





VOICENTER



Kicking communications out of the box

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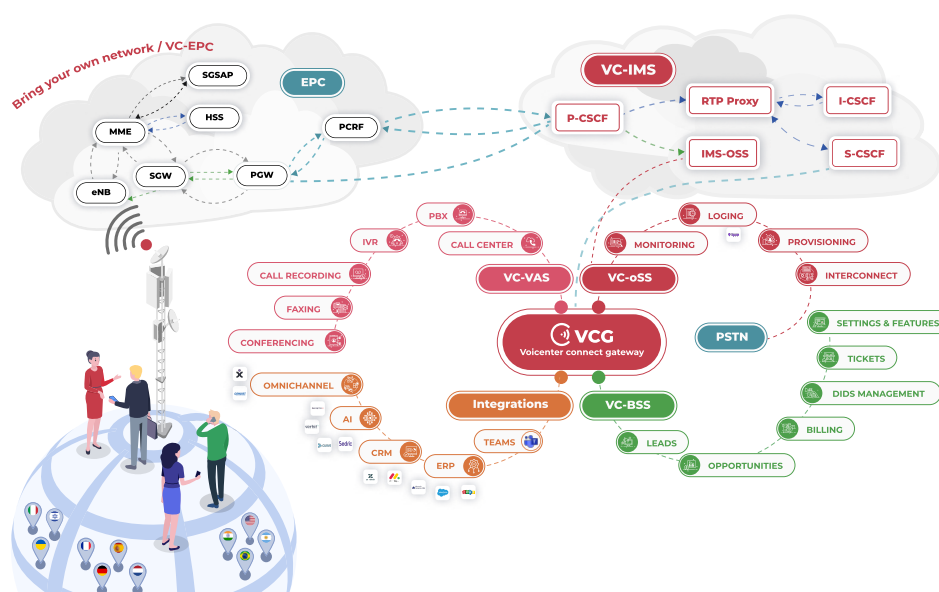
VOICENTER

Products + Services 2023

Flexible Telco products and business communication services

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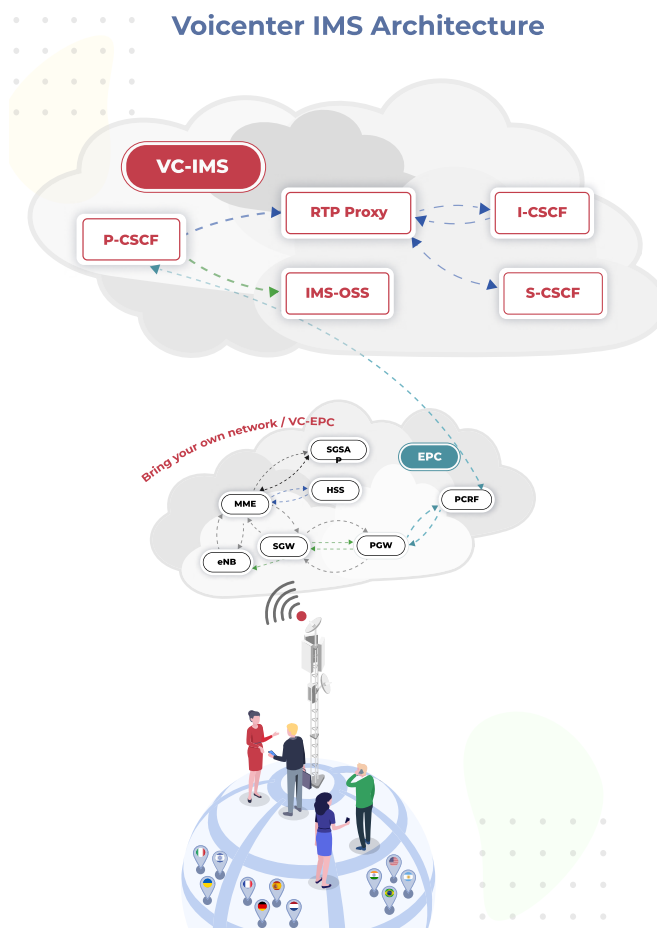
Eliminate the Fallbacks

Voicenter IMS stack allows your subscribers to enjoy fully connected VoLTE prioritized packet based network and gain access to a variety of applications over the mobile.

Voicenter IMS Telco-suite

Use our IMS Telco-Suite of voice soft switch cloud-native modernized network which is easily deployed, simply maintained and Ensure multi-vendor interoperability supporting full VoLTE communication.

Extend your services portfolio with Voicenter Connect Gateway to offer CCaaS, Business mobile services, Cloud PBX, UCaaS, WebRTC and Business voice interactions solutions within a single holistic point of management.



Voicenter IMS Telco-suite Key benefits





Voicenter Connect Gateway - Out of the Box Contact Center on VoLTE for Hybrid Work Needs



VC-VAS - Voicenter Value Added Services



Enable fully featured Call Center solution over your mobile network

Enjoy Voicenter holistic Contact Center as a Service (CCaaS) platform and expand your offering to your business subscribers with a wide range of features flexibly adjusted to their organizational needs



Mobile cloud flexible business phone systems

Voicenter cloud PBX enables your business subscribers the features of an advanced PBX unifying mobile devices to support SMB & Enterprises communication needs effortlessly.

Voicenter key contact center advantages



User friendly Interfaces that gets everyone involved



Highly adaptive to your business IT environment



Future proof solution with ongoing Improvements



Multilingual interfaces to support your language



Immediate simple agent on-boarding



Workforce optimization and analytics



Built-in customized reports widgets and charts



Improves Customer Experience

Voicenter Connect Gateway use cases

Hybrid office solutions

Seamlessly offer business subscribers to work from home or elsewhere without special requirements, just a simple cell phone to enjoy all call center's features and automations.



Remote employees management

Real time and historical monitoring that empowers Contact Center managers to control their agents eliminating the challenge of remote management.

Retail and multi-location businesses

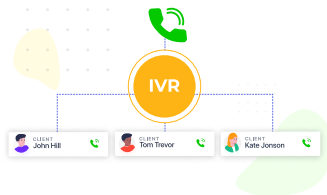
Reduce cost of network infrastructure and equipment, Improve communication and simplify geo distributed operations. Enjoy one-stop-shop solution with centralized management for all Business stores, branches, offices and locations.





Voicecenter Connect Gateway

Contact Center on VoLTE Leading Services



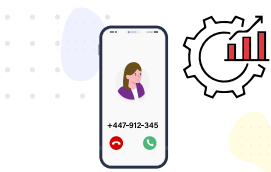
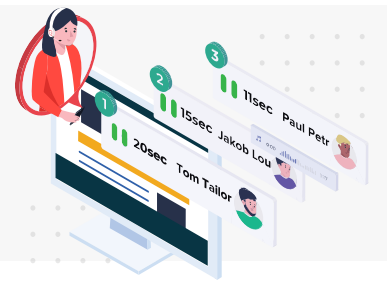
IVR builder for business

Voicecenter Advanced and dynamic IVR builder provides easily configurable settings such as schedules, announcements, customized menus, DTMFs and more. Present your subscribers with a tailored customer experience.

Queues

Advanced Skill based routing to **prioritize agents in the same queue by their skill**, or automatic queue weight to **prioritize the call between different queues** taking maximum waiting time into consideration. The system offers automated callbacks to abandoned callers, exit options, music, announcements, and much more.

Provide managers the real-time visibility and tools to manage the daily routines and peak times.

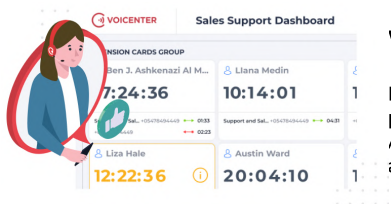
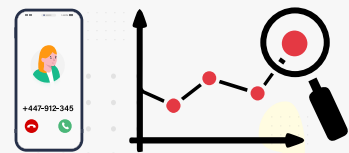


Predictive Dialer

Calling **cold leads** connecting them first to the agent decrease efficiency. Save on expensive agents' time waiting for customers to answer and increase there sales using our award-winning auto-dialer a must-have for any call-center operation.

Productive Dialer

When calling **new leads or existing customers**, there is no room for mistakes. The answer rate is high, requiring agent readiness to avoid putting the customer on hold. With this type of dialer, the agent is called first, followed by the customer.

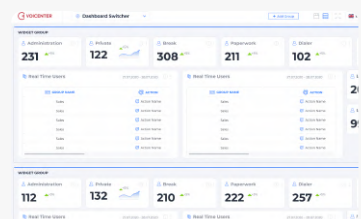


Workforce Optimization

Monitoring business workforce performance in real-time and historical statistics provides a must-have tool for operation optimization and business intelligence. Allow business managers to assess performance, generate departments insights and analyze costumer experience.

BI calls Reports and Statistics

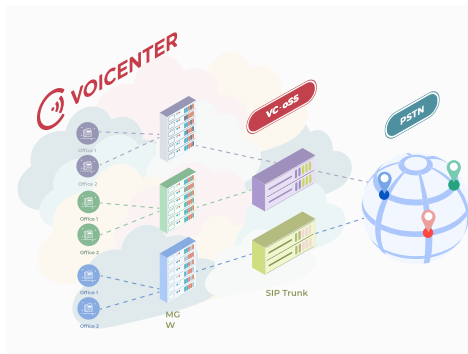
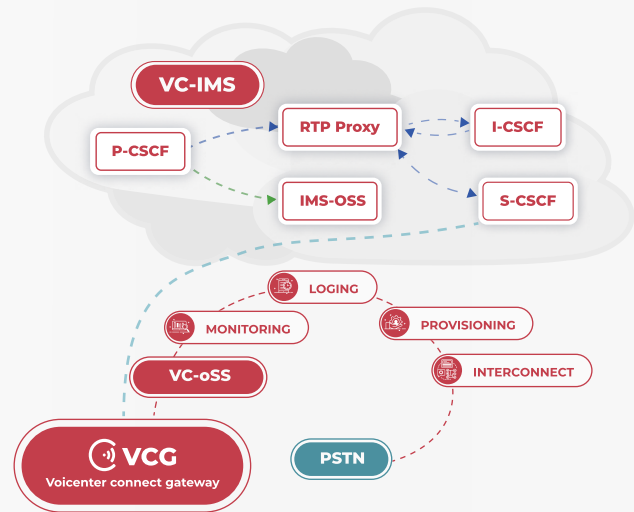
Provide enterprise team managers with BI tools to improve their business operations. We offer over 100 call statistics schedulable reports to effectively supervise marketing and service efforts, teams performance, training curve, shift metrics and many more much needed business operations crucial insights. Provide the complete business picture in order to analyze trends and forecast future performance.



VC-oSS

Essential Operations Support Systems platform that enables you a seamless management of your network.

VC-oSS is a multitenant and cloud first by design system. We assist you to future proof your network and business opportunities



Voice Interconnect

Simplify interconnection to other PSTN and SIP trunks.

- Quality based Least Cost Routing - Guarantees **profitable operations** while keeping **service quality optimal**.
- Cost management - **Automated and customized providers rates** updates to ensure accurate management of call termination activities.
- **Gateway provisioning** - Simplifying the connection, testing and onboarding of new trunks to production.
- Fully **compliant to the STIR / SHAKEN** standards.
- Automated **Mobile Numbers Portability system** to optimize call routing and charging

Provisioning

Centrally manage all system parts and microservices in a single place

- **Simple provisioning** of new service components such as accounts, users, DIDs, SIP trunks, hardware, vendors, IP Phones and more.
- **Automated High Availability** design to support redundancy and scalability of all system elements avoiding operational bottlenecks.
- **Distributed architecture** with no one point of failure to add resiliency to your services.



Monitoring

Real time monitoring of your network assets, services and infrastructure to proactively identify and notify abnormal behaviour by predefined thresholds

- Integrate Voicenter services to your **existing operator monitoring tools** using standard protocols (**SNMP, ICMP, HTTPS**) sensors.
- Anomaly detection by severity.
- Automated **notifications only for low severity** detections and automated **operational triggers for high severity** detections.

Logs, Metrics, Traces

Built in logging mechanism to centrally audit and investigate all system events and metrics, providing your teams with easy to manage troubleshooting tools

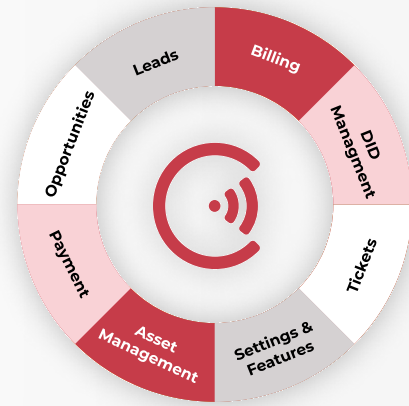
- **RTCP capturing** and analyzing - Proactively **identify network and audio performance**, aggregating **MOS scores** per calls, destinations, providers and more.
- **SIP & IMS Signaling** - Captured, aggregated and stored for real time or future analysis.
- Audit Logs - Thorough collection of all users and services activities in the system for **in-depth forensic investigation** and additional audit needs.



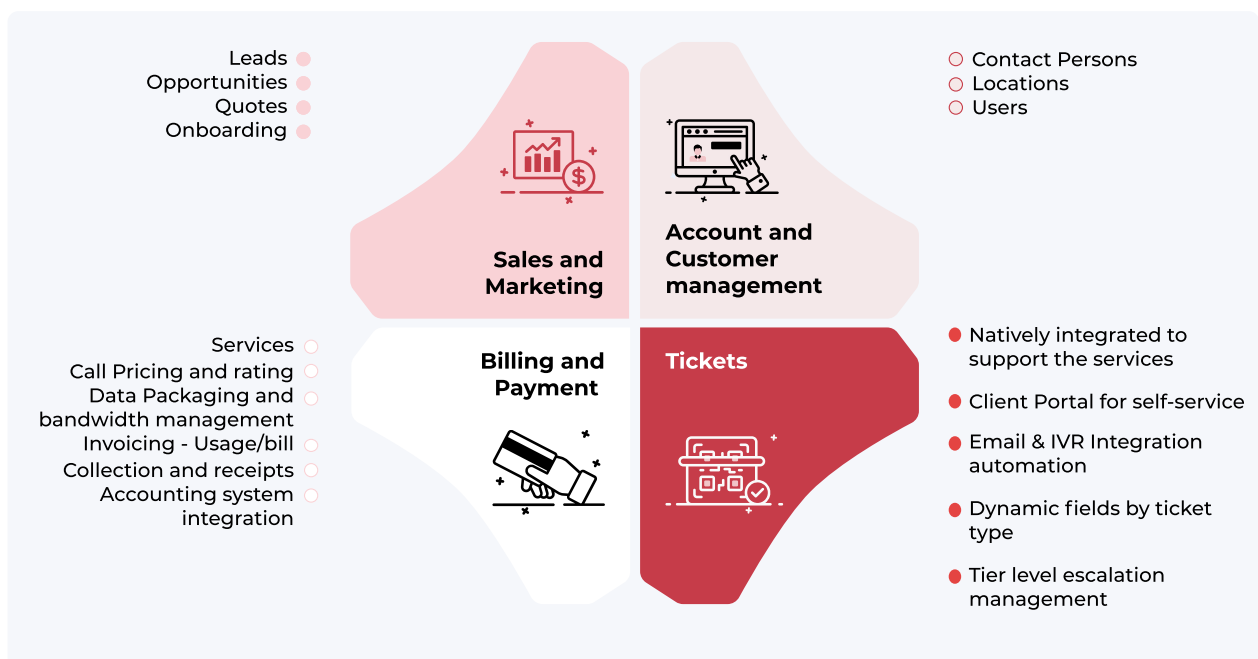


Our Voicenter BSS For Carrier Grade Communication Stack

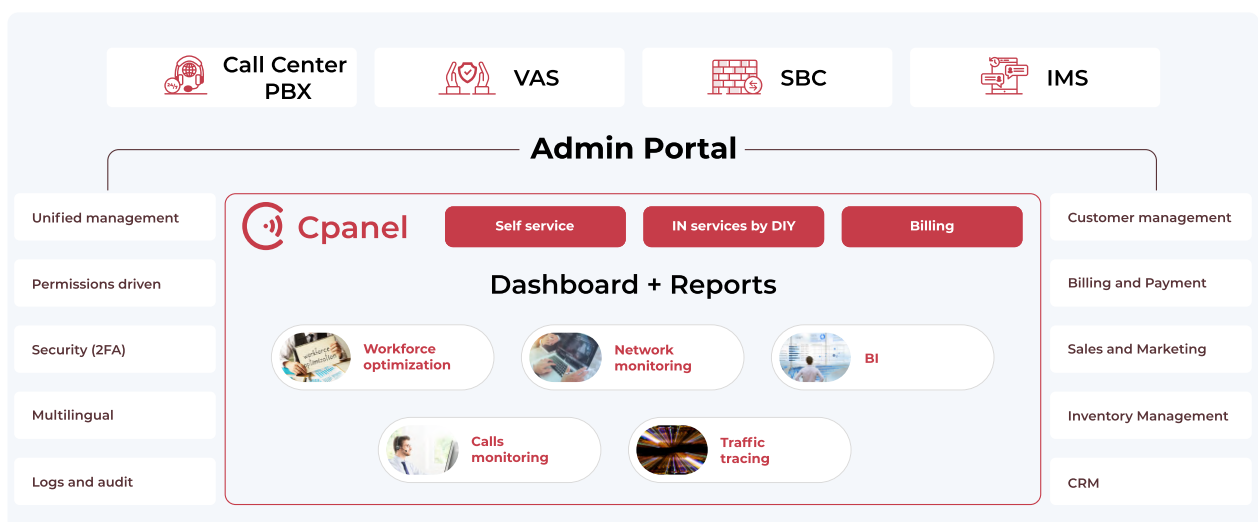
Voicenter provides comprehensive solution for managing customer interactions, automating key business processes, and enhancing decision-making through data analysis and business intelligence.



Tailormade Business Support Systems for Carriers



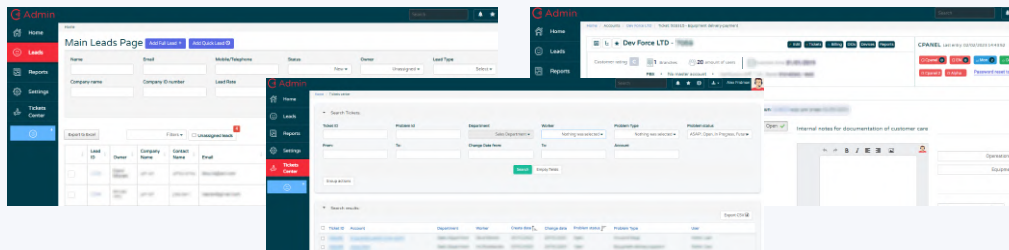
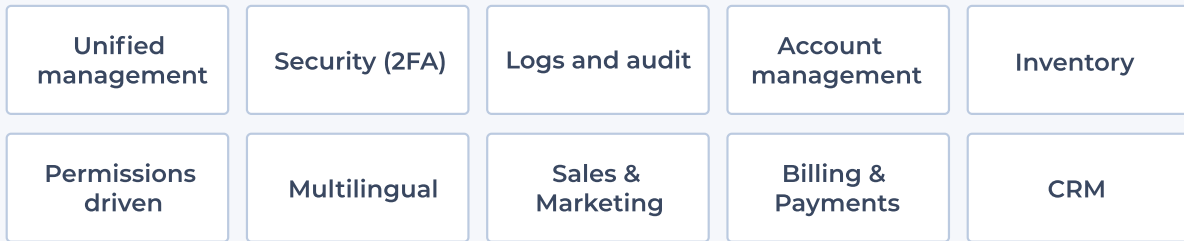
Telco Suite



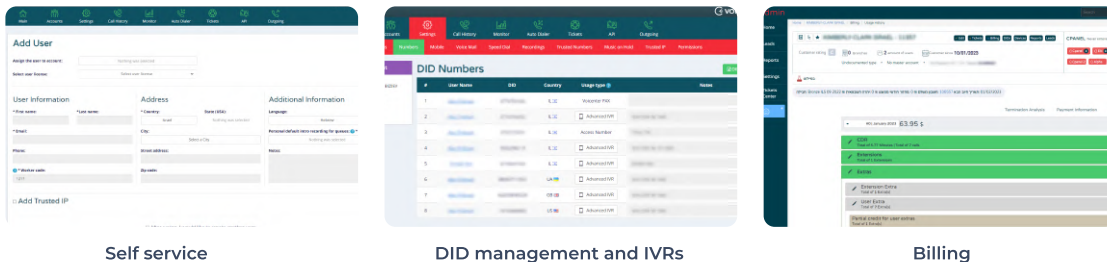
Telecom Services



Admin Portal



Cpanel Portal

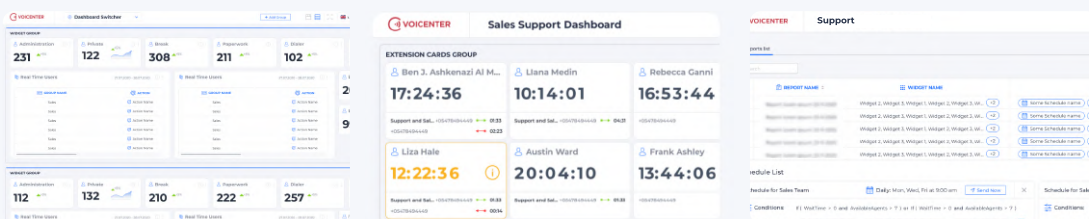


Self service

DID management and IVRs

Billing

Dashboard



Workforce optimization

Calls monitoring

BI



Network monitoring

Traffic tracing



Value Added Services for Operators

Wide range of services drives your network to success

Benefits



Increase ARPU



Personalized customer experience



Grow your customer base



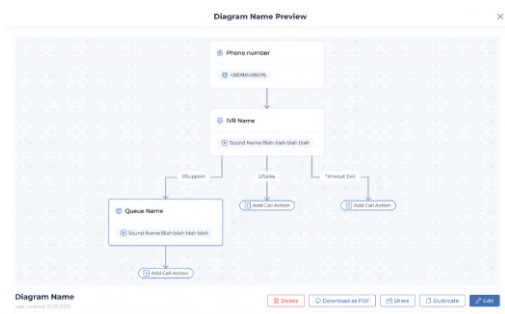
Boost product offering



Short time to market



Enhanced brand loyalty

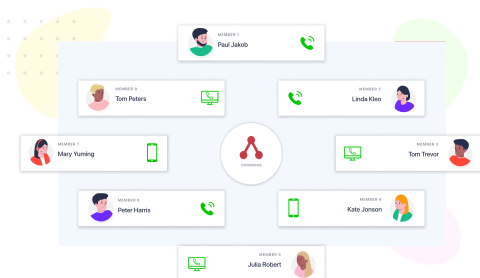


IVR builder

1. **Personalization:** offering a dynamic automated experience based on the caller's Business Information.
2. **Multi-channel integration:** integrating IVR with other channels such as SMS and messaging, web, and mobile for a seamless customer experience.
3. **Self-service capabilities:** allowing callers to make actions by themselves such as check balance, activate a feature, pay the bill or cancel a booked appointment - reducing waiting time and operational costs while increasing efficiency and customer experience.

Voicemail service

1. **Competitive Advantage:** Differentiate yourself from your competitors and attract new customers.
2. **Increased Customer Satisfaction:** Increase customer satisfaction by offering a more convenient and efficient way to manage voicemails.
3. **Simplify Operation:** Streamline network maintenance by merging Voicemail to existing stack, not need to maintain a different dedicated Voicemail solution.



Virtual meeting room

1. **Scalability:** Highly scalable and can be easily adjusted to accommodate the needs of businesses and organizations of all sizes.
2. **Increased Flexibility:** Offer businesses and organizations the flexibility to conduct virtual meetings and conferences from anywhere, at any time.



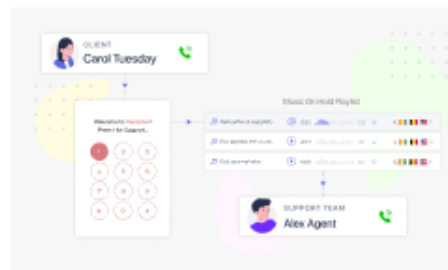
Voicenter VAS for Operators

Designed to enhance the overall customer experience and offer added benefits to the core services



Email to Fax + Fax to Email

Manage your own **virtual fax services** with a web portal which can archive your subscribers sent and received faxes to and from multiple recipients which makes every fax be **localized, safe and backed up**. Provide customers with a convenient and **cost-effective** way to send and receive faxes.

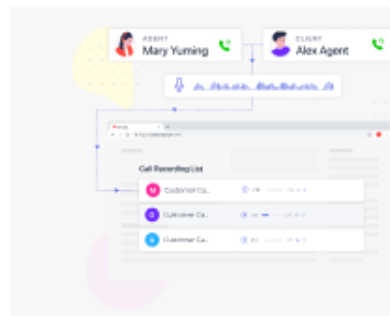


Music on hold

Present your subscribers with a playlist of music on hold melodies or other audio content to provide a **professional and engaging caller experience**. Via web portal you can **upload any music file** and allocate it to any desired subscriber.

International DIDs

Our International DID range allocation service will be useful for telcos that **operate globally**, as it provides customers with a **local number** to reach them, regardless of their location. Save yourself the trouble of communicating with various DID providers.



Call recording

Our call recording servers and services provide a convenient and cost-effective way to record and manage conversations, **comply with regulatory requirements** by encrypting files at rest and **increase storage based revenue**. Starting from pulling call recording files from media servers and storing them in their **storage destination of your choice**.

Cloud Contact Center

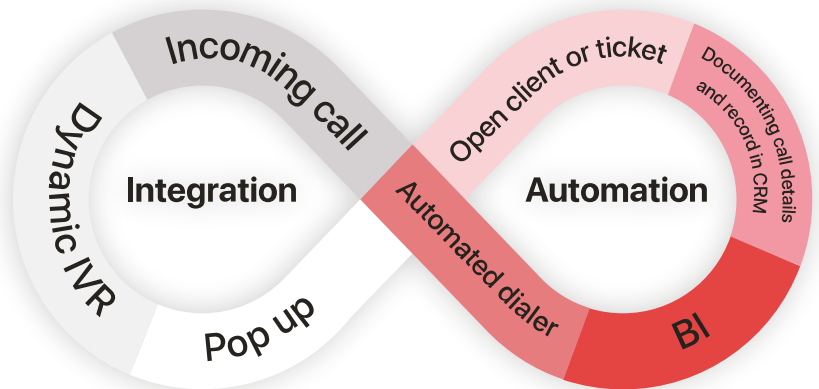
Our advanced platform is **compatible with any topology** and service provider. **Easily implemented and deployed** to offer you a flexible cloud communication solutions. As a cloud first approach we provide a **complete solution for managing customer interactions** and support. This platform offers a wide range of features, including call and chat support, customer relationship management (CRM) tools, real time dashboards notifications and analytics.





Extensive Integration Toolkit For Easy Implementation

Our R&D teams work on **continuously simplifying integrations** with many business applications for improved efficiency.



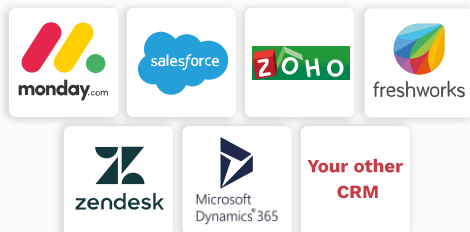
We'de love to solve your challenge

In today's modern information technology, the main limitation of any system is **the number of other systems** it communicates with. Simplify your network maintenance, interconnect Voicenter stack with your existing infrastructure to provide seamless network operations.



Connect and automate your network

Ready Made Integrations



Connector.center
Drag. Drop. Connect.

Automation Platform

Coding knowledge is no longer necessary to build an integration that fully automates businesses flows. Voicenter enables you to use low-code no-code platforms to create your integration. Your business costumers can choose between our Connector.Center automation platform or configure web-hooks to any application directly from our portal.



Webservice API

Use your team's favorite programming language while implementing our different sets of SDKs. We help you solve your needs in a mere few lines of code.



Tailormade Integration Solutions

Our integration team can build any integration flow to your existing applications and network infrastructures. Take advantage of our vast experience-leading development projects and working methodology to ensure a successful **integration to your billing and operational systems**.

Our Leading APIs

Extensive suite of APIs allows automating Voicenter telephony into any business application.

Our best seller integration features



Popup Screen

Improve business customer service. Pop up a screen with the caller's contact details from any CRM before an agent answers the call.



Calls BI Integration

Store business telephony information while managing them any time directly from a database or organizational CRM system.



Click to Call

Enable direct calls with one click from any web page.



Auto Dialer

Automate telephony interactions by client, campaign, and other business agendas - by pushing data from CRM's and get the results back once it's done.



User Status

Improve agents availability by logging him in or out by the call center application needs, such as putting agent back in queue when the ticket is resolved in the system.



Dashboard API

Provides a backend web service to allow requesting more than 100+ widgets, tables and other data to implement and display in real time on your favorite business app.



Real-Time

Use real-time API to improve business performance in real time. All Callers, Agents, Queues or Campaigns events are delivered to any business app in real time.



Blocklist

Allow businesses to manage Do-Not-Call List, ensuring regulations and legal requirements are met and save sales time and effort.



IM Channels Integration

Send clients text messages with a link to the web portal or any IM (WhatsApp, Telegram, etc.) service channel.



External IVR

Extend the functionality of your IVR and implement call routing based on the information in any organizational database or CRM systems to perform advanced routing of incoming calls.



Pause Record

Start or Stop call recording automatically or by the agent. Avoid recording sensitive data like credit cards or any other PII's, to meet the PCI & GDPR standard requirements.



Call Tracking

Connect your web analytics and website visitors information to an incoming call data. Track and mark phone calls conversions using web analytics platform just like any other e-commerce conversion.



Voicecenter Cutting Edge Technology

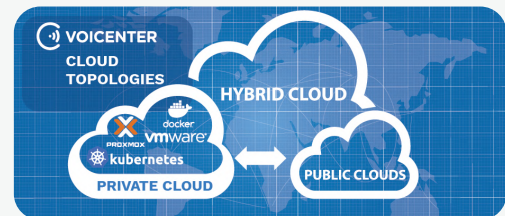
For the last 15 years we've been building the most innovative **Cloud Communication and CCaaS** platform to help organizations optimize operation & improve customer experience.



We have designed our unique system as a **cloud-first** technology, meaning that it is scaled and stable by using only the most innovative tools and techniques.

Topology flexibility enables business flexibility

Our platform is designed to work with any infrastructure: multi-vendor, multiple topologies or complex distributed networks, using standard protocols and customized integrations to fit any business-case while eliminating technical barriers and vendor-locks to **guarantee a successful and future proof deployment.**



Our on-site installation and hybrid solutions are simple to deploy. These are based on leading technologies such as Docker and K8s (Kubernetes), among a vast variety of other virtualization technologies **used by the most modern IT teams.**

Our R&D teams are entirely **full time in-house**, actively working on our future **roadmap**. We maintain a fully secured Software Development Life Cycle process, to ensure that only high quality versions are rapidly launched to production on a weekly basis, enhancing our offering continuously with generic features for everyone to enjoy.

We are always excited to help our customers integrate our technology, assist in handling their systems, offer professional services, and tailor-made projects

Voicecenter range of expertise

Our teams are led by the top senior engineers in the industry with extensive knowledge and experience in a wide range of expertise:



Data and Billing



Back End



Front End



Media



UI/UX



Mobile Apps



Integration



QA

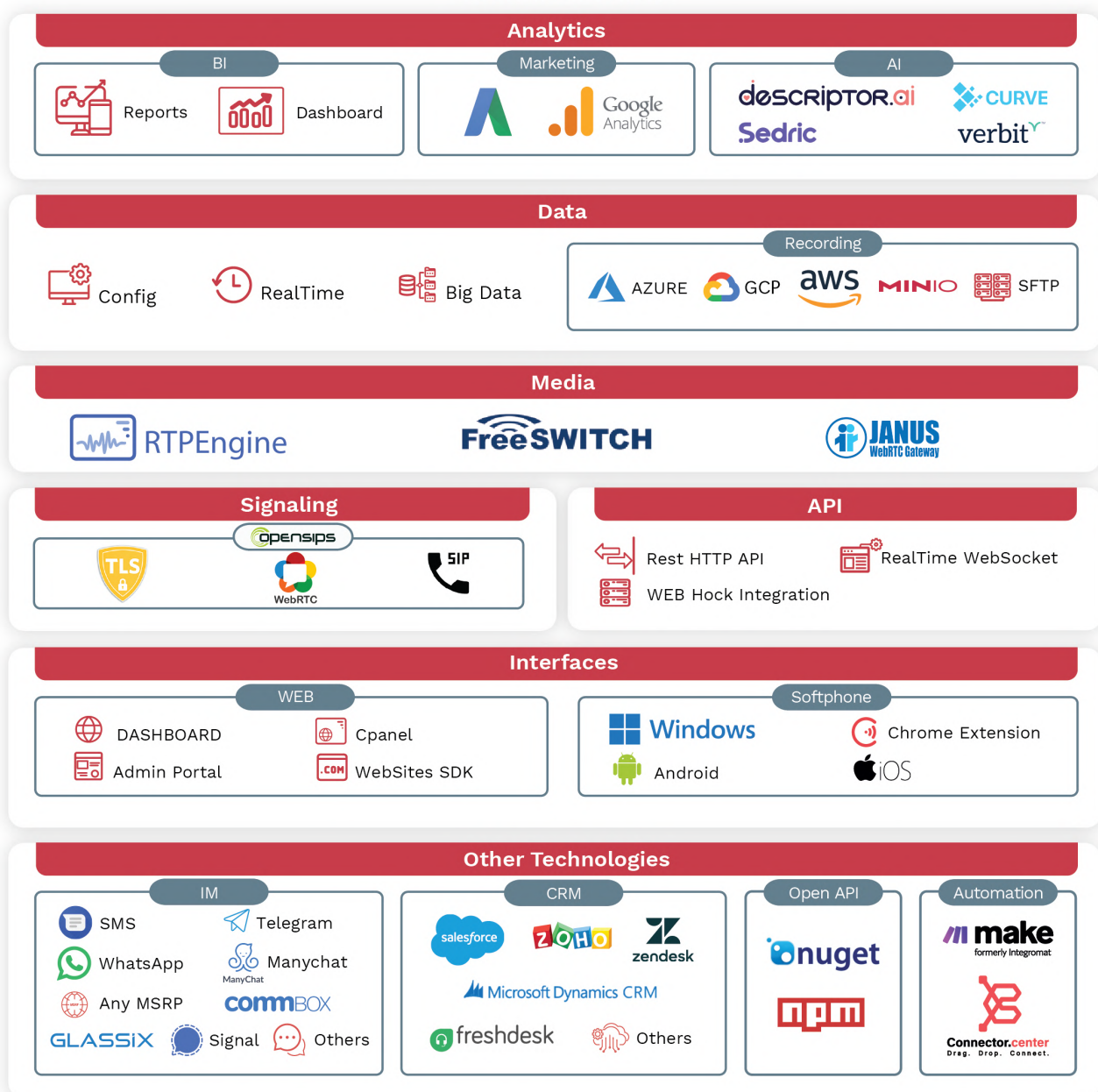


Streamline Your Network Communications With **Distributed Microservices**

All business communication needs
under a single holistic stack

Scalable resilient solution that flexibly works in **any business environment**

Technical stack



Voicecenter Security And Privacy Posture

Cyber security threats are a rapidly growing concern as more malicious actors scan your network 24/7 searching for holes in your security



Voicecenter maintains the highest security standards in all aspects of our services



The evolving regulation requirements such as the EU-GDPR, UK-GDPR, PCI, HIPAA, among other standards require communication coordinators to strictly enforce multiple security measures in all aspects of service. Protection can only be achieved if both technical and behavioral measures are taking place simultaneously. The challenge is doing so with the minimal to no effect on the user experience.

Personal Permission Access

All user interactions are performed using a personalized identity per user, with little to no permissions as default aligning to the least privileged principal. Permissions are only granted by privileged users. This practice drastically minimizes the chance of security breaches, as well as assisting with incident response and forensic investigation.



IP Access Management

As part of our security-oriented agenda, all accounts are restricted to a whitelist of IPs, further minimizing the possibility of compromised accounts, guaranteeing only authorized personal exposure to sensitive data, or to making changes to account configurations.

Single Sign-Ons

We believe that behavioral measures need to be friendlier than the non-secured approach. This ensures all users are aligned with the acute demands to follow security policies. SSO provides a more secure and user-friendly solution that guarantees positive user feedback and enhanced security.



2-Factor Authentication

All access to the C-panel portal is limited, by default, to 2FA measures prior to login. We understand that passwords alone are insufficient security tools, when missing an extra layer of authentication - primarily 2FA.



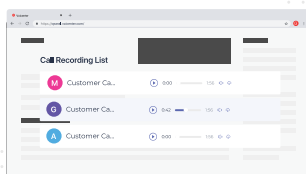
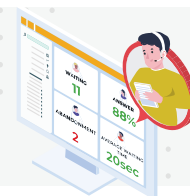
Security From Client To Destination Encrypted On Transit And At Rest

Voicenter highly secured solutions ensures privacy and compliancy



Fraud Call-Detection Ability

Unauthorized SIP traffic is a historical and ongoing issue in the telco industry. Our real-time tools consistently examine the telephony activity within our network, alerting, and even blocking, traffic deemed unsafe.



Call-Recording Encryption

All calls in Voicenter network are encrypted at transit and at rest by the highest industry standards. This ensures security and privacy requirements are met during the entire life cycle of the encrypted file, until the retention policy deletes it permanently.

ISO 27001 & ISO 27017 Certified

Our company meets the ISO 27001 & ISO 27017 (cloud services) requirements, as well as the EU-GDPR & UK-GDPR, including all company policies, physical accesses, network accesses, among other essential technical and organizational measures.



Voicenter Security Ecosystem

Voicenter's assets are protected by cyber-security market leaders such as:



Cloudflare
Global WAF and DDOS



**Croedstrike
EDR**
Global leading EDR



DNSFilter.com
DNS adge protection



Firedome
Advanced endpoint protection



Voxility
DDOS protection

Business Continuity Plan

Voicenter maintains a resilient network with no single point of failure by design. Our systems are continuously backed up to ensure the quickest recovery without data loss in cases of technical or cyber-security incidents.



Power



Network



Connectivity



Hardware

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+33-18-488-0044



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Join Our Global Network of Partners

Voicenter partnership models offer a variety of business opportunities to increase the added value for our mutual clients.



Why Partner Up?

Because we want our solutions to match any business need we meet in our path towards becoming market leaders.



Increase product life cycle



Scalable operations



Improve customer service and experience



Integrate products and offer higher value



Cost-effective offering



Easy and quick implementations

Tailor made your own business suit



Affiliate

Answer your clients needs when it comes to telephony solutions. Present them with a product you are confident in, while we complete the rest.



Reseller

Expand your target audience and become a channel distributor. Offer your clients our ready-to-use and easy-to-implement business phone services or contact-center solutions.



Operator

Broaden your sights by using our innovative technology. Cost effective and easy to implement, our telephony service positions you among technology leaders in telecommunication.



White-Label

Stay in the foreground with your clients by offering telephony services with your name on it



Private Cloud

Elevate your communications. Build your own stack and provide your clients advanced telephony solutions.

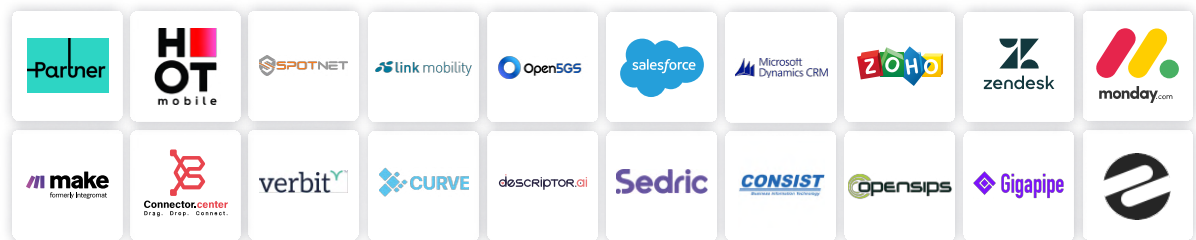


Join Our Global Network of Partners

Working in partnership with us will enable your organization to offer your clients a diverse range of communication products and services.



A Glance Of Our Value Added Partners



Leading Partner Industries

Our teams are led by the top senior engineers in the industry with extensive knowledge and experience in a wide range of expertise:

<p>CRM Full cycle solution for customer interactions management</p>	<p>IT Seamless implementation and scalability of network communications</p>	<p>OMNICHANNEL Complete control of your communication channels</p>	<p>INTEGRATORS Low code no code platforms to create business automation</p>	<p>TELCO Increase ARPU with extensive added value to you clients</p>
<p>ERP Improve the efficiency accuracy and security of your business</p>	<p>AI Increase your insights of voice interactions and predictions</p>	<p>MARKETING Provide your sales funnel an end to end analysis</p>	<p>AUTOMATION Become efficient, effective and agile within your business flow</p>	

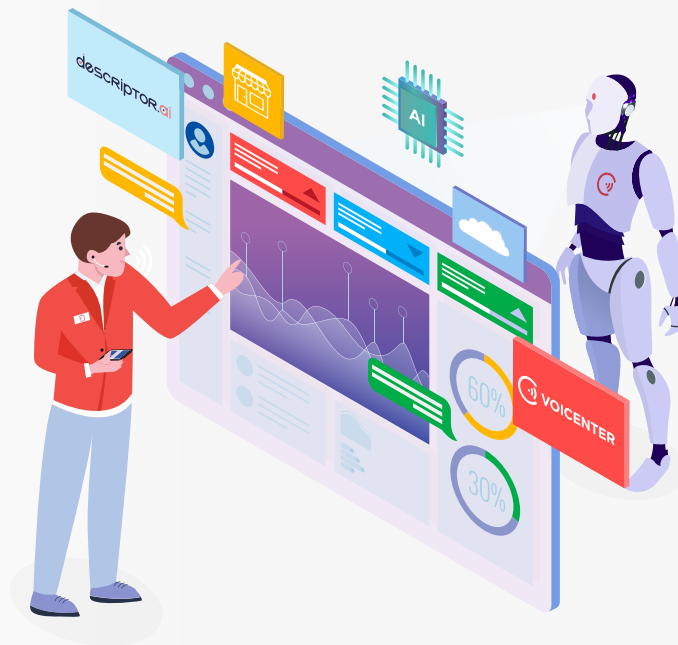
Exciting Facts Of Our Partnerships Ecosystem

X3 Product life time	50% Conversion rate	10+ Industry types	1250+ Organizations a month	13K + Active Users per month	20+ Countries globally
40+ Shelf ready integrations	30+ Public API's	15+ Years of in-house R&D	12+ Global data centers presence	1M + Costumer interactions daily	250+ Micro services



The Ultimate AI-Enabled
Contact Center Solution for
Mobile business customers

descriptor.ai



Leading features



Intelligent call
routing



Call transcription



Voice recognition



Voice assistant
solutions



Emotion analysis



Advanced NLU
analytics

Key Benefits



Increase
Efficiency



Reduce
Compliance
Costs



Personalize
Customer
Experience



Increase
Customer
Satisfaction



Lowering
Churn And
Increasing
Brand Loyalty

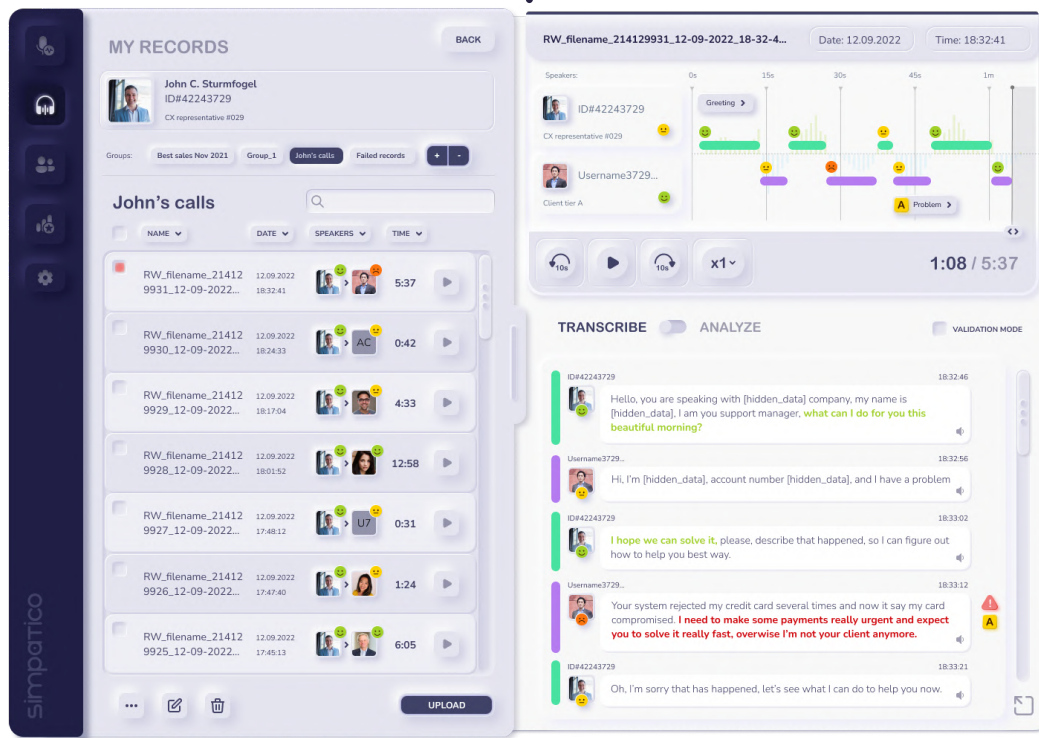
Why Adopt AI with contact center solutions

At Voicenter, we're committed to helping telco operators like you provide the best possible customer service tools. With our AI-enabled contact center solutions, you can take customer service capabilities to the next level and provide your business subscribers with an experience they won't forget.

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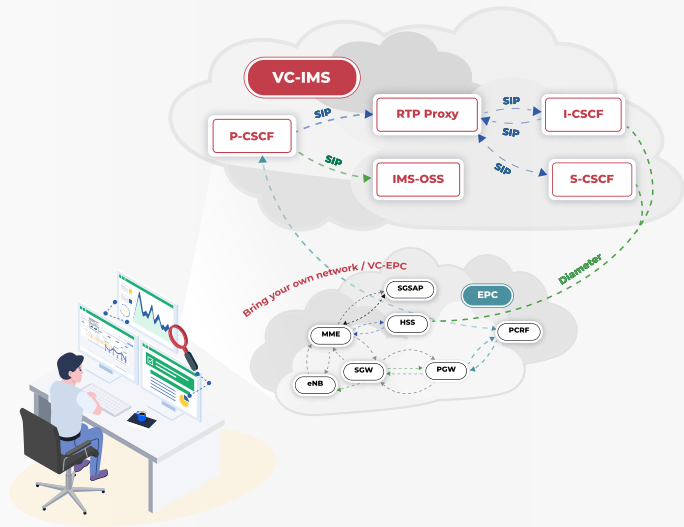
Dashboard for call interactions, analysis, transcription and emotion timeline.



Dashboard for calls timeline, call emotion scores, emotional heat map, call summary, insights, keywords, intents and many other great tools.



Voicenter IMS SIP, Diameter and System logs Unified Integrated Troubleshooting platform



Voicenter empowered tools for holistic troubleshooting platform over IMS stack



Benefits



High Performance service for
metrics



Logs and traces in any format



Decoupled flexible storage and
application layers

Features



All your monitoring needs in
one place



Connect deep visibility into
your cloud-native and
distributed applications



Quickly identify and resolve
root causes of issues

Use case



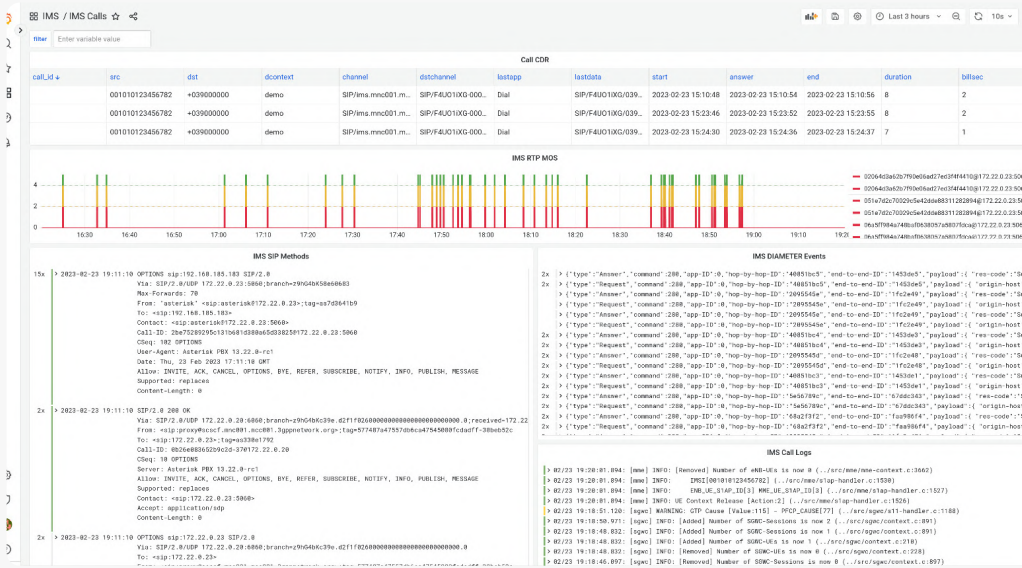
A drop in replacement for existing solutions to easily
identify and resolve issues, errors and anomalies
without the hassle of managing multiple tools for
edge to core observability at the click of a button.



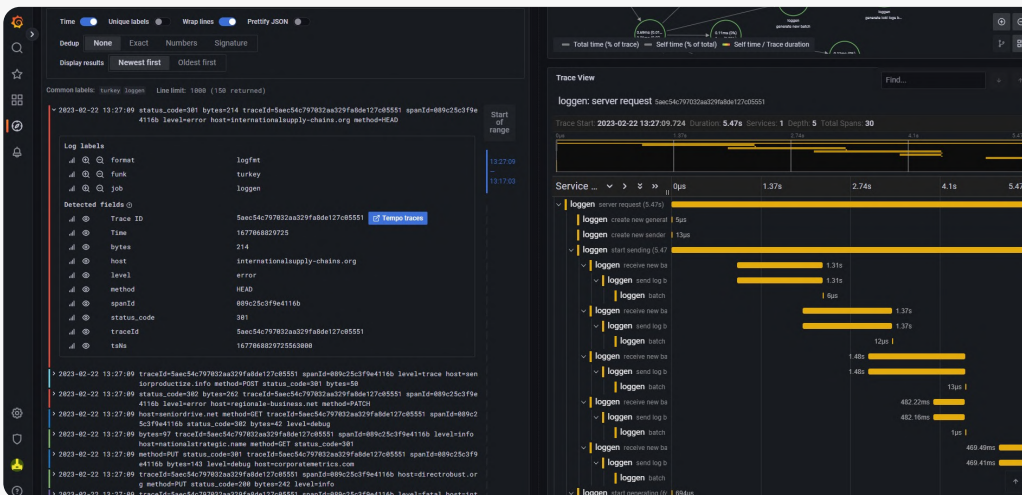
Automatically deploy qryn Cloud and other market
leading data services in one centralised hub.
Create, deploy, connect and use your entire stack
with single click activation on the unified Gigapipe
hub.



Easy to manage data, metrics and observability of network data



See the whole picture of your network performance in one screen



Log each IMSI with an ease and use our platform to see the correlations