**Hosted Private Branch Exchanges and Call Centers**

Acedial provides advanced messaging and call control features for all kinds of hosted services including Private Branch Exchanges and Call Centers. Offer a scalable, innovative and competitive service to consumers and businesses with Acedial’s SIP and WebRTC supported mediation app.

**Explainer Narration**

1. Acedial is a full-featured platform that offers full voice messaging, auto-attendant, multi-tenant audiotext, automated call distribution and a comprehensive hosted PBX and call center functionality.
2. Acedial is a white label market-ready service that can be deployed within weeks with the operator’s personalized brand name, logo, and other customized brand-specific features
3. It supports both centralized and distributed SIP Trunking deployment
4. Message and Call handling features include
   1. Rich Messaging support to email-addresses, telephone numbers and mailboxes
   2. Support for Distribution lists
   3. Direct Inward Dialing (DID) Support
   4. Message Recording and Forwarding functionality
   5. Call Recording and Monitoring
   6. Message-waiting indication to an email address, IP phone or telephone number
5. Acedial provides DTMF support to users while they are in a call, enabling them to reach extensions, use credit cards, or choose from numeric menus
6. It also supports call session and activity logging for all user accounts to promote better customer services by tracking customers and resolving issues.
7. Automatic creation of directory-listing with the provision to dial by first or last name
8. Acedial can be deployed by call centers as a standalone softphone client with third-party call control via SIP signaling
9. You can also schedule your system in advance to greet callers with customized messages
10. These features can be integrated into other services of Acedial to provide a comprehensive and seamless user experience, thus improving customer retention.

**Explainer Notes**

1. Show an image of a PBX or call center and relate all the mentioned attributes to it
2. Initially show a plain product and slowing add a generic brand name, logo and colors to it
3. Show diagrams of both deployment methods
4. Show an image for each feature as it is being announced
5. DTMF support means that the user is able to press numbers on dialer while already in a call. Show a user in a call and choosing a menu by pressing keys
6. Show a screenshot of the call logging interface
7. Show a directory screenshot
8. Show SIP diagram and mention all the features in text
9. Show a call center agent greeting a caller with a pre-defined message such as a weather update
10. Show all the services provided by Acedial finally adding up into one single app.

**Video Streaming Service Providers**

Acedial enables Video Streaming Service providers to create the perfect viewing experience by providing them with a platform to deliver high-quality live streaming and on-demand video experience to mobile and other advanced connected devices.

**Explainer Narration**

1. With Acedial you can get a modular, unified solution with premium SDP, content recommendations and other out-of-the box integrations to provide first-class video experience to users anywhere, anytime
2. Choose from a number of solutions including Live Streaming, Video on Demand or Time-shift TV.
3. Monetize your services by choosing a business model such as subscriptions, ads, freemium, transactions, or a combination. Deploy monetization tools such as In-app purchases, PayPal, direct credit card transactions, or Wallet Payment Options.
4. Our ready-to-go white-label solution offering personalized brand name, logo and color schemes enables providers to customize their product and enter the market within weeks. Acedial provides everything you need to set up an advanced video service from the scratch and develop it further on.
5. Acedial helps you provide an overall engaging and personalized experience to your viewers and offer features that reduce customer churn by providing a unified search option, metadata and recommendation engines

**Explainer Notes**

1. Show some video streaming images. Quickly show an image of Session Description Protocol diagram.
2. Show a sample video being played live, another one being typed and played on demand, and screenshots of a video recording to a storage for later viewing
3. Show some “text images” of the mentioned models and monetization tools.
4. Show a plain product in the start and slowly add a generic name, logo and colors to it.
5. Show a random word being searched in the search bar with unified results ( all categories appear including documents, web content, images, etc.), recommended videos, information about other suggested videos (metadata)

**Peer to Peer OTT Services**

Acedial offers comprehensive Over the Top communication solutions enabling operators to provide feature-rich services by efficiently deploying IP communication and telephony under their own brand name.

**Explainer Narration**

1. Acedial offers rich messaging services including text messages, video clips, pictures, audio messages, document sharing, Link sharing, read receipts, location sharing, group messaging and many more.
2. Calling features include HD voice calling, video calling, audio conferencing, in-call DTMF support, Call hold and call muting.
3. Acedial also lets you monetize some of your features by integrating with advertisers, billing top up and recharge through credit card, and can also enable/disable your monetization features depending upon user preferences
4. Acedial supports message backup in the cloud helping users to easily download and resume old messages when needed.
5. Search feature enables users to quickly find important messages containing useful information
6. Acedial can be localized according to the Operator’s home country language, currency, and any other country-specific or culture-specific factors
7. Mobile dialer directly integrates with the mobile phone’s contact list for convenient and easy lookup and dialing

**Explainer Notes**

1. Show images of each while the presenter is calling them out
2. Show a calling icon and associate all the features to it while mentioning them as text
3. Show some ads being displayed and show the billing interface
4. Show all messages being held up in the cloud and then appearing again in the user’s phone when he wants to access them.
5. Show a random message being searched in the search bar
6. Show flags or generic language images of countries where English is not a common language such as Arabic, Spanish, Chinese.
7. Show how the phone’s address book is integrated into the app

<<