

## Cirrus Softswitch

The Best of Cloud Telephony ~  
All On A Single Platform

PhoenixSoft developed the Cirrus Softswitch for service providers to integrate low-cost, feature-rich IP applications in a cloud-based environment. By providing the same technology backbone, business customers of all sizes leverage economies of scale and enterprise-level capabilities. Plus, users aren't chained to the office -- they can access the platform's communication functions anywhere, anytime using an Internet-enabled device.

The Cirrus Softswitch offers robust feature sets, advanced applications and carrier-grade reliability. The advanced cloud platform also provides:

- A single, integrated switching solution for tier one, two and three carriers
- Cloud-based solutions for commercial IP-PBX and residential subscribers
- SIP-based softphones to easily work with iPhone, iPod touch and Android mobile devices, as well as tablets, laptops and desktop computers
- Prepaid and PINless calling card platforms with powerful rating, routing, reporting and call flow scripting engines
- White label, distributor, retail, end user and e-commerce portals to effortlessly setup, brand, distribute, manage, sell and buy PINless prepaid products
- No surcharge for using your own carriers or using your own e-commerce Portals
- Multi-tiered support for distributors and agents
- Advanced LCR with automated rate table updates
- Partitioned access for resellers/agents
- Competitive A-Z rates
- Full scalability — from small, affordable applications to heavy traffic environments

The Cirrus telephony applications are easy for you to deploy and your customers to use. With hassle-free implementation, your customers will be up and running in no time.

And, Cirrus creates simpler, more efficient network architectures that allow any network SIP device to access the platform's enhanced features. You can preserve your investments in existing network technologies while enhancing network capability.

### Integrated Capabilities and Applications

PhoenixSoft has integrated best-of-breed IP Transcoding and Session Border Controller functionality within the Cirrus Softswitch. This integration philosophy simplifies carrier networks and provides one vendor point of contact.

Along with these functions, the Cirrus Softswitch includes meaningful applications that are also fully integrated within the platform. For example, our white label distributor, retail, end user and e-commerce portals allow you to quickly offer new prepaid products without having to invest in expensive infrastructure. We provide an easy way for you to build your brand rather than someone else's.

Our web-based portals include:

**An e-Commerce Portal** — features on-line ordering and payment processing, white label and customizable screens, unlimited automated capabilities and password-protected customer sites.



# Cirrus Softswitch Features & Specifications

## Cloud-Based Telephony Features

- 3-Way Calling
- Call Block
- Call Hold
- Call Return
- Call Waiting
- Hunting
- Repeat Dialing
- SIP SoftPhone
- Voice Mail
- Multiple Line Appearance
- Auto Attendant
- Call Forwarding
- Caller I.D.
- Call Transfer
- Follow-Me Service
- Personal 800
- Ring Groups
- Virtual Number
- Voice Mail to e-Mail
- Plus much more...

## Pre-Paid Calling Features

### Rating/Tariffs

- Flexible rating and tariffing
- Provides for four (4) rating increments, multiple charges and maintenance fees per call
- Use charges
- Real-time call rating
- A-Leg/B-Leg rating
- Cost/wholesale/retail rating

### Recharge Interface Options

- Real-time
- Credit card recharge
- Recharge vouchers
- Scratch cards/point of sale recharge
- Customer care recharge
- Cash top ups
- Short number access for recharge
- Siphon balance from new PIN

### Security

- Max.calls per day/week/month
- PIN number access option and auto lockout for bad PIN
- Call screening, called number restrictions and simultaneous access blocking
- Maximum call length
- ANI blocking

### Customer Care

- Web administration
- Internal routing to CSR
- Interface to payment mechanisms

### Account Maintenance

- Automatic voice message notification of balance during call with low balance warning
- Master Accounts permit multiple users to draw pre-paid balances off a single master account
- Supports multiple language prompts

### Distributors

- Unlimited partitions for each distributor
- Unique user name/passwords
- Menus customized for each user
- Rate decks, routes and carriers for each distributor
- Reports of profitability and usage
- Real time monitoring of traffic

## Wholesale Features

- One number/follow-me calling
- International callback, DID, web trigger, SMS trigger
- 800 Redirect

## Wholesale Long Distance Service

- Domestic and international termination
- DID and toll free services
- Quality routes, competitive A-Z rates

## Retail Customer Service Call Center

- 24/7 or flexible hours
- Multiple languages
- Cost effective, quality services

## Fully Integrated Functionality

- Cloud-based IP-PBX
- Convergent billing
- White label, web-based portals
  - e-Commerce Portal
  - Point-of-Sale Portal
  - POS Distributor Portal
  - Customer Service Portal
- IP transcoding
- Session Border Controller

## Meet-Me Conference Bridge

- Single platform
- On-demand instant conferencing
- Unified, browser-based interface
- Supports a few or hundreds of participants
- Phone, desktop or web portal management
- No bridge numbers or PINs required

## Routing

- Least cost by carrier cost
- Priority override controlled by the user
- Percentage based routing by dial code
- Time of day routing
- Blocking by dial code or carrier
- Stop route advance if cost exceeds retail

## Network Operations Support

- Real-time Quality of Service monitoring
  - by carrier
  - Average conversation length
  - NER – Network Effectiveness Ratio
  - ASR – Answer / Seizure Ratio
  - Summary by cause code
- Real-time ASR monitoring
  - By carrier
  - By destination
- SNMP module for monitoring of all system activity
  - Computer server: temperature, hard drive space, memory usage, power status
  - Application: monitoring of carrier logs, call processing logs and inter-process communications

**The Point-of-Sale Portal** — allows retail stores to sell PINless prepaid products to end users. The web-based portal is simple to setup, brand, distribute, manage and sell PINless prepaid accounts at the retail level. You'll be able to quickly offer new prepaid products without having to invest in expensive infrastructure.

**POS Distributor Portal** — lets distributors manage sub-distributors and retail stores. The distributor can sign-up dealers, such as small retailers, and then use the POS Distributor Portal to track commissions, keep running balances and manage all aspects of the distribution arrangement.

**End User Portal** — streamlines prepaid calling and long distance call management. Users can recharge accounts, review call records, route phone calls and perform a variety of other functions.

PhoenixSoft also developed an end user portal to fully leverage the functionality of the office desktop SIP telephone. Through easy web-based access, users can control features such as speed dialing, call forwarding, voice mail and more. In addition, they can use their iPhone, iPad, Droid or other mobile device to turn their office phone into a virtual solution.

In addition, PhoenixSoft supports an integrated, real-time billing and CDR application that delivers call rating and tariffing, customer care, provisioning, accounts receivable, work order/trouble ticket processing, data export to general ledger and financial packages, plus much more.

With more than 20 years in the telecom and VoIP industries, PhoenixSoft has developed a long and distinguished track record as an innovative provider of telephony solutions for cloud-based networks. We've deployed advanced switching solutions throughout North America, South America, Europe and the Middle East. Along with several business-enhancing applications, our customized, real-time multimedia platforms deliver carrier-grade voice quality, reliability and scalability for service providers of all sizes.

Please contact us today at 1-800-621-7371 to learn more about PhoenixSoft's low-cost, feature-rich Cirrus Softswitch.

# PHOENIXSOFT

For more information, contact: Paul Amick at PhoenixSoft, Inc.,  
202 E. Earll Drive, Suite 140, Phoenix, Arizona 85012, USA, E-Mail: sales@phoenixsoft.com  
Toll-Free: 1-800-621-7371, Tel: +1-602-788-6100, Fax: +1-602-279-8933, Mobile: +1-602-791-7345

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