aëro in cloud: general flow

Applications - Interfaces

CRM	ROUTING	RESELLERS	AGENTS
QUALITY OF SERVICE	NETWORK MONITORING	SWITCH MONITORING	STATISTICS
CUSTOMER PORTAL	PAYMENTS INTEGRATION	ALERTS	AUTO PROVISIONING

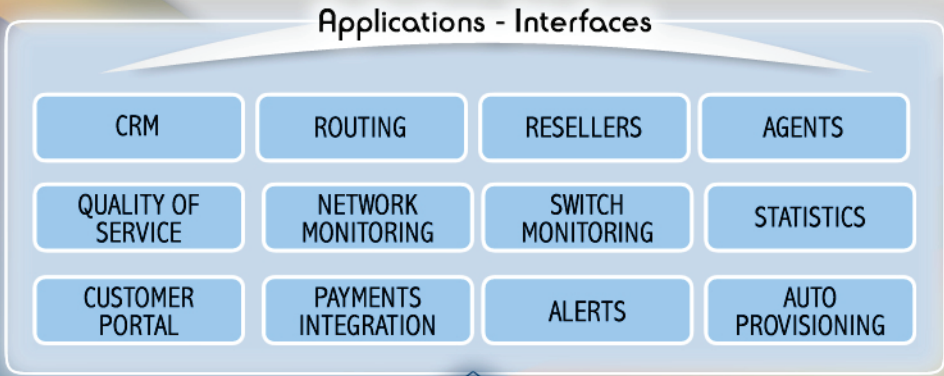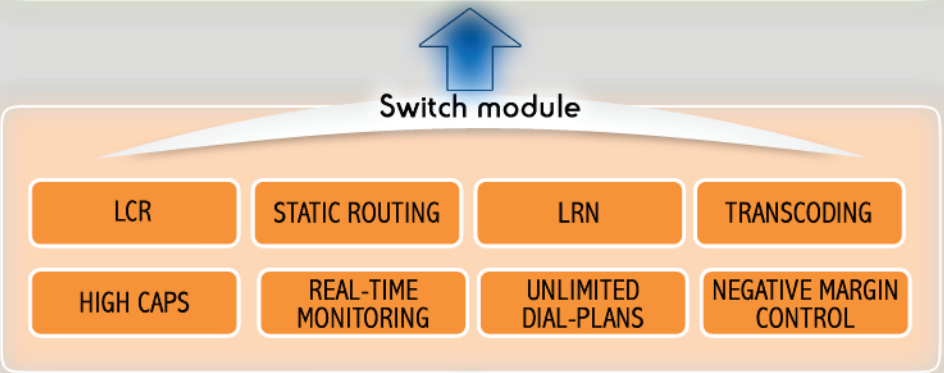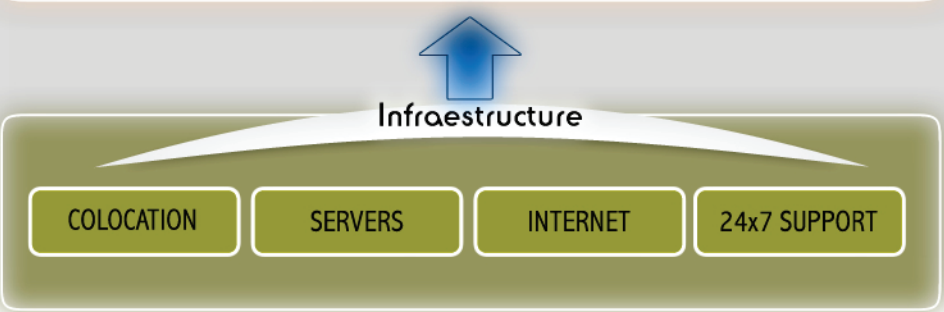|	
CRM	Account definitions, rate, lmits, rounding, invoice configuration, trouble tickets
ROUTING	Dial-plans per account, static routing, lcr, lrn hunt-stop, channels distribution
RESELLERS	Full CRM, rate management, commisions, invoicing, trouble tickets
AGENTS	Full CRM, rate management, commisions, invoicing, trouble tickets
QUALITY OF SERVICE	ASR, ACD, PDD, volume, stats by provider / customer/ destination, alerts
NETWORK MONITORING	CPU, load, CAPS, active calls, traffic pattern, alerts
STATISTICS	Usage, caps, active calls, QoS, traffic, channel usage, invoice, payments
CUSTOMER PORTAL	Full web integrated, payment gateways, auto-provisioning, reports, invoices
PAYMENTS INTEGRATION	50 payment gateways, fully integrated, trasnparent to customer, email to commercial department
ALERTS	ASR, ACD, PDD, volume, stats by provider / customer / destination, alerts
AUTO PROVIONITING	DID, IP, Prefix, new services, monthly fees, minute packages, commercial packages

Billing module

AUTHENTICATION	ACCOUNTING	CRM	INVOICING
PRE-PAID POST-PAID	MULTIPLE COMERCIAL TIER	PROVITIONING	RATE MANAGEMENT
STATISTICS	REPORTS	ALERTS	RETAIL WHOLESALE

AUTHENTICATION	Real-time authentication, minutes / dollar limits, destinations authorized
ACCOUNTING	Full accounting for all tiers: customer, resellers, agents, providers
CRM	Account definitions, rate, limits, rounding, invoice configuration, trouble tickets
INVOICING	Manual and automated invoicing, send by email, invoice PDF, flat fee services
PRE-PAID / POST PAID	Pre-paid account, post-paid account, post-paid with credit limit or usage limit
MULTIPLE TIERS	Customer, resellers, agents, providers
PROVITIONING	DID, IP, Prefix. new services, monthly fees, minute packages, commercial packages
RATE MANAGEMENT	Import, export, bulk insert, multiple formats, bulk migration, multi currency
STATISTICS	Usage, caps, active calls, QoS, traffic, channel usage, invoice, payments
REPORTS	More than 50 reports, export to ultiple formats, commercial, technical, usage, QoS
ALERTS	Billing alerts, QoS alerts, Network alerts, Traffic alerts, custom alerts, (traffic pattern, payments, etc)
RETAIL / WHOLESALE	Retail model, wholesale model

Switch module

LCR	STATIC ROUTING	LRN	TRANSCODING
HIGH CAPS	REAL-TIME MONITORING	UNLIMITED DIAL-PLANS	NEGATIVE MARGIN CONTROL

LCR	LCR for a provider group, intra / inter stafe
STATIC ROUTING	Static routing per customer, per breakout
LRN	Multiple LRN providers, LRN routing and billing
TRANSCODING	Multiple SIP trasncoding (G711, G729, etc.)
HIGH CAPS	Our clustered switch supports high CAPS
REAL-TIME MONITORING	CPU, load, CAPS, active calls, traffic pattern, alerts
DIAL-PLANS	Multiple dial-plans, multiple routes per dial-plan
RATE NEGATIVE MARGIN	Negative margin control (including logic for LCR, LRN, Intra/Inter routing)

Infraestructure

COLOCATION	SERVERS	INTERNET	24x7 SUPPORT

COLOCATION	First quality colocation NAP of Americas - AAA Colocation
SERVERS	Clustered servers for high availability
INTERNET	Multi redundancy link: 4 providers with BGP
24x7 SUPPORT	24x7 Support, with SLA and 99% assurance

notes