

# Talking SIP™

The Voice of the Next-Generation Network™

## Key Features

**Market Ready.** The Find Me Module is ready for turnkey deployment. This enhanced service provides the ability to ring a series of destinations one after another or simultaneously to allow a single published number to be used to ring multiple destinations.

**Fully-Integrated.** The Find Me Module is seamlessly integrated into the other enhanced services of Talking SIP™ to help increase customer loyalty and retention while providing a consistent and comprehensive user experience.

**Drives Revenue.** The Find Me Module offers the convenience of being able to tie together multiple destinations, regardless of their geographic location, into a single calling group with different ring patterns depending on the time of day or day of week to drive additional revenue to the network or to act as a loss leader for other services.

**Scalable.** The Find Me Module supports an unlimited number of destinations per access number as well as an unlimited number of schedules to meet the most demanding implementations.

## Find Me Module

The Find Me Module, also referred to as One Number Locator, Follow-Me or Simultaneous Ring, is an optional module for Talking SIP that provides subscribers with the convenience of a single telephone number to be used to reach them at multiple destinations. Talking SIP can be configured to call those destinations simultaneously (e.g. to simulate a PBX hunt group) or sequentially (e.g. office, then mobile, and then home) and can also be configured to take a voice mail message if the call goes unanswered. Custom branding, access and answer passwords, custom ring tones, call screening, on-hold music and destination specific timeouts are just some of the robust features of this module.

The Find Me Module also has a Hosted Call Center option that offers sophisticated call queuing, skills based agent routing, queue escalation, custom hold music, agent auditing and reporting. Seamlessly integrated into the other enhanced services of Talking SIP, this module's features include caller queue position and estimated hold time announcements, integration into the Voice Mail and PBX Module to provide callers with the option to leave a message, callback integration to allow caller's to receive an automated callback from the next available agent, custom branding, full audiotext menu trees for custom queue selection criteria, whisper notification on call agent answer, telephony and web interfaces for agent status management and full integration with Talking SIP's real-time billing engine for complete and robust billing. The Hosted Call Center Module is designed to support an unlimited number of call centers and/or agents and is ideal for the next-generation VoIP service provider who is interested in capturing high-margin revenues through advanced business-to-business (B2B) and business-to-consumer (B2C) services.

With highly flexible and extensible services that are mature and field proven, Talking SIP™ reduces time to market while providing in-demand services that drive revenue to the network, build customer loyalty and increase retention. Existing enhanced services can be readily modified and wholly new ones created to maintain a competitive advantage while being able to offer tailored and differentiated services to the market.

Contact us today to learn more about the Find Me Module and why Talking SIP™ is the voice of the next-generation network.

Talking SIP™'s innovative applications and integrated real-time billing engine provide unmatched flexibility for designing high margin integrated services that drive profitability to the next-generation network while helping to increase customer loyalty and retention.

The Find Me Module provides subscribers with the benefit of being able to pre-program multiple destinations (e.g. office, mobile, home, cabin) into the system and then publish and manage a single contact number, while Talking SIP diligently handles the task of trying to reach them at these multiple destinations (simultaneously or sequentially), and can provide the option of recording a voice message if the call goes unanswered. Subscribers no longer need to remember to call forward their telephone numbers and will never forget to cancel their call forwarding again -- they can just set it and forget it.

In a Voice Mail and PBX implementation the Find Me Module can be used to create multiple hunt groups to ring multiple handsets simultaneously with different call groups and calling patterns based on user selection or based on a schedule such as time-of-day, day-of-week or a date range.

The Find Me Module also has a Hosted Call Center option that offers sophisticated call queuing, skills based agent routing, queue escalation, custom hold music as well as agent auditing and reporting.

The following is a list of some of the features and functionality of the Find Me Module:

### Features

- Simultaneously or sequentially ring destinations or use a hybrid of the two methods
- Unlimited number of call schedules set by day-of-week, time-of-day and/or date range
- Unlimited number of destinations with custom call timeouts for each
- Custom ring back and on-hold music
- Comfort voice guidance
- Call screening option to require callers to announce themselves before being transferred to a subscriber/Call Agent
- Call confirmation option to provide the subscriber/Call Agent with the option to answer the call, reject the call, or transfer the call to voice mail

- Security option to require a password on access and/or answer
- Custom branding and professional on-hold music
- Includes professional on-hold music
- Seamless integration with the Voice Mail and PBX Module as well as third party voice mail systems
- Hunt group configurations that rings multiple extensions simultaneously with the option of setting message waiting indicators (MWI) when a voice message is left
- Automatically exclude registered endpoints with expired registrations from the call out list for greater network efficiency and reduced lag

### Billing

- Real-time billing engine integration
- Offer free services or bill by the call and/or by the minute as well as vary the cost of the call over the call's duration
- Vary the rate based on full or partial ANI/DNIS, access code, and/or based on the time of day, day of week or date range
- Bill subscribers based on DNIS, device, caller or conference access code

### Call Queuing (Optional)

- Seamless integration with Talking SIP™'s Callback Module to allow participants to save their position in queue and be automatically called back by the next available agent
- Whisper notification on answer to allow custom information (e.g. service, ANI, DNIS, etc.) to be spoken to the Call Agent to help guide them on how to answer and service the call
- Full Call Agent logging and statistics
- Multiple Call Agent and Call Queue reports for management and/or accounting purposes
- Custom on-hold music
- Manage Call Agent status via the End User Web Interface or Telephone Interface
- Option to announce caller's position in the queue
- Escalate callers in the queue as well as require user confirmation to remain in the queue
- Option to provide the caller with the dynamic average hold time
- Set the maximum number of callers in a queue
- Set the maximum hold duration for a queue
- Comfort voice guidance within the queue and on Call Agent transfer
- Call screening and answer confirmation options
- Assign a Call Agent to multiple Call Queues with different whisper notifications for each queue

### Opportunity

The Find Me Module provides a great way for service providers to diversify their revenue streams and simplify their subscribers' telecommunications. With the optional Call Center option, service providers can now enter the lucrative hosted call and contact center market, which according to the recent report from Frost & Sullivan, entitled North American Hosted Contact Center Markets, earned revenues of \$396.4 million in 2008 and is estimated to reach \$1.5 billion by 2015.

"Despite the economic downturn, market participants have had tremendous success with hosted deployments for new and existing clients," notes Frost & Sullivan Strategic Analyst Michael DeSalles. "Hosted technology providers offer a compelling set of financial and business benefits to a demanding client base. This includes the elimination of capital expenditures combined with access to a flexible agent deployment platform. Vendors today offer a full line-up of robust contact center features. This helps to significantly reduce costs, along with the opportunity to gain access to state-of-the-art technology. The days of massive financial outlays for contact center premise equipment are going away."

Contact us today to find out how to drive additional revenue to your network and increase subscriber loyalty and retention through Talking SIP's Find Me Module.

### For More Information

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

**IVR Technologies, Inc.**  
555 West Fifth Street, 30th Floor  
Los Angeles, CA 90013  
USA

Telephone: +1.213.634.1522  
Facsimile: +1.310.943.2722  
E-mail: sales@ivr.com  
Website: www.ivr.com

Talking SIP is a trademark of IVR Technologies, Inc. Microsoft, Windows 2003®, Windows 2008®, SQL Server 2005®, and SQL Server 2008® are registered trademarks of Microsoft Corporation. Information contained in this document is subject to change without notice. IVR Technologies, Inc. assumes no responsibility for any errors that may appear in this document.

Copyright © 2001 - 2010 IVR Technologies, Inc. All rights reserved.