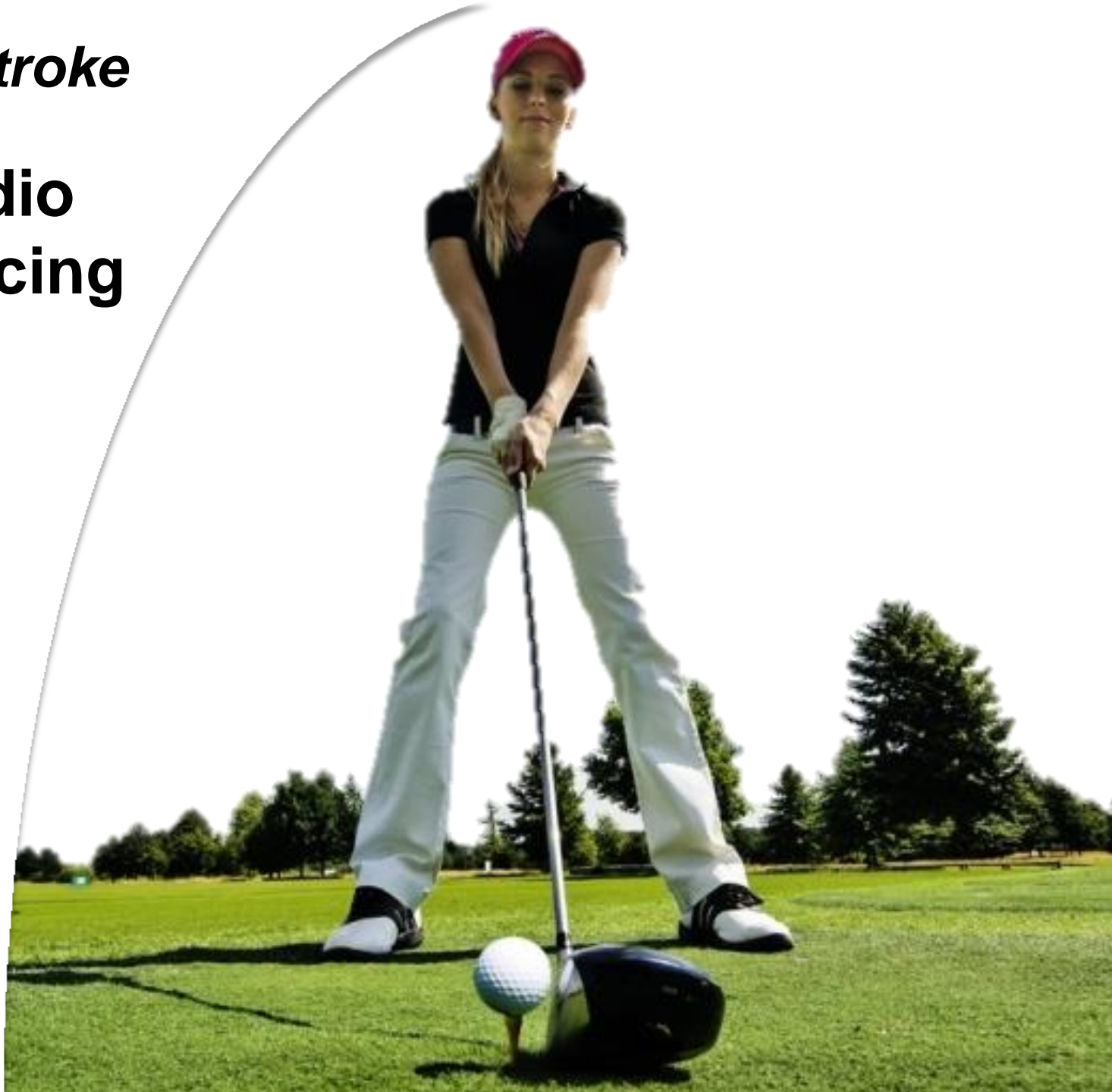![airtel business logo]

Presents

**Unified
Communication
Solutions**

Winning stroke

with

Airtel audio conferencing

Audio Conference Services

➢ Leading Services Provider in India

➢ Provides full-digital audio conferencing with advanced
   Conferencing features

➢ Easy-to-use services and Web-based interfaces, and
   sophisticated control options.

➢ An innovative and optimized conferencing platform that
   provides high-quality and reliable conferencing quality

➢ Scalability and flexibility of media server, bridges the transition
   from circuit-switched to packet-based telecom networks

➢ Provides superior audio and powerful operational controls

➢ Revolutionized design provides the ability to scale to required
   ports

Audio Conferencing Services

On-Demand

Designed for frequent, regular or last minute meetings. Connect instantly 24/7/365 any time without booking a call.

Event Conferencing

Professionally managed, pre-scheduled hosted Audio conferencing service including Q&A sessions to conference recordings and call transcriptions

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Unified conference

Self Care Web Console

- ✓ Manage Conference
- ✓ Start / Stop / Download Recording
- ✓ View Usage logs
- ✓ Change Conference features as per the requirement
- ✓ Resource uploading on Airtel's Cloud

Web Conferencing

An online web collaboration tool that allows you to reach your audience with advanced multimedia content.

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Unified Collaboration Tools

Blackberry , i-Phone & Android Application

Mobile application is an effortless tool allows clients to send calendar invites with pre-populated Audio & Web Conference access details. And dial out option to self and participant/group

Outlook Application

Schedule & send outlook calendar invites with pre-populated audio and web conference access details without having to log in.
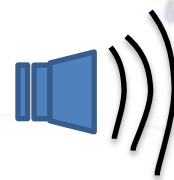
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airtel ACS VAS

- ✓ **CD** Recording & Delivery
- ✓ **Playback**
- ✓ Organized **Q&A**
- ✓ **Operator** Assistance
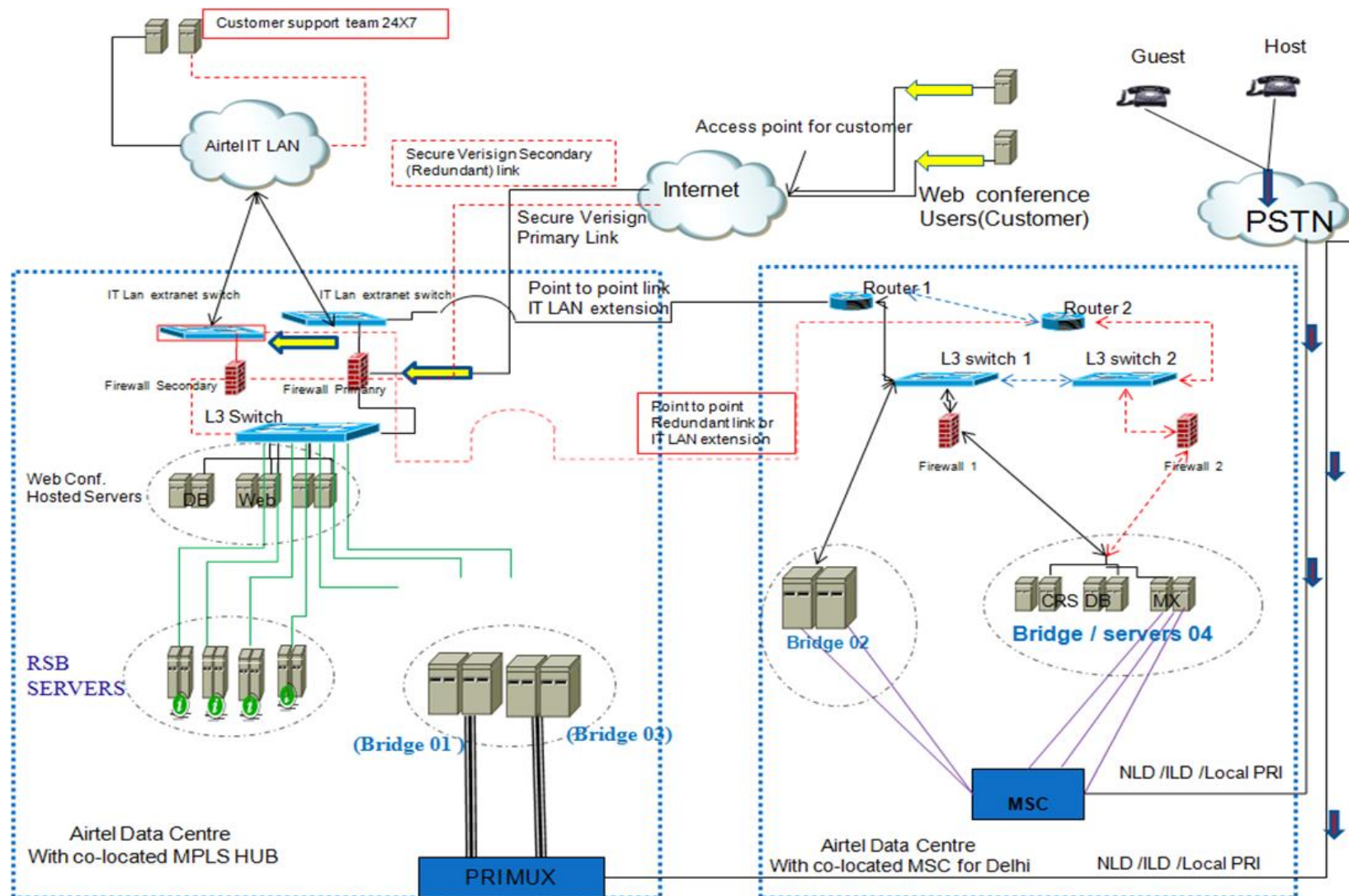- ✓ **Transcription** services
- ✓ Roll Call/**Polling**

airtel ACS ++

- ✓ Self care **web portal**
- ✓ **Web** Conferencing

- ✓ Blackberry, iPhone & Android **App**

- ✓ **Outlook** integration

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Network Architecture

ACS Product Features

➢ Dial-In & Dial-Out Conference

➢ Web portal

➢ Chairperson Start up/Hang up

➢ Q & A

➢ Lecture / Broadcast mode

➢ Polling

➢ Digital Record & Playback

➢ Mute/ Unmute.

➢ Operator Assistance

➢ Transcription

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Web Portal Overview

- Web Portal adds a visual element to your audio conference.

- Experience the power to control your audio conference like never before.

- Complete self help tool for all audio conference requirements.

- Comes absolutely free with the subscription of audio conference.

- Free apps available for smart phones of Apple, Blackberry and Android for important feature usage of the Web Portal.

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Web Portal Overview

Web Portal Features

➢ Audio Console:
  ✓ Call Me
  ✓ Dial Out a participant
  ✓ Dial Out a Group
  ✓ Lock & Unlock the conference
  ✓ Hold / Un Hold all
  ✓ Mute / Un Mute all
  ✓ Start / Stop Recording
➢ Schedule / Invite Participants (Outlook configured)
➢ Scheduled Dial-outs
➢ Preferences
➢ Manage Documents

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Web Portal Features

- ➢ Manage Dial-in Number List
- ➢ Manage Contact / Groups
- ➢ Manage Survey / Poll
- ➢ My Conference Room Details
- ➢ Change Password
- ➢ FAQs
- ➢ Feedback / Suggestions
- ➢ View Upcoming Conferences
- ➢ View Recorded Files (with Playback / Download options)
- ➢ View Call Logs
- ➢ View Reports

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Technology Features

- **Quality of Service**
    - ✓ Noise Attenuation - DSPs eliminate line or background noise from the conference,18dBmCO or less
    - ✓ DB Level Adjustment - +/- 10 dB manual operator controlled in 1 dB increments per port, adaptive automatic gain control per port.
    - ✓ Auto Echo Digital Cancellation - Audio Background Noise Elimination, Built-in Echo Cancellation.
    - ✓ Platform offers Auto Gain Control Functionality
    - ✓ Digital Record and Playback (CDRP) system

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Technology Features

- **Scalability**
  - ✓ Scalable to support global deployment for client businesses in major nodes at customer graphically diverse locations
  - ✓ Largest Unified Conference Platform hosted in India
  - ✓ Scalable as per client's requirement
  - ✓ Single Number Dial In Solution
  - ✓ ITFS in 70+ Countries

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Technology Features

- **Architecture**

  - ✓ State of the Art Technology

  - ✓ Supports E1 digital Configurations

  - ✓ SIP / IP / H.323 Compatible – Subject to Regulatory

  - ✓ Encrypted Password transmission

  - ✓ Mobile Apps compatibility

  - ✓ Hi End Firewalls protection to platform as per data network protocols

  - ✓ High end API transaction for New Functions (subject to customer requirement & feasibility)

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Technology Features

➢ **System Management / Reporting**

✓ Online PCS Reports & Unbilled usage

✓ Online Invoices

✓ Standards reports in XLS & CSV

✓ Reports

✓ Attendance report in large / assisted calls

✓ Ad hoc queries and integration with Business Objects

✓ monitoring and detection of toll fraud – Upon request

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Technology Features

➢ **Load Sharing & Redundancy**

- ✓ Full redundancy and failover mechanisms across multiple nodes

- ✓ Proactive monitoring through 24X7 CS NOC support team with the help of advanced IT tools

- ✓ redundant Voice Summation (VS) - Conference Mirroring™ is enabled and every conference is actually built twice (once on each VS blade) to ensure backup

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Technology Features

➢ **Security Features**

- ✓ Web Console – View / Control option to monitor the entire conference
- ✓ Different Host and Guest Passcodes – Prevents fraudulent use with different Host and Guest passcode
- ✓ Conference Security - Chairperson may choose to lock or secure their conference
- ✓ Passcode Plus PIN - Captures a participant's PIN in addition Guest passcode
- ✓ Chairperson Disconnect - Configured to automatically end the conference if the Host disconnects their phone line.
- ✓ Conference Vetting - Unattended conferences may be configured to allow vetting once the conference is secured. When vetting is enabled, parties joining the conference after it is secured are prompted to say their name and company

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Service Management

➢ Dedicated Support Manager to large clients

➢ 24x7 service management processes - incident, problem and change management including support process for answering user queries

➢ Conferencing service devices administration and monitoring from secured 24x7 NOC

➢ Redundancy and failover mechanisms for Administrative connections

➢ SLA considerations up to 99.98 for bridge

➢ Provision for overflow calls

➢ 25% peak buffer for audio and web conferencing at all times to ensure adequate capacity

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Secured Event Conference mode

- Most secured and convenient mode of conducting event calls
- Zero waiting time, saves precious time and money by getting rid of waiting queues.
- Dual security levels with the passcode and the additional pin.
- Heightened security, entry restricted to registered participants to join the conference.
- Highly secured encrypted link for registration.
- Quick registration which requires basic details of participants.
- Participants' details will be exactly as entered by the participants themselves. No probability of typographical errors.
- Pre-registration of participants so valuable data can be collected and reported in advance of the event

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Value Addition

- ➢ Secured own (Airtel's) Network
- ➢ Optional Services at Free of Cost through Portal
  - ✓ Recording
  - ✓ Playback
  - ✓ Download of recorded file
  - ✓ Online call Logs
  - ✓ Online reports
- ➢ Carrier-grade engineering, modular and scalable
- ➢ Integrated tool for Audio, Web and Video (beta version)
- ➢ Special commercial plans to large size users

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260+ million customers | 50 countries | 5 continents