Dialogic® PowerVille™ AA - Network Auto Attendant

Dialogic's PowerVille AA - Network Auto Attendant provides a network-based automated attendant that is of high-value, yet simple to use and cost-effective to deploy. With its carrier-class architecture and design, user-friendly web portal, and IMS support with integration to major telecommunications Equipment Manufacturers (TEMs), the PowerVille AA can host an almost unlimited number of tenants, to maximize return-on-investment (ROI).

Dialogic®
PowerVille™ **AA**

Features	Benefits
Multi-Tenant Solution	Allows multiple businesses to be served by a single instance of software
Browser-Based Web Portal	Easy to manage both locally and remotely
IVR Script Management (per Tenant)	Allows basic IVR interactions for incoming callers, handling call routing based on caller responses
Detailed Reports and Usage Statistics	Providing data on actual call traffic and usage, allowing streamlining of frequent interactions
Integration with other Dialogic® PowerVille™ software	Enabling integrated complex application deployments with a common software base

Scripts

In the PowerVille AA, tenants have control over defining their scripts through the web portal. A script (template) is the IVR call flow of the automated attendant service which is generated with every new tenant, and can be customized for its greetings, menu options, touch-tone selections, music-on-hold messages, and more.

The script not only enables the setting of options to play messages or dial extensions, but also includes error control capabilities for setting such fields as invalid selection and too-much-time messages, keeping the caller continually informed during the call.
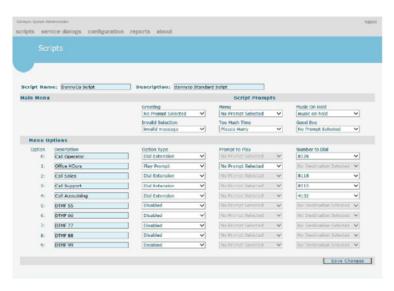

Fig. 01 – PowerVille AA Configuration Example

Menu Management

The PowerVille AA is designed for quick and easy script customization. Without having to access the native script primarily intended for developers, PowerVille AA makes it easy to perform day-to-day changes, without having to rely on expensive technical resources.

PowerVille AA also eliminates the risk of critical errors by non-technical administrators. Since it specifically limits changes allowed to voice and video prompts, menu changes, variable assignments, application publishing, and creating new menus and scripts, PowerVille AA lowers application maintenance costs and minimizes turn-around times, while maintaining the stability of the underlying script.

Three Levels of Users

System Administrator (Network Operator) - creates and manages tenants, creates and assigns DNIS to tenants, and assigns new destination numbers.

Tenant Administrator (Enterprise) - creates and modifies scripts, assigns scripts to DNIS, uploads voice prompts, runs reports, and creates and manages users under their tenancy.

User (Enterprise Employees) - creates scripts and runs reports.

By adding the PowerVille AA as a value added service, network operators are able to generate recurring revenue while offering enterprises recurring value, increasing ARPU and minimizing churn. With its carrier-class architecture and design, IMS support with integration to major Telecommunications Equipment Manufacturers (TEMs) such as Ericsson, Huawei, and Alcatel-Lucent, and a web portal, the PowerVille AA can host an almost unlimited number of enterprises, or "tenants", for maximizing ROI.

www.dialogic.com