

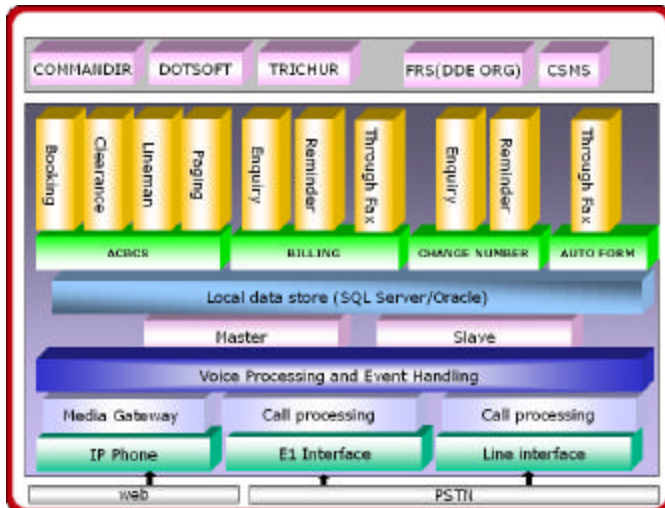
The **i-Call Suite** from MIC is a powerful package having reliable and rapidly deployable modules working on a wide range of computers, from Desktop PC to advanced Server, to provide any kind of computer telephony service requirements.

This suite consists of broad CT product range which includes a wide variety of Computer Telephony applications, Voice & Fax, Mail, IVR, Fax on Demand (offline and online), ACD, Server based Call Centers, auto dialing, Email on Phone (Email Reader), Enterprise Messaging & Unified Messaging.

## Beneficial For

- ❖ Basic Telecom Service Providers
- ❖ Air, Rail and Road Transport Organizations
- ❖ Banking, Insurance and Large Financial Institutions
- ❖ Hospital, Tourism and Hotel Industries
- ❖ Corporate Offices of Private / Public Sector Organizations

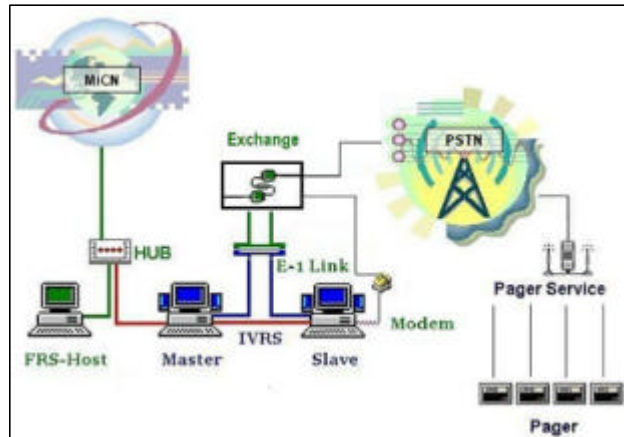
## Architecture



## The Benefits Involved

- ❖ Support for most popular telephony systems
- ❖ Industry-standard network environment
- ❖ Auto Paging without modem
- ❖ DNIS / CLI based Service Provision
- ❖ On Demand (Predefined / Programmable) Call Transfer Facility
- ❖ Fax/Modem / Answering Machine Detection
- ❖ Scheduled / On demand FAX
- ❖ Configurable port direction
- ❖ Half / Full-Duplex "n-party conference"
- ❖ Text to Speech
- ❖ Speech Recognition

## Typical Deployment



## Some applications of i-Call

- ❖ Interactive Voice Response Systems for variety of customer access service
- ❖ Voice Mail Service
- ❖ Bulk Fax Service
- ❖ Pre-Paid Calling Card Service
- ❖ Small and Medium Range Call center Solution

## Supported OS Platforms

- ❖ Windows NT / Windows 2000
- ❖ SCO UNIX Open Server 5.0.5 and
- ❖ Red Hat Linux 7.1

## Some Services Deployed in Telecom Sector

- ❖ Automatic Payment Reminder Service
- ❖ Automatic Telephone Bill Enquiry & Bill FAX Service
- ❖ Automatic Changed Number Announcement Service
- ❖ Automatic Complaint Handling Service
- ❖ Automatic Trunk-Call Handling Service
- ❖ Interactive Assistance for Commercial & Special Service
- ❖ Automatic Fault-Attendant [Line-man Service]

## Services for non-telecom sectors

- ❖ Train Arrival & Departure Information Service
- ❖ Passenger Reservation Status [PNR] Enquiry Service
- ❖ Reservation Accommodation Availability Information Service
- ❖ Train Fare Enquiry Service

