

OPTIMAL CALL MANAGEMENT (OCM)

Optimal Call Management (OCM) solutions from Integrated Telecom Solutions (ITS) are easy to use intuitive solutions designed to give individual subscribers and owners of group accounts total flexibility in setting the treatment of incoming and outgoing calls and text messages. Optimal Call Management gives corporate managers absolute control over employee phone usage. Quick configuration access via the Internet allows managers, and parents, to tailor flexible criteria to meet their needs. In highly competitive markets OCM solutions provide operators a valuable service for subscribers, which will increase revenue and reduce churn.

FEATURES

Corporate Controls

Corporate Controls are designed to give businesses control over their employees' mobile phone usage. OCM solutions supply easy tools to provision business rules while providing exceptionally adaptable call and message screening for their employees.

Call permissions and filters are applied to outgoing and incoming calls based upon time-of-day, day-of-week, and date. Call permissions may also be based on criteria such as the called number, calling number, location and call type.

Corporate managers set choices and preferences for incoming and outgoing call criteria for all group members. In addition, incoming and outgoing calls are managed based upon adaptable subscriber criteria that allow managers to stipulate times when calls are allowed or disallowed. They are also able to prescribe how those calls are to be handled. Calls may be forwarded to an associate, receptionist or to voice mail, or even blocked completely.

Corporations can manage mobile phone usage of employees based on configurable spending limits. Shared pools of minutes or currency for a corporation as well as subscriber level limits can be set to control the cost of phone usage for businesses.

Parental Controls

Parents have quick access and control over their children's phone and SMS usage via the Internet. Using essentially the same tools available to corporate managers, parents can for example block calls and text messages after 11:00PM on school nights or limit calls and messages during exam week.

Parents can set limits on the number of calls their children can receive daily, the length of time allowed on calls per month or allocate an amount of funds available for the child's use for incoming and outgoing calls. Parental control of SMS sent and received can be based on number of SMS or a set balance (currency units). Parents can also set up a "white-list" that allows calls to and from only that list. In contrast, parents can establish a "black-list" of numbers that can never be called. Dialed number restrictions may be eased for calls to family members and emergency numbers using the exception criteria.

Parental Controls is not only about controlling phone usage, parents see this package as a set of practical tools for ensuring their children's safety and security.



Incoming Call (and SMS) Screening

Incoming call screening allows the subscriber to access a personal Incoming call screening list via the Internet where they tailor screening criteria to meet their own needs. Lists are managed by setting Time-of-day (TOD) and Day-of-week (DOW) criteria. Additional call screening controls are based on a screening list, do not disturb times and exception criteria.

Subscribers can set calling party numbers or number prefixes that are to be disallowed. If the calling party is disallowed, they are routed to a tone or announcement, or even an alternate destination. If the party is allowed after the screening criteria are applied, then they are routed to the subscriber. Unwelcome numbers can be blocked altogether.

Setting "do not disturb" times can ensure calls are not received during important meetings or special recurring events. Alternatively, users may configure their screening lists to disallow calls from a particular area code or destination code, set exception lists, or set a temporary override of the Screening List to allow all calls or disallow all calls.

Using similar criteria as above, incoming text messages (SMS) can be screened or blocked completely using SMS-MT filter capability, including the use of screening lists and do not disturb times.

Provisioning has never been easier

An uncomplicated, intuitive web interface with clear navigation and drop-down menus makes it easy to set permissions on calls and text (SMS) messages. Single logon access and multi-language support contribute to the ease of use.

An easy-to-use calendar function is provided to simplify provisioning and settings can be applied for both calls and text messages.

Additionally, subscribers can use a set of simple, direct and discreet commands from their handset to control selected features. When traveling, or in a meeting, the ability to instantly change settings from a handset is a significant bonus.

BENEFITS

- Increases revenue for service providers that charge a monthly subscription fee
- Gives operators a great service to reduce churn and increase revenue
- Corporate managers gain control over phone use and the ability to enforce company policies
- Provisioning is easy, managers and parents recognize the value of quick and easy access to configuration screens via the Internet
- Simple, discreet commands for provisioning from handset when in a meeting or on the road
- Improves productivity for corporate subscribers by allowing them to receive desirable calls only
- Gives parents complete control over a child's phone usage
- Parents protect children by filtering specific numbers, and area codes
- Parents ensure the safety and security of children by restricting certain types of calls while always allowing calls to family members and emergency numbers

STANDARDS COMPLIANCE

- ETSI Core INAP/CS-1
- CAMEL - Phases 1, 2, 3 and 4
- CORBA IIOP interface
- HTTP – Hyper Text Transfer Protocol Version 1.1
- SSL – Secure Sockets Layer Version 3



**INTEGRATED
TELECOM SOLUTIONS®**

Proven Reliable Telecom Solutions