Dialogic® PowerVille™ AC - Audio Conferencing

Dialogic's PowerVille AC - Audio conferencing is a complete conferencing platform that seamlessly integrates with existing IP, TDM, Mobile, and converged networks, delivering superior quality and eliminating the need for costly operator administration. Robust enough to offer carrier-class conferencing services, yet simple enough to implement revenue–generating conferencing services quickly.

Around the world, businesses of all types and sizes are looking for ways to improve their bottom line while reducing costs. Specifically, with the increased costs and delays associated with travel, enterprises are looking at ways to minimize employee travel, while maintaining, or even improving, business effectiveness. Add to this the mobility of today's workforce, and the continued demand for immediate customer interaction, and the hurdles can seem overwhelming.

To address these challenges, businesses continue to turn to audio conferencing, with many now adding video capabilities. They report achieving measurable improvements, including increased effectiveness through faster responsiveness, cost savings through reduced travel, and time savings through improved productivity, while maintaining almost all of the productivity and decision- making benefits of face-to-face meetings.

Features	Benefits
Scalable	Supporting up to 800 participants per conference for large group conference calls
E-Mail and SMS Notifications	Reminders and notifications improve attendance
Inbound and Outbound Conferencing	Allowing conference managers to reach out and pull in subject matter experts and remote participants
Customizable Call Detail Records (CDRs)	Enables integration into existing billing systems
Diameter Interface with Charging Capabilities	Improves security and access control
Web-Based Provisioning and Management	Simplifies management and control

Conferencing Provisioning and Commands

The PowerVille AC also includes a browser-based management and provisioning interface, which can be customized for OEM purposes. Some of the core functionalities include creating conferences and reserving the required resources for the scheduled times, allowing for notification of the conference to invited participants via e-mail or SMS, sending attachments with the conference invitations, and listing all scheduled conferences. The product also allows for modifying conference parameters, such as time or number of participants, and cancelling conferences, both also with the option of sending updates via e-mail and SMS.

New conferencing applications can be quickly developed and existing ones can be easily modified, making it a "must have" tool for Network Operators and VASPs. The conferencing palette's command icons address conferencing-specific requirements, such as reading information from the file/database generated by the provisioning interface and validating the conference ID, checking the availability of conference resources, playing the participant names as they join, and setting/getting participant attributes, allowing the attributes to be defined as a receive-only participant, a coach, or a pupil.

Enhanced Conferencing Features

Web Reservation System: gives hosts the ability to create, modify, and delete conferences.

Controlled Call-In Times: controls how early participants can enter a conference.

Enforced End Times: enforces a conference end-time and informs participants (Whisper Message) without having to terminate the conference.

Whisper Messages: plays an audio message into the conference when a new participant enters, or warns when the allotted conference time is about to expire.

Listen-Only Mode: participants may enter as listen-only, thereby not tying up a conferencing resource.

Participant List: participants can hear a list of participants at any time during the conference.

Conference Recording: record the complete conference for archival purposes, legal requirements, podcasting, and for those unable to participate.

Conference Reporting: create customized reports for system resource usage (per day, week, month), the number of conferences per scheduler, etc

WebRTC and PowerVille AC

The PowerVille AC Audio Conferencing solution incorporates the power of WebRTC to facilitate access to the camera and microphone via web browsers. This can eliminate the need for proprietary interfaces, in turn making audio conferencing easily available to anyone using a website, further enhancing customer experience.

With WebRTC, audio conferencing can significantly enhance customer engagements on websites, as visitors need only click a button to call a call center agent immediately, without having to worry about configuring clients.

As real-time communication is an integral part of PowerVille AC, it provides businesses with many new ways to communicate with their customers, employees and other companies. For example, someone sitting at his/her desk can call a co-worker with a browser-to-browser connection, as the call no longer needs to route through a legacy phone system. The "wow factor" of WebRTC is its ability to allow easier online communications between multiple people at once.

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