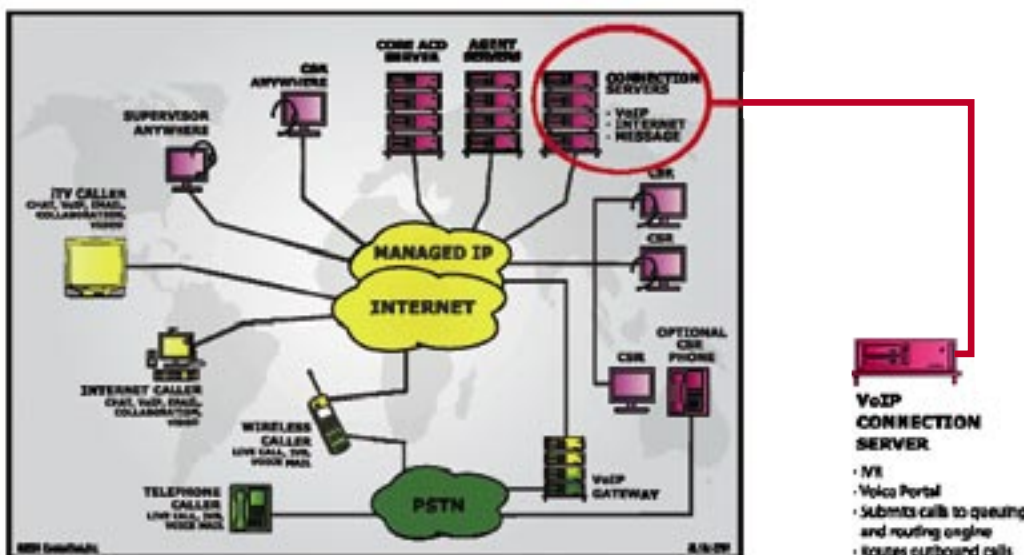


Centric VoIP Connection Server

The Centric VoIP Connection Server (VCS) enables Centric hosted call centres to connect directly into next-generation VoIP Networks (NGNs). Enterprises can avoid the complexities and costs of configuring telephone connections on their premise. Now all their contacts can be delivered over a single IP connection from their local service provider. The VCS makes it even easier for service providers to host call centre services to drive additional traffic through the network; and to take advantage of the investment already made in the NGN Infrastructure. Centric agents receive calls as VoIP using just one gateway port per call. VoIP gateways – located on the network or, if preferred, at the client premise – converts telephony calls into VoIP sessions for delivery to a Centric agent, managed by the VCS.



The Centric VoIP Connection Server (VCS) provides voice call functions including call control, IVR, and voice message recording. The VCS routes inbound telephone calls from the PSTN in addition to calls initiated directly from a caller on an IP network. The VCS also handles outbound calls. It takes advantage of existing network gateway points of presence, keeping calls on the IP network for as long as possible, to reduce telephony costs, before hopping off the IP network at the gateway nearest to the call termination point.

The VCS is important for service providers because it enables them to take advantage of their existing NGN architecture, making Centric easier to host than those operating on networks using older technologies. Enterprises benefit from the VCS too because they can reduce their telephone costs by migrating their inbound and outbound calls to lower cost IP network alternatives.

VCS for Enterprise Applications

- Simplify installation and maintenance
- Reduce telephone costs
- Enable profitable IVR/voice portal and call centre hosting
- Leverage existing VoIP gateway and network investment
- Drive VoIP network traffic and revenues

Centric VoIP Connection Server

- Bundle call centre service and network access
- Provide inbound VoIP with only one gateway port needed per call
- Locate servers easily in your data centre with other, all software, non-circuit switched equipment
- Location appropriate – gateways in traditional CO and servers in data centres

NGN Connectivity

- Interoperable with all standard VoIP gateways
- Supports H.323 and SIP Protocols
- Supports G.711, G.723.1 and G.729 Codecs

Call Control and Routing

- Least cost inbound and outbound routing
- Call restriction e.g. block certain numbers, exchanges, international calls
- Centralised point for incoming call data collection for routing and queuing
- Attended and unattended call transfer to anywhere in the network, or to any external phone number
- Agent-to-agent dialing in IP network for agents in any location
- Agent-to-agent transfer across any locations, including screen pop

IVR

- Announcements and prompts
- External database queries and response
- Collection of digits and strings of keyed-in information
- Routing based on CLI and DNIS digit collection
- Voice message routing and recording
- Rapid application development with CosmoDesigner
- Software only configured – no SPs to integrate or inventory to maintain
- Multi-tenancy for hosted IVR and Voice Portals
- XML-based for secure data sharing across locations and applications

System Reporting, Management and Performance

- Web-based administration
- 120 simultaneous voice and IVR calls per VCS
- High capacity – scales by addition of servers
- Centralised reporting statistics for all agents and centres, anywhere

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