



An ISO 9001:2000 Company

TRICOM TECHNOLOGIES

VOICEMAS-2000 Write-up

## VOICEMAS – 2000

### Multi Service Interactive Voice Response System

TRICOM TECHNOLOGIES is providing solutions in the areas of Telecommunications, Data communications, Computer Networking, Microelectronics, High Speed digital design Billing and Customer Care Telecom network monitoring Industrial Communication, CRM products and Signal processing.

*VOICEMAS-2000 is a Multi Service Interactive Voice Response System employing Computer Telephony Integration (CTI). It is widely used to provide auto attendant service to users based on the inputs provided by them in response to the various voice prompts. This System has been approved by TEC for inter-working with Bharat Sanchar Nigam Limited network against their Specification.*

These systems are used in Railways, BSNL, Small Savings Department and in various establishments for running various auto attendant services.

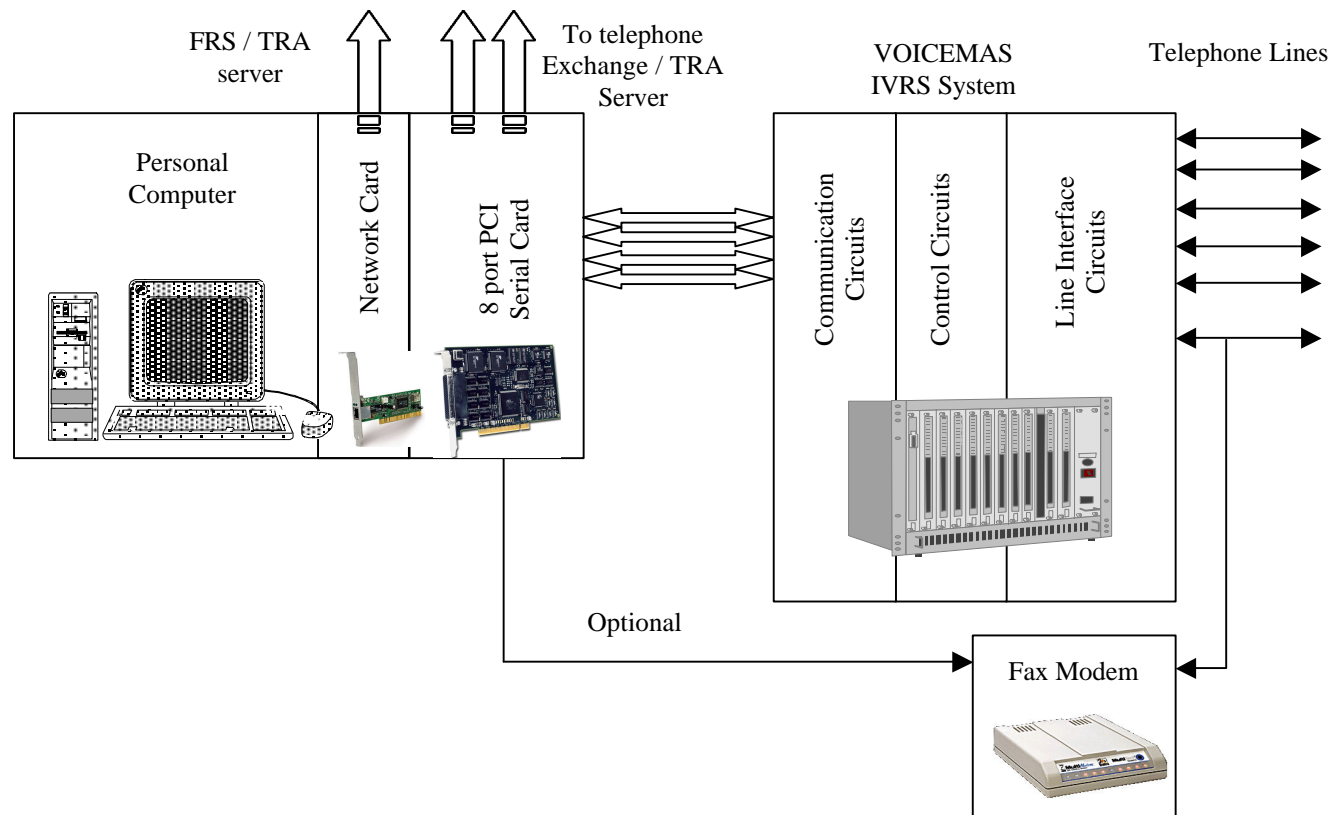
*Apart from the information provided through the voice channel, VOICEMAS-2000 can also send data through Fax or email as demanded by the customer.*

For BSNL, in addition to the basic services like Complaint booking, Payment Reminder System, Bill Inquiry System, Changed number announcement, VOICEMAS-2000 provides Meter Reading Announcement, Caller ID announcement, Fault Announcement and Clearance features. It can also register the customer's voice message during Complaint Booking.

For Railways VOICEMAS-2000 provides PNR enquiry, Accommodation Availability, and Train Arrival and Departure Announcement.

#### **DESCRIPTION**

VOICEMAS - 2000 designed in a modular architecture using powerful micro-controllers. The basic system consists of 4 ports and is expandable up to 32 ports in steps of 2 ports. The system can be cascaded for further expansion. A PC is used as a front-end system with a multi port serial card. *(PC less systems also available for specific application)* PC will communicate with **all** the types of the exchanges for necessary data and communicates with the VOICEMAS-2000. VOICEMAS-2000 is compatible with all BSNL Software like COMMANDIR, DoTSoft, etc. VOICEMAS - 2000 supports both pulse and tone detection and CLI Detection. The hardware designed to incorporate any type of IVRS application. The application is built on Microsoft Windows Platform with user friendly GUI interface. The application can be Taylor made with the extensive setup options. Innovative applications are available with standard applications.



## THE SERVICES

### **Subscriber Complaint Booking and Fault Testing System.**

The calls received on the Complaint booking number, Example198, will be answered by VOICEMAS - 2000 with a greeting message. The message can be either in English or local language. The VOICEMAS - 2000 will then prompt the user to dial the faulty telephone number. The VOICEMAS - 2000 will check the validity of the number with COMMANDIR SUBMAS file. If the number is not present or it is out of order due to non-payment or it is in safe custody then the system will not record the complaint and will prompt the user accordingly. If the number dialed is wrong, then the system will ask the subscriber to dial a correct number. If the faulty number is a valid number then system asks a contact number for later communication and registers the complaint. A docket number will be issued to the subscriber. There is an option for the subscriber to leave a voice message explaining the fault in brief. After the call is disconnected VOICEMAS - 2000 will issue a command to the exchange to test the faulty port and register the fault status along with the docket and the docket will be appended in the COMMANDIR system. The operator who processes the docket can play the voice message to analyze the sub fault in detail. The system has facility to accept pulse and tone dialing. The line testing can be done with all the types of the exchanges.

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### **Changed Number Announcement System**

Calls received on the allotted lines of the Changed Number Announcement System will be answered by the VOICEMAS-2000 automatically with a welcome message. It will prompt the caller to dial the old number. Then System will search the CNAS database for a match. If match is not found, it will announce as number is not changed. If the match is found then it will announce the new number to the caller. Conversely the system can also dial and announce the number change to the subscriber or sand a fax message, if it happens to be fax number. The system has automatic fax tone detection logic.

### **Bulk Changed Number Announcement System**

In this mode all the incoming calls will be answered and the new exchange prefix will be announced. Conversely the system can also dial and announce the number change to the subscriber or sand a fax message, if it happens to be fax number.

### **Payment Reminder System**

The VOICEMAS - 2000 can originate calls to all the subscribers who have not paid their bill by due date and announce the last date for payment before disconnection. The list of un-paid subscribers will be input in to the system by TRA through floppy or a LAN port. VOICEMAS-2000 can be interfaced with DOTSOFT package.

### **Payment Enquiry System**

The subscriber has to call the allotted the PES number, the VOICEMAS-2000 will answer the call automatically and prompt him to enter his directory number. After the number is validated with database available with the exchange and system announce the bill no and the payment details. Further the duplicate bill can be faxed to the subscriber, if the subscriber wishes so. VOICEMAS-2000 has the facility to EMAIL the payment particulars to the subscribers if the EMAIL Ids are entered with the system.

### **Payment Registration System**

The subscriber can call the allotted number and can register the bill paid information.

### **Meter Reading Announcement System**

The subscriber has to call the allotted telephone number of the MRAS, the system will answer the call with a greeting message and prompt him to enter his directory number. After the number is validated with the exchange, VOICEMAS-2000 will announce the current meter reading of the subscriber after taking the reading from the exchange. VOICEMAS-2000 has the option to detect the CLI and announce the meter reading without prompting to enter the meter reading. VOICEMAS-2000 can interface with all the types of the exchanges.

### **Complaint Handling System**

The usage and efficacy of FRS service can be enhanced by including Fault Announcement and Fault Clearance services. These services effectively decrease the time taken to clear the faults and improve customer satisfaction.

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### **Fault Announcement System**

This service is for announcing the faults recorded in the FRS system to the field staff automatically whenever they dial into the system. Once the fault is recorded in the VOICEMAS-2000 FRS-IVRS system, the system adds the fault record in COMMANDIR COMPLAINT.DBF file and tests the number by interfacing with the exchange. The JE and Lineman to whom the fault is allotted can know the details of the fault by dialing the fault announcement service number and authenticating themselves with their IDs. The faulty numbers allotted to the JE/lineman will be announced with MDF details one by one. The MDF details and DP details are already available in currently used databases of COMMANDIR and DOTSOFT. The history of the information passed to the exchange staff, will be maintained for generating management reports.

### **Fault Clearance System**

This service is to facilitate entering the clearance details of faults from the field by Linemen. Whenever the lineman clears a fault, he can call Fault Clearance Service and key in the telephone number for which the fault is cleared. The system will then do final test of this number with the exchange tester. If the fault persists, it will not clear the fault from the system. After this the system can optionally call the subscriber and confirm whether the fault is cleared. If confirmed by the subscriber the fault is removed from the system otherwise it is retained for further testing.

### **VIP Number Testing**

The system can regularly check the entered VIP numbers with the exchange and with subscriber.

### **Caller ID Announcement System**

This service will be very useful to the new subscribers and the lineman on duty. If the subscriber or Line Man calls the allotted number, then VOICEMAS-2000 announce the calling number. The CLI should be enabled to the allotted line which is connected Caller ID Announcement System.

### **Special Message Broadcasting System**

The user can record a seasonal greeting message and can broad cast the message to all subscribers or the selected subscribers.

### **Trunk Booking and Cancellation System**

The existing manual trunk booking and Cancellation service can be automatised with this system. This system can automatically take the distant number and the local number. Then it will call the distant number and connects the local number. The existing trunk boards can be replaced with the local and STD telephone lines. It has all the features of the manual booking. The cancellation also can be done. The bill also can be generated.

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### **LEASED LINE FRS**

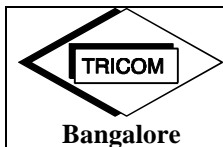
Complaints can be registered for the Leased Line circuits in SSA by the circuit users. They can call this service by dialing a common number and book their complaints.

### **PUBLIC GRIEVANCES APPLICATION**

This application is for the Interaction by the Public with the organisation.

### **CALL CENTRES for BSNL**

The Tricom Call Center application is designed to meet Small and Medium Business needs for professional customer care solution. A company that makes sure callers receives a high-quality professional welcome increase customer loyalty and builds a more successful relationship with their clients. Tricom Call Center turns your system into a powerful communication center handling calls more intelligently and more efficiently as well as making optimum use of your resources. By routing and distributing calls more efficiently, Tricom Call Center will save time and energy as well as increase profitability.



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## FEATURES and SPECIFICATIONS

- ① Simple to use - Modular table top design – 2 ports to 128 ports
- ① Pulse and Tone detection on every port
- ① CLI facility
- ① Dial out and Digit collection facility
- ① Two or Three Languages support
- ① Windows based software with GUI interface
- ① Integrated services and Call Centre Ready and Upgradeability to any type of IVR services
- ① FAX on Demand and EMAIL on Demand
- ① Subscriber Voice Recording and play Facility with ADPCM technique voice compression
- ① Compatibility to COMMANDIR software with network support,
- ① Compatibility to Trichur TRA Billing system, DOTSOFT and TBL (BELL SOUTH)
- ① Compatibility to EXIN – Exchange Interface equipment
- ① Compatibility to CMC – Charge Monitoring Centre – Network Management system
- ① Post processing Reports on CMC network and in Local printer, Incoming and Out going Calls analysis with graphical support
- ① Networking option to integrate all the IVRS systems to a central place with programmable IP parameter setting
- ① Compatible with all types of exchanges like, C-DOT SBM, MBM, MBM XL, E10B, OCB, EWSD, C-DOT MAX, AXE, 5ESS with programmable parameters
- ① Total Out board system irrespective of the computer availability
- ① Total flexibility, Any service to any number, any exchange any language or multiple languages
- ① PSTN and 2 wire DID trunk
- ① Software controlled individual port Audio monitor
- ① Complete indigenous design – Easy to provide the service support with component level. Designed with latest technology with assured long term support.
- ① Power in – 230V AC, 50 Hz
- ① Lightning protection circuits for exchange lines
- ① PCI Multi port pnp Serial Card
- ① Status LEDs for exchange Lines
- ① Multi level Password Protection
- ① Multi level and Multi interface support in an single exchange
- ① DoT TEC/QA approved

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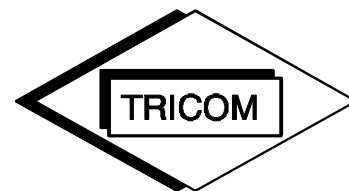
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#### Other products for BSNL

**ADAPT** FOR Automating TRA Billing for RAX128, RAX256, SBM and MBM

**COMS/DCRS** for RAX256 Maintenance, Monitoring and Detailed Billing

**EXIN** for SBM/MBM Maintenance, Monitoring and Detailed Billing

**Pulse Probe** for PCO Billing Equipment Testing and Exchange 16KHZ pulse testing

**CMC** for SSA Network Management and Monitoring and DCR on Web

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