

THE INTERACTIVE VOICE RESPONSE SERVER (IVRS)

allows users to select options from pre-recorded voice menu prompts by clicking digits on a telephone keypad.

The PI 308 Application Server system provides packaged applications as well as offers a programmable interface for development of custom applications like Group messaging system, Leased line booking application, CLIP announcement service, Security update service, Changed number announcements, Bulk changed number announcements, Fault reporting system. Through its development toolkit PI308 allows users to quickly build additional custom applications.

CHANGED NUMBER ANNOUNCEMENT APPLICATION

When subscriber numbers are changed individually the changed number announcement service informs the caller by announcing the new number immediately on dialing the old number. Optionally, the system can automatically connect caller to the new number.

BULK CHANGED NUMBER

ANNOUNCEMENT APPLICATION

Whenever telephone numbers are changed en-bloc, the concerned subscribers need to be informed of change in their respective telephone numbers.

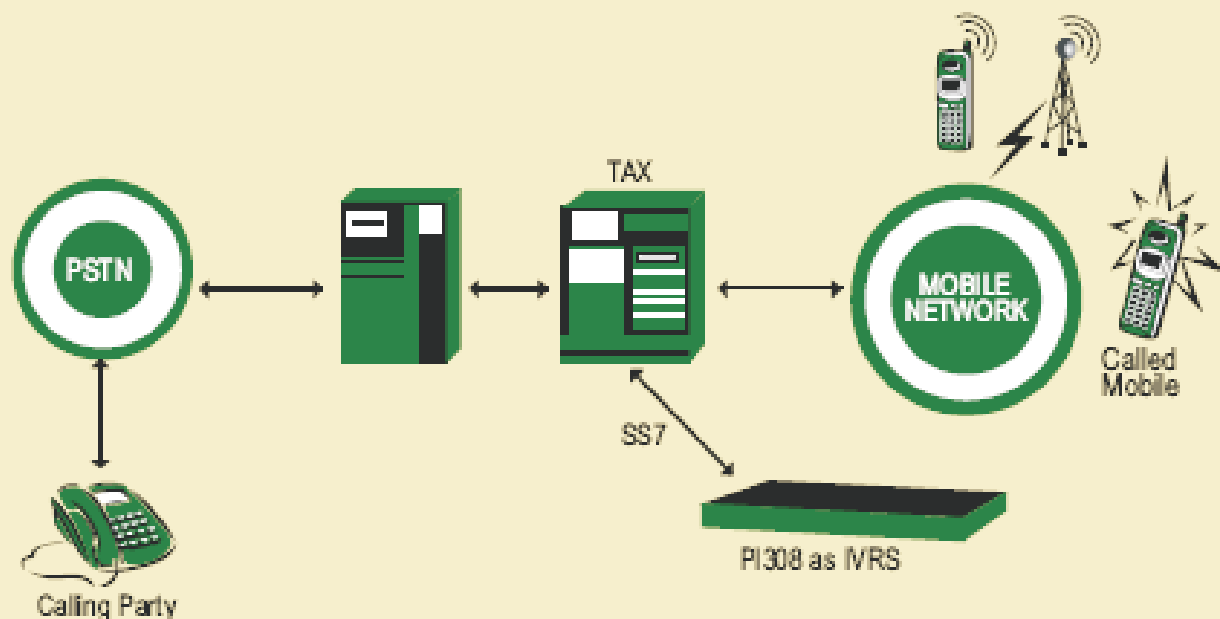
The Bulk Changed Number Announcement service automatically dials each subscriber whose telephone number has changed and announces the new telephone number. The application also informs affected subscribers of the pre and post-cutover dates of the change. If the effective date of change is later than the current date, the system dials the old number and informs the subscriber of the forward date from which the change will become effective. If the number is already changed, the system dials the new number and informs the subscriber of the new telephone number along with the effective date of change.

PAYMENT AND BILL REMINDER APPLICATION

This Application reminds subscribers of their outstanding bill payments. The system can be used in two ways:

Whenever bills are dispatched to subscribers, the PI 308 server automatically dials and informs each subscriber of the bill amount and the payment due date.

The server can be set to periodically call up the defaulting subscribers



automatically and remind them subscriber of pending bills along with the bill amount and the payment due date.

BILL ENQUIRY APPLICATION

This service provides subscribers an access to their billing information. By entering the bill number and date in prompt by the system, a subscriber can retrieve details of the corresponding bill and payments made for settlement of past bills.

FAULT BOOKING APPLICATION

- This application enables a subscriber to book complaints of faults in service with the service-provider without any manual intervention. For a service-provider, it assists in efficiently maintaining end user services during peak as well as slack hours.

When a subscriber dials a pre-designated fault booking number, the system prompts the caller to enter a faulty telephone number. On receipt of a faulty number, the system registers a complaint and announces a docket number for future reference to the registered complaint.

The lease line subscribers have the facility to book complaints through the web. On receiving a complaint from a subscriber; the system calls up the fault rectification department and informs them about the faulty leased circuit by announcing its leased line id.

AUTOMATIC TRUNK BOOKING SERVICE

This application provides auto-operator assisted dialing of long distance calls. The subscriber dials a pre-designated telephone number for registering long distance call request. In response to prompt by the system, the subscriber enters the destination number. The system returns a docket number for future reference to the request. The docket number can be used for rescheduling or canceling the request. The application generates Call Detailed Record (CDRs) which

can be exported to any billing server. Optionally, the system can mirror the billing information for maintaining backups.

CLIP ANNOUNCEMENT APPLICATION

This is a line testing useful in detecting and connecting line faults on clicking a pre-designated number, the system announces the caller-id to the calling subscriber .

SECURITY ALERT APPLICATION

This application alerts security personnel positioned at critical installations like banks, stock exchanges, telephone exchanges, communication covers, govt. offices etc. A telephone number and password is assigned to each security personnel. Each security personnel are expected to call back the system periodically at a predefined interval to reconfirm alertness. For each missed call back, the system in dials the concerned personnel and requests an update by prompting for the password.

The application generates periodic detailed report on alertness of each security personnel.