide our customers and industry partners with timely information regarding the use and functionality of our products as well as company news. We are therefore introducing a corporate newsletter to assist us in communicating valuable information related to both our products, partners and industry. As we continue to refine this vehicle please feel free to offer us your comments and feedback so that we are able to make this an even greater value to our readers in the future.

Talking SIP Tech Tips

As a recurring section of our newsletter our goal is to provide you with informative tips that help you to discover and use very powerful features of our product that are sure to add value to your business and help you to become more efficient in the management of our software.



Customize the Caller's Experience!

Talking SIP allows service providers great flexibility in how the system can be configured at the network level, the device level or even at the access (DNIS) number level.

In addition, service providers can provide groups of accounts or even individual accounts with their own call experience through the use of Account options. When editing a Class of Service or an Account, if you navigate to the 'Options' tab you will see a list of available options that may be assigned.

Some of the available options include the following:

- Provide a customized menu (MENU) to provide callers with an option to check their balance, reach customer service or self manage their ALIAS (ALIAS), speed dial (SPEED DIAL) or password (PIN) settings or recharge (RECHARGE) their accounts.
- Provide a secondary dial tone (DT) as opposed to a voice prompt when requesting the destination number from the caller.
- Temporarily or permanently block (BLOCK) an account from service without having to disable it.
- Suppress the playing of the account's balance (NB) or available minutes (NB) to help streamline the call process and reduce "hang time".
- Restrict an account from calling one or more DNIS numbers (DNIS=) or from calling from one or more ANI numbers (ANI=)

Customize the Behavior of Similar Call Flows!

Often times service providers are faced with a situation where they want callers from different access numbers or different inbound devices to experience the same call flow, however configured with different global settings. For example, a service provider may be providing tandem service through a proxy and a SIP gateway. He may want the callers originating on the proxy to be authenticated by the caller id (ANI) and the callers originating on the gateway to be authenticated based on a global wholesale account.

With Talking SIP, this situation is easily managed by allowing the same call flow module to be loaded multiple times using different names. Each uniquely named instance of the module can then be assigned at the device level or access number (DNIS) level. The settings for each instance of the module are easily filtered based on the name of the module, providing the system administrator easy access to configuring both groups of settings separately.

There are many other examples where service providers wish to customize the behavior of similar call flows. Allowing the system to partition the settings for a given call flow as many times as necessary is another example of how Talking SIP provides powerful flexibility while retaining ease of management.

There are many more options with great flexibility and user benefit so we encourage you to check out the Online Help, under Telephony Loadable Modules|Account Options, to learn more about all of the available options.

Customize the Formatting of Incoming ANI!

A commonly requested feature by service providers is the ability to modify incoming ANI digits before they are processed by the call engine. For example, varying formats of incoming ANI from different carriers may need to be set to a consistent format, or the ANI may need to be modified to add digits based upon the inbound DNIS to identify the caller's origin for rating purposes.

The possibilities seem endless, but fortunately Talking SIP provides a flexible and easy method for formatting incoming ANI numbers for a variety of purposes. The formatting capability allows for specific rules to be created based upon the DNIS and/or ANI digits, which determine which calls should have their ANI modified. Wildcards can also be used as 'catch all' that applies when no other rules have been matched. After a matching entry has been found, digits that match the ANI (or partial ANI) can be trimmed and/or added before further processing.

By using the ANI formatting capabilities of Talking SIP, you can control when and how ANI numbers will be formatted based upon the incoming DNIS and ANI digits. Stay tuned for the next issue, when we will explore some exciting new formatting capabilities that can be applied to outbound numbers before they are routed out of the system, including some flexible options for specifying how the outbound call is identified to the terminating SIP endpoint.

To learn more about ANI formatting and how to use it, look up the SYS_ANI_FORMAT setting in the Online Help, under Talking SIP Server|User Guide|System Settings.

Talking SIP version 2.1.1.0 now available

It is with customer feedback and industry research that new features are created for Talking SIP. This new version is now being made available to all Talking SIP licensee's with accounts in good standing and that carry an annual support agreement.

The list of newly added features contained within this version are as follows:

- Multi-Tier rating to allow the rate to change over the duration of the call.
- Over 18 new, mostly graphical reports for traffic and licensing analysis
- New summary invoice template.
- The ability to set the maximum duration on a per call basis.
- The ability to create rate bands so that you can have all of your U.S. destinations be charged a single rate and manage that rate without having to update each underlying destination in one or more Rate Plans.
- Change the underlying database architecture to one that offers greater performance and scalability.
- Improve the underlying SIP API to make it more efficient and scalable while improving voice prompting and digit collection.
- New functionality to allow a destination prefix or suffix to be placed on a destination (to act as a routing code for such things as quality of service selection on a terminating gateway) based on the inbound DNIS, ANI and/or Account Group.

Market Wins

IVR Technologies' continues to make significant gains in the Second Line Services over Broadband Internet space with both domestic and International network deployments. In this business model our customers are deploying Integrated Access Devices (IAD's) and IP Softphones to residential and corporate network subscribers using billing plans based on flat monthly fees and bundled minutes with per minute charges for those calling outside the allowed rate plan or when a bundled value of minutes has been exceeded according to the subscribed billing plan. The residential subscribers user experience is usually automated for both the signup and provisioning of the service via an enduser web interface and e-commerce engine.

Second line service models can be deployed for PC to PC and PC to Phone calling and when deployed alongside a PSTN gateway traditional calling card and class 4 tandem features are also made available. With the seamless integration of multiple subscriber revenue models, service providers can become a single communications vendor that builds customer loyalty by reducing customer churn.

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