

AFTERHOURS SERVICE

Converged Web-telecom application use case, based on Oracle OCCAS and Optare VCP

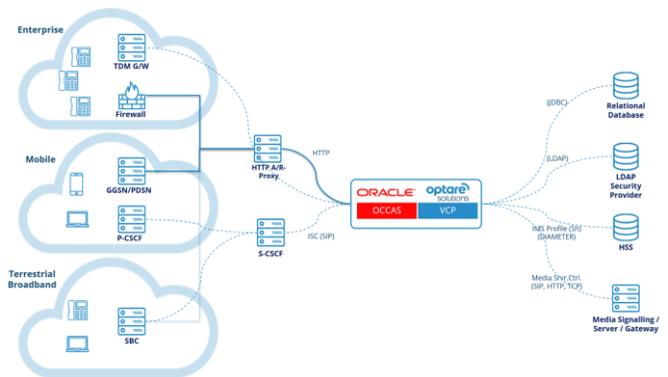
SERVICE DESCRIPTION

The **Afterhours Service** allows the operator to offer all its customers the possibility of blocking personal/work calls at personalised times.

When receiving an incoming out-of-hours call on the mobile or fixed line, the customer can configure an option in a voice menu, which allows the caller to select "1" for a work-related call or "2" for a personal call. When "1" is selected, the system diverts the work-related call to the work voicemail and sends an email/text message to the customer with a link where they can hear the message left. If the caller selects "2", the call is normally made.

HOW IT WORKS

When users with the service activated receive an incoming call after hours, **OCCAS** captures the call, connects to the **MRF** to retrieve the voice-over that the user has previously recorded, asking the caller to identify whether it is a personal or professional call. The caller presses the corresponding menu option. If it is a personal call, **OCCAS** forwards the call to the **IMS** so that the call is forwarded. If the call is professional, **OCCAS** asks **MRF** for the voice-over that indicates that no work calls are received outside working hours.



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CALL AUTHORIZATION

Converged Web-telecom application use case, based on Oracle OCCAS and Optare VCP

SERVICE DESCRIPTION

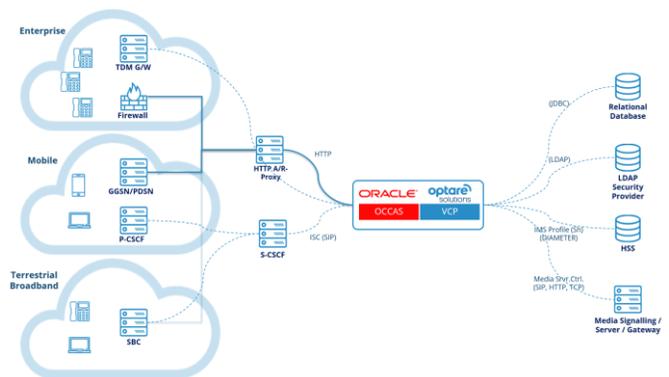
The **Call Authorization Service** enables the operator to offer its corporate customers the possibility of restricting outgoing calls to their users, and allow them only to users who have the authorized PIN.

When a user wants to make a call that is restricted, a locution prompts them to enter the PIN code. If it is correct, the call is established. Otherwise a voicemail is issued and the call is terminated.

HOW IT WORKS

Outgoing calls are routed to **OCCAS**, which consults in **LDAP/HSS** or another external DB both the caller numbering and the called numbering.

In the case that the call is restricted, **OCCAS** will request the **MRF** for the locutions requesting the **PIN** in order to make the call. If the PIN entered is correct, the call is routed back to the **IMS** to be processed. If the PIN is not entered or is incorrect, the call is rejected.



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ALIASES NUMBERS

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SERVICE DESCRIPTION

The **Aliases Numbers Service** allows the operator to offer all its customers the possibility of using temporary numbers other than their own number.

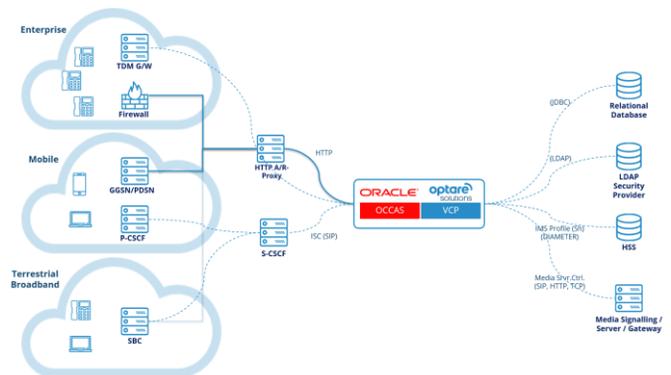
The customer may need to provide a number to use for a certain time and that is not their final number. This temporary number may also have a specific configuration different from that of the customer's actual number.

For example, a customer wants to sell his car, and when placing the ad on web portals does not want to provide his real number, but a temporary one to stop using once the transaction is over.

HOW IT WORKS

Customers with the service activated will have a second number at their disposal. When a call is received on that number **OCCAS** intercepts it and routes it to the main line, but adding a mark for the terminal to identify it as a call to the temporary number.

When the customer with the service makes a call, **OCCAS** intercepts it and asks the customer with which numbering he wants to make the call. **OCCAS** converts the caller number and routes the call to the **IMS** core.



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ANONYMOUS CALLS IDENTIFICATION

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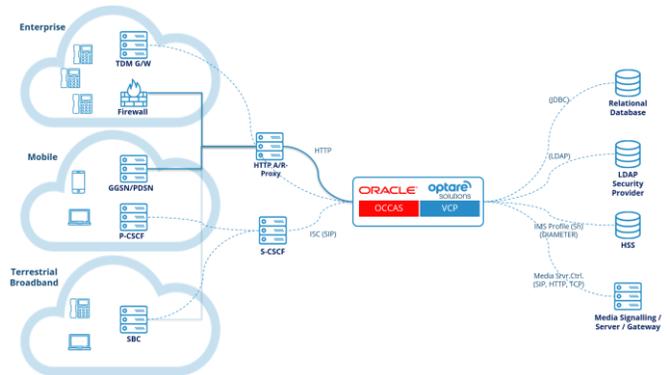
SERVICE DESCRIPTION

The **Anonymous Call Restriction Service** allows the operator to offer its customers personalized filtering of anonymous calls, when the caller hides his calling number.

The user can configure a message to require the anonymous caller to leave a message identifying himself if he wants the call to be routed. The message is played back to the user, who can then decide to answer the call or forward it to voicemail. An SMS/email can then be sent to the call with the voice message.

HOW IT WORKS

The user can configure the service by requesting that the caller be identified before deciding whether or not to answer the call, or configure the service to automatically reject all anonymous calls. In the first configuration, incoming calls for users who have activated this service will be routed to **OCCAS**. OCCAS communicates with **MRF** requesting the message to be played back to the anonymous caller, asking them to say their identity. This recording is sent to the called user, who can accept or reject the call. In case of rejection it can be diverted directly to voicemail, or rejected without any other action. In the total restriction configuration, OCCAS will route incoming calls directly to voicemail, or rejected without any other action.



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SUSPICIOUS CALLS

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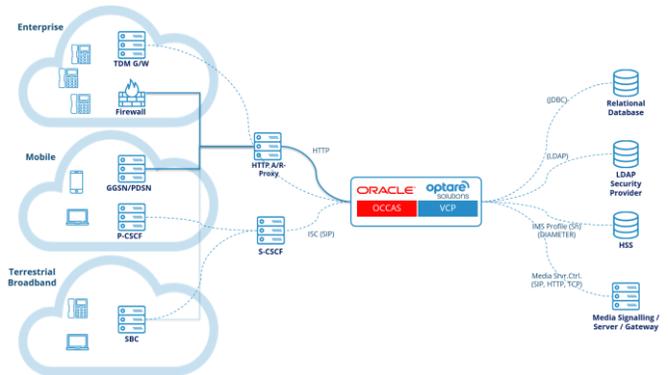


SERVICE DESCRIPTION

The **Suspicious Calls Use Case** allows the operator to offer all its customers the possibility to check the called numbers in a database and play a warning message if the called number is a malicious number, so that the user can decide whether or not to continue with the call.

HOW IT WORKS

When the user starts a call, the **IMS** forwards it to **OCCAS**, which verifies in a database if it is a potentially malicious number. In this case, it establishes a multimedia session with the **MRF** platform and plays a locution warning the user of the danger, so that he can decide if he wants to continue with the call or not. If he wants to continue, **OCCAS** forwards the call to the destination number.



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VOICE RECORDING

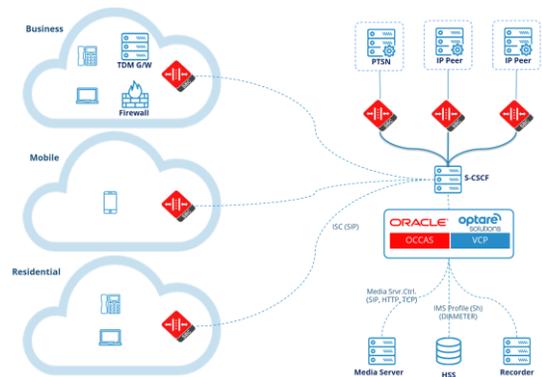
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SERVICE DESCRIPTION

The **Voice Recording Service** allows the operator to offer its business customers (call centers, large companies...) the call recording service, widely used to comply with regulatory requirements (to have legal support in telephone contracts, for example)..

HOW IT WORKS

In this use case **OCCAS** intercepts user calls, obtains from **HSS** (Home Subscriber Server) or another database the configuration of the user profile recording service (play advertisements or not, record separate or mixed sequences, etc.) and orchestrates the signaling workflow between the entities involved (**MRF**, **S-CSCF** and **Recorder**) to obtain the **SDPs** and the corresponding media endpoints and have the **MRF** play the audio advertisements, mix the sequences in conferences, etc.).



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