

Rodopi VoIP

Web-Based Automated Back Office for VoIP

The VoIP Provisioning, Billing, and Customer Care Solution

Rodopi VoIP extends the fully web-enabled Rodopi OSS and hosted EasyOSS™ automation platforms to support Internet telephony applications. VoIP service providers can now implement a cost effective, out-of-the-box, fully integrated provisioning, billing, and customer management solution. Rodopi VoIP supports flexible service bundling, customer self-activation, self-management and self-care, and pre-integrated modules for soft switches, feature servers, RADIUS, and other third party hardware and software systems.

▶ **Integrated Provisioning, Billing and Customer Care**

From online (or CSR) sign-up, to real-time activation, invoice generation, payment processing, online account management, and care/self-care, Rodopi is the one application that can manage the complete customer lifecycle. Powerful reporting helps monitor sales, AR and collections, and marketing results. Integrated trouble tickets, full customer service interface, targeted mass mailing, online inquiry submission and optional Knowledge Base ensure the highest level of attention to your customer relationships.

▶ **Flexible Usage Import and Rating**

Importing usage from any number and type of devices and servers is easy with Rodopi VoIP. Customized usage filters collect usage data from standard (e.g. EMI and IPDR) and vendor specific sources, and display rated usage online in near real-time. Flexible rate tables enable sophisticated pricing, tiered rates, and wholesale discounts. Rate tables can be imported or modified online.

▶ **Integrated Resource Management**

Automatically assign DID numbers, manage CPE (by MAC address or serial number), manage IP addresses and other critical service provider resources with Rodopi VoIP. Number and equipment pool assignments and hooks to customer account information simplify the logistics of managing network services.

▶ **Automated Fulfillment**

Rodopi VoIP automates the process of generating and executing orders for new service, disconnects and change orders. Now, you can automatically generate work orders to internal departments, third party installers, and suppliers. Rodopi's powerful work flow engine allows you to send e-mail confirmations of initial subscription and service changes to the customer.

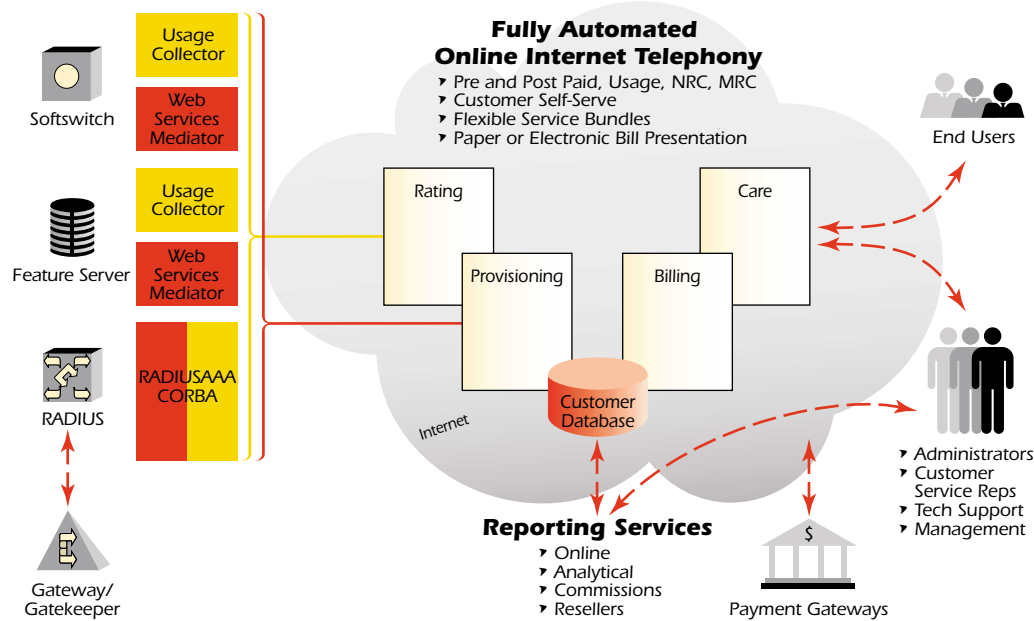
▶ **Powerful Service Bundling**

Rodopi VoIP enables you to define flexible, integrated product bundles for each class of customer. Any number or type of services can be combined in one or more product bundles. An open design interface enables administrators to define new services and service bundles, including back end automated work flows. Flexible billing rules and credit policies can be configured for each bundle, or in some instances, on a per customer basis. One-time and recurring charges can be easily designed and changed, and multiple promotion types enable maximum flexibility for marketing.

▶ **Full Reseller Support**

You can automate your agent and resale channels, from a simple reseller extranet to fully automated turnkey solutions for channel automation. Sales are tracked by agent or representative and commissions are calculated automatically. Full system partitioning and branding enables complete control for business units, channel partners, agents and resellers.

Rodopi VoIP



Rodopi VoIP Web-Based OSS Solution

Rodopi VoIP is fully integrated with Rodopi OSS and EasyOSS™ to support access (ISP) services, web hosting, video, content, and all other services.

Rodopi VoIP Applications

Pre-paid/Gateway	Competitive IP Based Networks	Hosted Network Services	Legacy Conversion
<ul style="list-style-type: none"> Calling cards, ANI and PIN authentication PIN generation, top-up cards, online balance inquiries Modules for Cisco 53XX, Lucent MVAM, and others Integrated RADIUS for Funk, Vircom, Aradial, and more Sell and activate online 24 x 7 	<ul style="list-style-type: none"> Traditional and next generation telephony services Security deposits, trunk rating, number portability, and pass through billing Modules for Cisco BTS, Nortel Succession, Verso, and others Integrated provisioning and usage collection Full customer management and self-care 	<ul style="list-style-type: none"> Virtual PBX, IP Centrex, "Bring your own access" Online activation, feature bundling, usage collection, and CPE management Modules for BroadSoft and others Multi-vendor complex network architectures Online customer account and service self-management 	<ul style="list-style-type: none"> One system for TDM and VoIP network services Local, LD, private line, WATS, residential and commercial services Integration with Vertex and others Interfaces to EMI, vendor specific CDR and others Integrated trouble tickets

Technical Specifications

- 100% Web Enabled Architecture, .NET Compatible
- Microsoft® Windows® 2000, 2003
- SQL Server 2000
- XML-Based APIs
- CSS Branding and Configurable Customer Portal
- XML, LDAP, CORBA, SQL, HTTP, FTP, SMTP Provisioning
- Advanced Event Script Editor
- SIP, H323, and RADIUS Applications