



SIPware™ Conference Calling

Event Conferencing Solution

The Pactolus SIPware Conference Calling solution is a next-generation approach for delivering a cost-effective, feature-rich conference calling service that can be readily deployed network-wide through a SIP-enabled media gateway or end-to-end SIP/VoIP networks. Based on a pure IP implementation, the SIPware solution offers significant functional and cost advantages over legacy, TDM-based audio conference bridges. SIPware Conference Calling supports both Reservationless meet-me or large Event conferencing scenarios. In conjunction with SIPware Operator Assistance, service providers can offer operator assisted (attended) conferencing services, in addition to subscriber self-provisioning via the Web.

SIPware Conference Calling provides a complete solution for conferencing services that includes the telephony service logic (IVR), Web-based subscriber portal for creation and account management, subscriber database management including PIN number creation and authentication, audio mixing using an IP media server, and support for output of an AMA standardized Customer Detail Record (CDR) format. This gives service providers an off-the-shelf conferencing solution for generating significant service revenues—rapidly and cost-effectively.

Highly scalable, 100% IP, feature-rich Event Conferencing Solution

The SIPware Conference Calling solution offers advantages to service providers:

Large Scale Event Conferencing

- Service providers have the ability to set up large, event-driven conference calls (e.g. an investor relations call) using a sophisticated, web-based control interface that allows operators to manage these calls. A single event conference can scale to more than 2,000 participants, providing the scalability needed to serve their largest business customers.

Unparalleled Event Control

- The Event Conference Manager (ECM) is a web-based conference-management tool for operators handling large-scale conferences. It allows operators to easily provision and manage conferences, handle requests (“bells”), and assist participants with flyout windows that enable operators to view information about conferences, participants, bells, prelists, and Q & A requests—all on one screen—eliminating the need to toggle between windows.

Sets New Scalability Benchmarks for IP-based Conferencing Solutions

- A pure IP solution, SIPware Conference Calling runs on the RapidFLEX™ Service Delivery Platform (SDP) that is the key to the scalability of the total solution. The RapidFLEX SDP manages call states and media streams, while the SIPware Conference Calling application maintains conference state, manages IVR interactions, accesses conference metadata, provides operator control, and manages Q&A in a well orchestrated framework. This enables the total solution to readily support up to 50,000 participants at once in a single location node.

Extensive Failover and Recovery Schemes

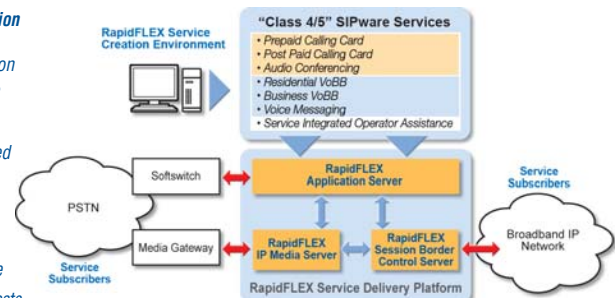
- Redundant components eliminate single points of failure throughout the architecture. RapidFLEX Application Servers can be configured either N+1 with standard failover software to maintain overall system capacity or 1+1 with Pactolus CallComplete™ high availability software. CallComplete maintains conference state in the event of a primary Application Server failure without any interruption to the conference call participants. For service providers looking to deploy in multiple locations, Pactolus InService™ high availability software can maintain service levels across the sites by utilizing resources between the sites in the event of component or entire site-wide failure.

Eliminates Expensive TDM-based Conference Bridges and Long Distance Calls

- Because SIPware Conference Calling is a pure IP solution, it eliminates expensive, dedicated TDM hardware-reducing acquisition costs, and ongoing operational and network costs. Since a single call can involve 2,000 callers in a single conference, SIP Peering can be utilized to take advantage of the lowest possible long distance costs.

A Complete IP Voice Service Solution

Pactolus provides a complete solution for deploying revenue-generating IP voice services in converged TDM/IP and end-to-end VoIP networks. Based on our open, extensible and highly scalable RapidFLEX Service Delivery Platform, the Pactolus solution includes an expanding suite of turnkey SIPware services—or create your own innovative services using the Pactolus RapidFLEX Service Creation Environment.





SIPware™ Conference Calling Features

Event Conferencing Solution

Event Conference Manager (ECM) Operator Functions

Provisioning Conferences

- Specify conference description detail
- Manual or system generated passcodes for moderators and participants
- Specify custom fields that will appear in the conference participants' details page
- Specify features that will be supported by a conference
- Specify the access numbers for the conference
- Specify primary and secondary operators for the conference
- Import a conference Prelist from a CSV file or manually

Managing Bells

- Display all bells
- Display conference-specific bells
- Answer a particular bell or take the next bell in the queue
- Import participant info from Prelist in response to a specific bell
- Associate a bell with a conference
- Release a participant associated with a bell into a conference
- Move all bells to a conference
- Transfer a range of bells from bell queue to a conference

Managing a Conference

- View a list of conferences
- Automatic refresh of conference and participant information
- Search for a conference
- Open a conference
- Start and stop conference
- Join a conference
- Lock a conference

Working with Participants

- Search for a participant in a conference
- Change a participant's information
- Talk privately with a participant
- Change a participant's audio mode
- Set audio mode: Conference Mode (unmuted), Listen Only (muted), Music on Hold, Disconnected
- Change a single participant's audio mode

- Change multiple participants' audio mode
- Change the audio mode for all participants
- Disconnect a participant
- Answer Operator requests
- Dialing out to a party
- Dial out from a Prelist
- Move a participant to Subconference
- Move a participant back to the main conference
- Transfer one or more participants to another conference
- Change a participant's label
- Enable and disable Q&A
- Changing a participant's priority in a Q&A queue
- Q&A highlighting of participant with open voice path
- Display active speakers
- Talk privately with all speakers

Generating a Snapshot Report

- Generate a snapshot report for each conference providing general info about the conference and its participants
- View a snapshot report

APIs

- API call for retrieving the participant list
- API for provisioning and managing conferences

Dial-in Conference Mode Configurability by Access Number

- Direct dial into conference as a Speaker or Participant—No passcode required, access number determines conference. Everyone is allowed in.
- Participant is prompted for a passcode
- Operator greeting for speaker and participant
- Welcome prompt that plays
- Default audio mode of the participant (Muted, Music on Hold, Speak)

Active Speaker Notification

- Current speaker is highlighted in web interface, viewable by moderators and participants logged in.

Conference Record

- Scheduled conferences can be recorded for later playback. Conference record can also be enabled by the TUI or the web-based conference control GUI.

Music on Hold

- Play music to callers while they are waiting to join a conference or when they have been put on hold by the moderator.

Name Record and Playback

- Record caller names and give the moderator a voice menu option to hear a roll call of all participants.

Web-Based Administration Application

- SIPware Conference Calling is controlled through the RapidFLEX Application Configuration Environment (ACE). This Web-based application enables platform owners and service providers to configure system settings, including maintaining access numbers, activating custom prompts, disable/enable subscribers, and set up various tailored service offerings.

SIPware Conference Calling Solution Components

- SIPware Conference Calling Application
- RapidFLEX Service Delivery Platform
 - RapidFLEX Application Server
 - RapidFLEX Database Server and Web Server software
 - RapidFLEX Media Server and/or third-party IP Media Server
 - RapidFLEX Network Interface Unit (NIU)



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