

Talking SIP™

The Voice of the Next-Generation Network™

Key Features

Market Ready. This full-featured and robust web interface has a contemporary look and feel and vibrant graphics that can be deployed quickly and easily. With limited required configuration this site is ready to immediately start driving value to your existing subscribers and new revenue to your network.

Reduces Costs. By providing an intuitive and easy to use self-subscription and management portal the End User Web Interface Module helps to reduce the burden on your Customer Service resources by offloading common customer service tasks to the subscriber.

Drives Revenue. In the highly competitive long distance market the End User Web Interface Module offers a tremendous opportunity to extend your network's footprint to drive additional revenue while building subscriber loyalty.

Customizable. The End User Web Interface Module is highly customizable in content, options and presentation, to match the visual language of any carrier or provider. The interface provides an extensive library of graphics to choose from, or you can select your own.

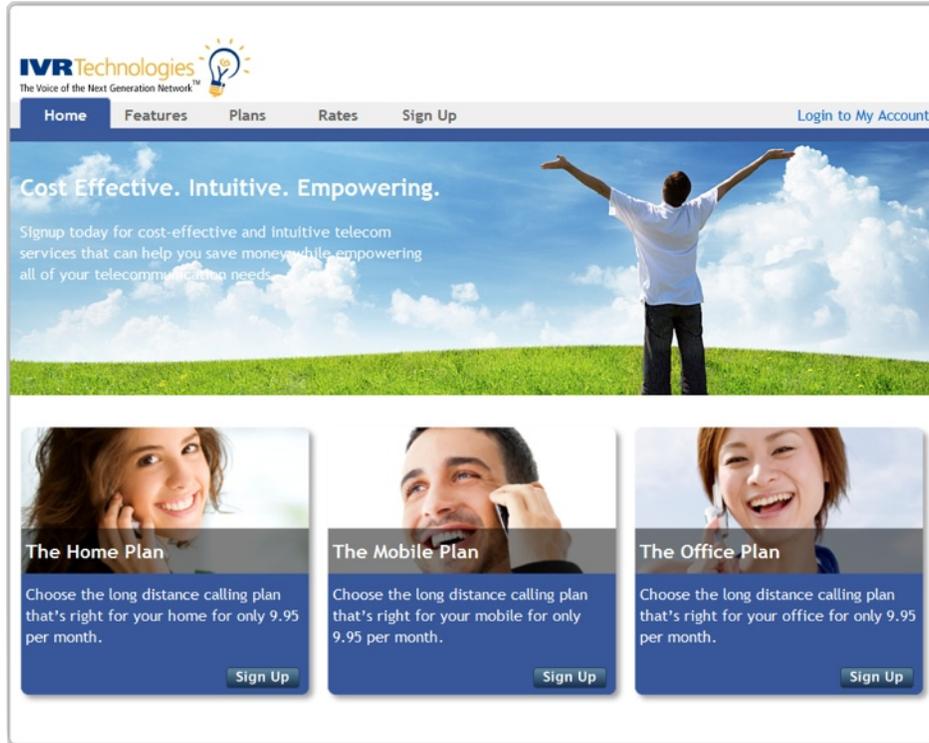
End User Web Interface Module

The End User Web Interface Module is an optional module that brings ubiquitous subscriber self-service and account management to the Talking SIP™ network. Leading next-generation service providers and carriers can readily deploy this turn-key web interface to extend their network's footprint to the global stage while providing their existing subscribers with an intuitive and easy to use self-service portal.

The End User Web Interface Module is based on Microsoft's ASP.NET framework and provides an extremely rich portal that can be accessed via any compliant web browser. New subscribers can browse the website, review the available plans, perform a rate lookup, and learn how the service works, and when ready they simply walk through the step-by-step signup process to subscribe for services. The entire site is customizable so that providers have the flexibility to change the look and feel of the site, modify the graphical content, and tailor the plans and their content to suit their exacting requirements. This same flexibility extends to the logged-in site where providers define which Class 4 and Class 5 features and services are exposed to the subscribers. Subscribers have the option of reviewing and modifying their account settings, as well as review and optionally download their billing history or recharge their account.

The End User Web Interface Module ensures that subscribers can self-manage their account in a way that is easy and intuitive, which helps drive loyalty by providing a convenient and straightforward way to manage their account that avoids having to call into the support queue and wait on hold for the next available agent. By redirecting customer service calls to the web the End User Web Interface Module also helps to reduce agent support costs and allows those valuable resources to be redeployed to more critical tasks.

Powering leading providers' networks around the world, Talking SIP™ is a robust, scalable, market-proven solution, and it is one of the easiest to install, turn up, and manage. Contact us today to learn more about the End User Web Interface and why Talking SIP™ is the voice of the next-generation network.



The following is a list of some of the features and functionality of Talking SIP™'s End User Web Interface Module:

Features

- Supports multiple sites for white label branding with its own internationalization settings and supported countries
- Supports up to five (5) plans with customizable names, overview, descriptions, graphics and charge amounts, credit amounts and display amounts
- Supports optional Rate Plan lookup
- Supports customizable Features page
- View current balances and view/manage contact information
- View and manage speed dials
- Manage security settings (password and PIN)
- View and manage Find Me One Number Locator information
- View and manage Conferences
- View and manage Class 4 and Class 5 Termination entries
- View and manage voice mailboxes
- View, edit and listen to voice mail messages
- Trigger Callback requests and manage pending requests
- Schedule and manage wake up calls and reminders
- 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 in Excel .CSV format or viewed in Adobe .PDF format
- View and manage inbound and outbound access control

- Perform account recharge/top-up with the option of pre-populating fields from the subscriber database
- View and manage Call Queue Agents
- Access customer service contact information
- Web interface provides a consistent look and feel across leading web browsers (e.g. Internet Explorer, Safari, Chrome or Firefox).

Fully Customizable

- Site banners, plans and graphics can be easily customized to fit the visual language of the carrier/provider
- Optional on-line user signup and recharge with automatic account provisioning and account recharge
- User signup provides step-by-step validation to guide the subscriber and the process can be configured for automatic e-mail notification

Centralized Maintenance

- The web interface centralizes maintenance to a single location to ensure that future enhancements are performed in one central location

Security

- Tiered security interface allows 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

Architecture

- Developed using Active Server Pages and ASP.NET 3.5 for primarily server-side processing and dynamic content rendering.
- May be used with Secure Socket Layer (SSL) for additional security

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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