

Calling Card Services

In UK

IDN provides number of access facilities to Calling-card providers in UK:

- Toll Free Number (0800)
- Local access number (0845)
- Premium rate number (0906)

Europe and USA

IDN provides number of access facilities to Calling-card users in Europe and USA:

- International Toll Free Number (1-800, 0900, etc.)
- Local access numbers



Worldwide

IDN provides number of access facilities to Calling-card users worldwide:

- Using IDN Transparent Callback services
- VoIP
- Satellite interface from designated Country to IDN Global Network

Reseller Services

- Comprehensive Web based billing and Account Management
- Plug in HTML Applet for customer services
- Virtual switch Partition with dedicated access
- Joint Venture VoIP installation for new territories
- Joint venture Satellite installation for new territories



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Calling Card Management

Comprehensive calling-card management software to manage calls in real time. Create, activate and credit batches in group or individually with up to 12 digit pin numbers. Various Billing strategies with connection charges, session management and duration analysis. LCR (Least Cost Routing) across fifteen carriers to provide the best rate at highest ASR (Average success Rate). Various voice prompts and promotional greetings can be added for convenience of the users. On line management facility for balance query, help line and customer services. Various limits for customer and group credit control and fraud control are in place.

Multiple Calling-card Group Management

This is a management facility for calling-card providers who manage multiple calling-cards with different rates and margins for different ethnic groups or public sectors (and possibly through various resellers). Resellers margins, reseller's rates and full access to all calling-card accounts are available in real-time from Management website. A calling card providers can have unlimited number of resellers with unlimited number of calling-cards for distribution through their reseller chain. A network of resellers can be created to support and manage their calling-card products. Full credit and fraud control are provided from switch level to network management system.

Customer Relationship Management

Comprehensive customer management application to operator, manage and support multiple calling-card through many distributors via a central or multi-central support desks. Operators can view calls on real time by viewing calls in progress and any calls made up to 365 days. Calls can be activated, credited or suspended at real time. Individual or group of cards call profile and usage with various statistical information can be viewed for performance or problems resolution..

Real-time Billing and Fault Resolution

All billings are done in real-time and the operators can check the outcome of a call or call-by-call basis in real-time on Teledome. All information is available from call initiation to call termination for real time support. All calls up to 365 days are kept on the system for historical review.

Rechargeable cards for Home account users

These are special calling-cards with magnetic strips that contain information about the card holder and can be recharged at any high street vendor. The card is swiped through the machine and credited via Credit/Debit card or cash. These cards, can be producers by reseller to provide information or services on line or provide national or international call termination. These cards can be recredited over and over again.

Statistical information on call usage

Detailed statistical information on daily, monthly or for a given period are available on line. Statistical categories are:

- Most call destinations by duration
- Best ASR Destinations
- Most call destinations by number of calls

- Time distribution of calls
- Account information.

Various Access methods

IDN provides number of access facilities to Calling-card users:

- Toll Free Number (0800, 1-800, etc.)
- Local Access numbers (0845, etc.)
- National Access numbers (0207, etc.)
- Premium rate numbers (0906, etc.)
- IP call-connect access signal

IDN also provides Toll Free access Numbers in other International destinations for Calling-card users who are International travellers or for resellers who would like to provide the service in other countries.

Access to billing system via HTML Applet

Calling-card providers can now provide extensive services to their specialised Calling-Card users with an interface to Teledome billing and management system. This is a special plug-in HTML Applet that plugs in the service provider's web site and allows their clients to personalise their account and print out their invoice on line.