



Callflow	Modified	Lines
Prepaid	2007-05-16 11:40:32	0-29
VoiceMail	2007-06-13 21:00:42	30-59

Line	Callflow	State	Daily calls
000	Prepaid	Waitcall	0
001	Prepaid	Waitcall	0
002	Prepaid	Waitcall	0
003	Prepaid	Waitcall	0
004	Prepaid	Waitcall	0
005	Prepaid	Waitcall	0
006	Prepaid	Waitcall	0
007	Prepaid	Waitcall	0
008	Prepaid	Waitcall	0
009	Prepaid	Waitcall	0
010	Prepaid	Waitcall	0
011	Prepaid	Waitcall	0
012	Prepaid	Waitcall	0
013	Prepaid	Waitcall	0
014	Prepaid	Waitcall	0
015	Prepaid	Waitcall	0
016	Prepaid	Waitcall	0
017	Prepaid	Waitcall	0
018	Prepaid	Waitcall	0
019	Prepaid	Waitcall	0

Total lines	60	Busy	0	Idle	60
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- * Support TDM (E1/T1/Analog), VoIP (SIP)
- * Up to 16E1/T1 (limited by host), VoIP 500 (Depends on codec)
- * Built-in function tool to create feature rich application
- * Custom application via Dynamic Library Link (DLL)
- * Voice Codec PCMu, PCMa, G723, G729, iLBC

Application Architecture

IMS IVR is an open platform using industrial standard server class hardware to provide feature rich application. Depends on the application requirements IMS IVR supports TDM or VoIP call.

IMS IVR software application is modular in design employing client-server architecture. Application consists of voice card driver, application runtime module and callflow application. The open architecture allows IMS to interface with different vendor voice card and custom application.

Callflow Features

Real Time Status Display

Monitor display the status of each channel real-time with the summary of busy channels and free channels count.

Update callflow on the FLY

Callflow update can be update on the FLY, does not need to restart application.

Resource Allocation

Channel resource can be allocated to different callflow base on system requirements

Management

Auto log Rollover

Log files are rollover daily and store in the directory YYYY-MM-DD. Administrator can configure the maintenance period of the log file before delete from the server.

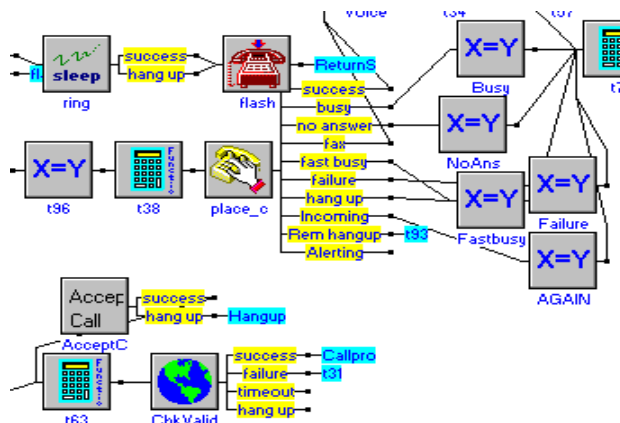
Application Watcher

In the event of system error, application will auto restart and send notification to the administrator.

Application Features

Built-in function allows user to create feature rich interactive voice response (IVR) applications or any custom application.

- Telephony Function
- Arithmetic Function
- Database Connectivity
- Voice Prompt
- Play custom voice prompt
- TCP Server
- DLL Interface



Application

- * Prepaid/Postpaid IVR
Play voice prompt, perform digits collection and AAA function
- * Callback Application
Callback IVR application
- * SMS Application Function
SMS command to perform query, top up and other functions
- * Auto Attendant
Voice attendant with line transfer and voice mail
- * Alarm Notification Service
Send alarm notification via SMS or email
- * Custom Application
IVR Money Transfer Service

