

Overview

Integrated Call Management solution is a unique product that seamlessly bundles up several different solutions like:- Missed Call Alerts, USSD and Voice Mail Server, SMS Chat, IVR onto one single platform where our ICM server based on requisite subscription handles the unanswered, uncompleted and missed calls intelligently. The ICM server also allows the subscriber to set a profile on the network that allows the different handling of the unanswered or uncompleted calls to the subscriber in a variety of different ways.

The ICM enables the network with the ability to capture unanswered and uncompleted calls. With ICM, mobile subscribers get the insurance to have all missed calls reported even if their phones are switched off or out of network coverage. Subscribers busy on another call or busy in meetings can convert the invasive voice calls into non invasive USSD or SMS based chatting sessions with the caller or can simply appreciate the service as reminder for unanswered or rejected calls. Uncompleted and unanswered calls are frequently routed to voicemail. However, voicemail service may not be available or often the calls are released without any message. Therefore, the calls not charged while the called subscribers left with no information about the missed call. ICM will increase user experience while creating new charging opportunities for the operator

Netxcell ICM solution is a customization of the Netxcell VAS delivery platform that allows easy integration of various access and delivery channels like USSD, web, wap modules, a java, (V)xml based Application run time module, a network abstraction module that hides details of network and IT node integrations from applications, graphical service creation and work flow creation modules that make the customization and new application creation faster.

Features

- Ability to set the profiles on the network side for example: in Meeting, Driving, In Flight, etc
- Ability to offer different treatment to the caller's call based on the profile setup by the called.
- Ability for the caller to set a callback option so that when the called is free the calls can be automatically placed and patched
- Ability for the caller to initiate a SMS or USSD based chat session with the caller
- End User Specific Features
 - a. Alerts on SMS channel.
- Alert SMS is received from the CLI of the caller with the message text as: "I was trying to call you at (XX:YY). Please Call back."
 - a. Receive alert when the user come into coverage
 - b. No loss of data
 - c. Mobile Operator Specific Features
 - d. Uses E1 with C7 signaling
 - e. Reliable data bearer
 - f. User-friendly access
 - g. Built in SMSC reduces the SMS alerts load on operator SMSC.
- The mobile subscriber is out of coverage area or not reachable or battery removed

Benefits

- Unique multi tiered solution
- One stop solution for tapping latent revenue
- Technical bandwidth and responsive support to manage the solution smartly.