



Bay Talkitec Value Added Services Delivery Platform is an integrated solution to meet today's requirement of carriers and operators to provide innovative value added services. This helps to retain subscribers and drive new revenue. Highly scalable from 1 E1 to 48 E1 in a single chassis. Comes with development toolkit which can accommodate new value added services, streamline deployments and reduces the cost of delivery and time to market.

VAS Services

Voice SMS

"Voice SMS" enables mobile users to verbalize emotions and expressions not possible in standard SMS and also provides a low-cost way to communicate without having to engage in a full conversation. Voice SMS is not limited by device language capability and transcends any literacy barrier by allowing people who cannot read or write to send and receive verbal messages using their mobiles.

My Juke Box

"My Juke Box" provide mobile and fixed lines subscriber to listen a list of songs dynamically and enables to put it in their own My Favorite Folder.

Enables the Caller - Select songs, Listen, Skip, Go Backward and dedicate.

My Mobile Radio

"My Mobile Radio" is a server based **Radio Portal** by which the caller can listen FM station in online. Caller can select FM station of their choice. FM station of one city can be transported to other city which enables the subscriber can listen FM station of different regions/states.

IVR Bill Payment

Enables the subscriber to pay their bills through IVR. The **Payment Transaction System** is IVR system which does secured interaction with payment gateway. The system gets the credit card details from the caller and does the transaction and sends the receipt by email, Fax or SMS. The system will interact with the user database to retrieve the pending bills and inform subscriber for making the payment. CLI authentication is done for the payment transaction. System has facility to dial out the subscriber to remind their bill payment.

Video Portal

Bay Talkitec **Video Portal** enables media convergence between internet 2.5G/GPRS/3G and IP Broadband subscribers. The messages, pictures and videos can be transported between each entity. The video portal will be working on conjunction with GPRS network / video gateway and video application server and makes it possible to enable all these services under one umbrella. To avail the service, the User needs to register with video portal.

Bay Talkitec provides an integrated platform for TELCO operators and carriers on Fixed line and wireless network to automate their services like IVR, Call Center etc...

Bay Talkitec Solutions

Service Automation - Low TCO High ROI

Service Automation is needed for telco operators to improve efficiency and effectiveness and reduce cost ensuring Customer satisfaction. Some of the products offered by us are:

- Changed Number Announcement System
- Automatic Line Testing of Telephones
- Complaint Booking
- LNMS Interface
- Despatching of Complaints
- Virtual Calling Card (Pre-paid / Post-paid)
- Bill Enquiry System with Fax on Demand option
- Outbound Dialer to provide Reminders and
- Telemarketing services
- Meter Reading System
- Voice Mail System
- IVRS through ASR and TTS techniques
- Conferencing Solution
- Directory Enquiry
- SMS based Solution
- Embedded IVR

and many more...

Call Center and Help Desk

Call Center solutions are provided for Inbound and Outbound calls.

Advantages are:

- Database Connectivity Support
- IVR on every channel
- Multimedia blended for Agents
- Recording facility in all the channels
- Supports all Indian TELCO services
- E-mail & Web Management
- Low capital investment
- Highly Scalable & Reliable

Products for GSM /CDMA Operators

- Welcome Roamer
- Color Ring Back Tone
- Location Based Service
- SMS Call Back
- Missed Call Alert (SMS)
- Unstructured Supplementary Service Data (USSD)
- Speech enabled IVRS

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