

## **Prepaid and postpaid calling card solution for Telco ISPs or Calling Card providers.**

### **Solution Overview**

LeadingC's calling card solution is designed to give Telco ISPs and calling card service providers a competitive edge in the calling card market.

### **Complete Solution**

The calling card solution is based on the Avaya IVR Platform - a scalable, speech verifier platform, offering a complete telephony solution. The solution provides a complete set of traditional calling card features, plus exciting new features to extend the capabilities of current calling card vendors. Our solution provide an architecture that has built-in APIs for easy integration with existing calling card billing systems.

#### **Real-time Billing**

Real-time billing for prepaid and debit calling card users. The system checks the user's account balance before authorizing the call.

#### **Balance and Call Duration Announcements**

The voice system plays the remaining balance on the debit card, or the accumulated amount in the credit account. It also announces the maximum duration allowed per call.

#### **Credit Balance Inquiry**

Card holders may call in to check the remaining balance in their account via a menu-driven Interactive Voice Response (IVR) system.

#### **Pin number or spoken word verification**

Enables subscribers to speak the pin number or say a spoken password using this IVR solution.

#### **Flexible IVR Call Flow**

A flexible interface allows the administrator to modify the IVR call flow.

#### **Balance Warning and Disconnect**

The system alerts the user before the debit card balance is empty and disconnects the call when the balance reaches zero

## **Multiple Language Support**

Allows users to hear professionally recorded prompts and real-time balance announcements in their own language.

Implementation options include:

- Menu-driven language selection - the user can select the language desired for IVR prompts
- Automatic language selection - the system enables automatic language selection based on the ANI or DNIS. This option eliminates the need to select a language option prior to answering a call.

## **Billing Features**

Our IVR solution is integrated with major billing partners such as EUR Systems for the following billing features:

- Credit or limited credit accounts
- Invoice generation
- Multiple currencies
- Calling card lots
- Destination restriction
- Expiration date
- Fraud detection
- Customer and Administration Web interface
- Extensive reporting options
- Rating engine