

Overview

Imagine having to make a call in an emergency or urgent situation and your prepaid account has bottomed out, with Netxcell's Collect Call Solution, no problem – even when roaming. All it takes is an IVR collect call request, acceptance of charges at the other end and you are connected. It's win-win with increased customer satisfaction and higher operator revenues.

The Netxcell Collect Call System is a solution which provides end user to make calls even when they have no credit or airtime. This is done by requesting the B party to pay for the call, provided the called party agrees to pay.

The A party needs to dial into a predefined short-code and follow the IVR prompt and punch in the necessary inputs like B Party Number and personalized message.

Collect Call system captures the details of A party and will check the balance of B party with the respective IN and after necessary parameters; the recorded prompt will be played to B party with an option of accept / reject the call.

Features

- IVR and USSD based collect call request mode
- Blacklist and white list management
- Web based administration & Monitoring
- Very robust, scalable, flexible and highly configurable

- Proposed solution is capable of generating reports hourly/daily/weekly/monthly etc.

Benefits

- Increase call completion and increase revenue generation
- Provides an edge over competition
- Improve customer satisfaction and brand loyalty
- Enhance market penetration and provides new market opportunity
- Several access methods available for notifications
- Easily integrates with the existing prepaid system
- While and black list maintenance
- Easy of operation
- No money, no problem
- Call free with acceptance from B party