

Talking SIP™

The Voice of the Next-Generation Network™

Key Features

Centralized. The Telephony Management Console™ allows one or more communication nodes to be managed centrally with the ability to propagate changes to all nodes in a single operation.

Secure. The Telephony Management Console™ is a fully secure application that leverages the security and features of the Microsoft SQL Server database to ensure users are provided with the proper access.

Tiered. The Telephony Management Console™ provides access rights to revoke or grant as little or as much access as necessary with the user interface dynamically changing to suit the role of the user.

Fully-Integrated. The Telephony Management Console™ includes a robust reporting and invoicing engine along with over 95 comprehensive reports and templates. A seamlessly integrated Report Designer is also available as an option.

Feature-Rich. The Telephony Management Console™ is a feature-rich, native, multi-threaded Windows® application that offers tremendous performance and usability.

Intuitive. The Telephony Management Console™ is extremely user friendly and intuitive using two user paradigms that reflect the two distinct types of users of the system (i.e. customer service representatives and system administrators).

Telephony Management Console™

An integral component of any telecommunication company's success is its ability to effectively manage its network, analyze its traffic and manage its subscriber accounts. Talking SIP™ ships with a feature-rich management console entitled the Telephony Management Console™ (TMC) that is freely distributable by customers to their technicians, field engineers, customer service representatives and resellers. The TMC is a distributed client designed for system administrators and customer service representatives to manage Talking SIP™, the next-generation application, media, billing, registrar and location server. The TMC can centrally manage a single call processing/billing node or multiple geographically distributed nodes on a local network or over the Internet via TCP/IP.

The TMC delivers a uniquely intuitive interface with account management performed in a Microsoft® Outlook® styled interface, and system management performed in a Microsoft® Management Console® styled interface. These two user interface paradigms are intended to match the distinct user profiles within the network from the customer service representatives on the front line to the system administrator managing the back end.

The TMC provides extremely granular control over the user interface to allow system administrators ultimate control in assigning access to every operation and menu item within the application to ensure that users are never provided with more access than they require to perform their duties within the network. This type of control is essential when managing a distributed network to guarantee that personal customer and system information is never compromised and the security of the network remains in tact.

The Telephony Management Console™ (TMC) is the centralized interface for managing one or more Talking SIP™ Communication nodes.

The TMC is an intuitive, native Windows®-based application that is secure, feature-rich, and responsive, offering context-sensitive help that is only an F1 key press away. The TMC is used by Customer Service Representatives, System Administrators and Resellers alike to manage subscriber accounts and system network information.

The TMC provides a fully secure framework to ensure system administrators, customer service representatives and resellers are provided with just enough system access to perform their role within the network. Options that users do not have access to are removed seamlessly from the interface to avoid questions and potential infiltration.

Users are enrolled into User Groups, where functionality is granted or revoked depending on the desired network configuration (normally open or normally closed). All financial operations that affect account balances, account operations and system changes are logged for auditing and security purposes. Access limitations are provided for a myriad of system information including Account Groups, Rate Schedules, Rate Plans, Call Processing Nodes, Reporting and Account Operations. As a convenience, the system comes pre-configured with User Groups and the appropriate access rights for common roles within a network.

Account Management

Using an Outlook® and browser-styled interface, Account Management is used to perform account, customer, reporting and rate related operations.

Through Account Management users can easily generate accounts or batches of accounts that can be managed individually or as a group. The multi-threaded architecture of the TMC ensures that time-intensive operations like the generation of accounts or the importation of Rate Plans are non-blocking by performing them in multiple threads that can be individually

viewed, paused or aborted from within the Console.

In the highly competitive telecommunications market being able to managing rates down to four decimal places is essential to a service provider's success. The TMC helps to reduce the overhead associated with rate management by allowing rate changes to be scheduled hours, days or weeks in advance as well as providing a simulator to emulate how Talking SIP™ will rate a call to guarantee the proper Rate Plan entry will be selected based on how the call will originate into the network. The TMC also provides great control over how rates are exported and imported into the system, with the ability to read and write to .CSV formatted files when using external applications like Microsoft Excel® to manage rates.

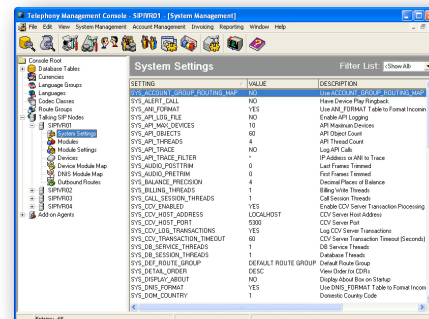
Residing within the TMC is a comprehensive customer relationship management system to track the support incident history of an account. This functionality allows Service Providers the ability to monitor the types of calls their support centers are experiencing and track customer issues from reporting through to resolution.

The TMC includes over 95 pre-built textual and graphical reports that may be individually branded. The centralized reporting engine allows reports to be stored within the database so that all additions, updates and deletions are immediately reflected on agents' screens. Support for zero-touch deployment of new reports avoids the need to distribute new client executables when new reports are added, updated or deleted to/from the system. An intrinsic part of this reporting is the ability to generate customer invoices from within the system complete with cover page and a tear-off remittance stub. As expected, reporting is a full participant in the TMC's security model that ensures reports are only made available to those users with the appropriate access credentials. Available as an option to the TMC is a seamlessly integrated drag-and-drop Report Designer that provides users with the flexibility to create new reports and extend existing reports.

System Management

Using a Microsoft Management Console® styled interface, System Management is used to centrally manage system information for one or more Talking SIP™ Communication nodes.

To help reduce management overhead and potential keying errors, System Management allows any system or application change to be applied to one or more Talking SIP™ nodes in a single operation, regardless of whether the node is in the same rack, across the street,



across the country or across the globe.

Through System Management, System Administrators have full control over one or more Talking SIP™ nodes, allowing SIP devices, routes, digit manipulations, system configuration and module settings to be updated in real-time during a single login session with a full audit trail of user operations.

Talking SIP™ is a database-centric solution and therefore the access to, and management of, records within the database is of utmost importance. To assist in this regard System Management provides access for such operations as importing, exporting, filtering and purging records from the system using intuitive wizards as well as filtering tools that allow common filters to be saved as templates for later retrieval.

The TMC provides an intuitive and responsive interface that reduces administrative overhead so instead of using valuable time to manage the network, service provider's can manage and grow their business.

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:

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