

TIMOK PREPAID: FUNCTIONALITIES

Automatic Routing

- Per Calling Plan (shared) or per individual Customer Account
- Routing Algorithms:
 - a) Fixed, always routes calls to the same End Point
 - b) Least cost, routes calls to End Point with best cost
 - c) Manual, user set route list with priorities
 - d) Round robin, routes calls evenly through the group of End Points

Authentication

- By DNIS, PIN and/or ANI and/or SIP account*

Authorization

- Using Account balance and/or Bonus Minutes

Rating

- First and Additional increment
- Rounding support for: 1/1, 6/6, 30/6, 60/6, 60/60, custom
- Bonus (Free) Minutes, one time or periodic, per Route
- Rate entries per: Time of Day, Holiday, Weekend
- Variable per call progressive rating
- Variable per call/minute surcharge fees

Batch Processing

- Import Calling Plan/Rate Tables directly from Excel or TXT files
- Export Calling Plan/Rate Tables to Excel or TXT file
- Import/Export End user accounts
- Export Call Records (automatic or manual)

Reports

- Web Site access for all reports
- Email delivery of daily reports
- Filters: Inbound/Outbound, Route, Partner, Sales Rep, Service
- ASR, ACD Reports
- Fully customizable invoice Report*
- Comprehensive Call History reports
- Commission Report*
- Revenue/Profit Report*
- Export Reports to Excel/PDF format

- Automatic invoice dispatching via email*
- Traffic reports and charts display in your Web browser
- Access to reports from anywhere, anytime

PIN Inventory

- PIN generation, activation/deactivation
- Print job provisioning
- Periodic sweep process

POSA server (*Separate product)

- Activation/Deactivation, recharge, call history
- Custom POSA solutions on demand

High Call Capacity (up to 1500 concurrent calls per server)

- Real-time Monitoring and Alerts
- Database Replication and redundancy
- Administration done remotely via GUI console hosted on Admin Server

Communication protocols

- VoIP: H323, SIP
- TDM: (from 4T1 up to 1DS3 in one server, with SS7 or without)

Multi-lingual IVR and Custom Prompts

- Concurrent Multi-language support
- Multi-brand Greeting support

Fraud Prevention/Control

- Simultaneous calls are not allowed for end-user accounts.
- Attempts to authorize PINs belonging to batches that have not been sold flag PIN leaks.
- Within a predefined interval, if more than a predefined number of different PIN authorization attempts are made from a single ANI, all further calls from that ANI are blocked.

Other Features:

- Maintenance, Activation Fees
- Automatic Expiration cards X days after first date of use or on predefined date
- Toll-Free and Payphone Surcharges
- Play Dollar/Minutes remaining account