

## Converged Services

# ACONYX Next-Gen IN™

Advanced Toll-Free, Account Codes, Voice VPN, LNP, LCR

AGNITY's ACONYX Next Generation Intelligent Network (Next-Gen IN) is a carrier-grade service delivery platform for developing IN and IMS network applications in a protocol independent fashion. The ACONYX Next-Gen IN™ applications suite includes: Advanced Toll Free, Account Codes, Voice Virtual Private Network (VPN), Automated Call Distribution and Local Number Portability.

ACONYX Next-Gen IN is built on AGNITY's robust carrier-grade ACONYX Platform. All applications are platform independent and can be deployed across multiple network architectures and multiple open service delivery platforms.

### ACONYX Next-Gen IN Applications Suite

#### Advanced Toll Free

- Residential free phone service
- Business free phone with basic and advanced routing plans

#### Account Codes

- Support of validated, non-validated, universal as well as group and individual Account Codes

#### Voice VPN

- A network-based Voice Virtual Private Network service
- For businesses with multiple branch locations that need to be connected via voice

#### Automated Call Distribution

- Integrated with ATF providing Advanced Call Center routing and call distribution functionality

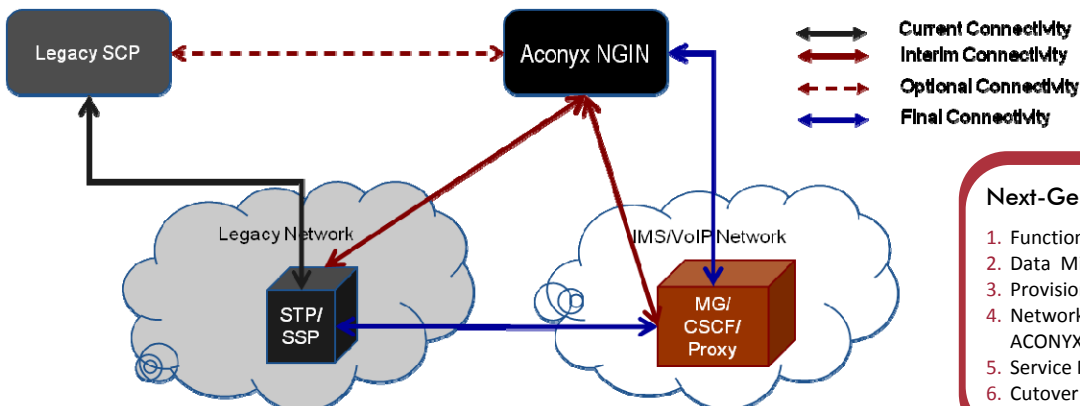
#### Local Number Portability

- Number portability solution

## ACONYX Next-Gen IN Migration Strategy

AGNITY has a well-defined strategy to assist customers with their migration from a legacy network to an IMS/VoIP-based network. The ACONYX Next-Gen IN platform supports SIP with the applications transparent to the underlying network. The migration steps are typically as follows:

Legacy IN SCP → ACONYX IN SCP → ACONYX IMS AS



### Next-Gen IN Migration Planning

1. Functionality/Feature Migration (GAP analysis)
2. Data Migration
3. Provisioning Migration
4. Network Migration Planning (Optionally with ACONYX Proxy)
5. Service Migration Planning
6. Cutover Process

## AGNITY ACONYX Next-Gen IN Applications Suite

### Advanced Toll Free

- Gives network operators superior services for enterprises with high inbound calling (telemarketing, customer service, support centers)
- Routing Features
  - Simple number translation
  - Custom routing for time of day, day of year, day of week, holidays and more
  - Call Distribution and Percentage Based Routing for load balancing
  - Call prompter and Interactive Menu Routing
  - PIN based routing
- Sharable routing patterns and global default routing
- Dialed Number based routing and routing based on origin/calling party, country code or area code
- Real-time routing change via Web-based platform
- Retry or drop call configuration
- Branding of announcements and Multi-tier web-based management
- Emergency Routing
- Super Route Plan Editor
- Support for Residential Free phone service
- Payphone block

### Account Codes

AGNITY's Account Codes application enables service providers to offer account code services to business and residential customers or other service providers.

- Prevents unauthorized phone calls
- Controls long distance charges
- Tracks calling patterns
- Tracks expenses and bills back to departments or other clients
- Billing reports itemized by code
- Customer can group calls for accounting purposes and expense tracking
- Supports validated and non-validated account codes
- Supports universal as well as group and individual account codes
- Unlimited number of accounts and codes supported
- Branded/custom announcements
- Ability to suppress prompts or announcements
- Multi-language support
- Web-based provisioning; support of bulk provisioning
- Fraud control features
- Variable length ANI and variable length account codes supported

### Voice VPN

AGNITY Voice VPN is network-based virtual private network service for businesses with multiple branch locations that need to be connected for voice calls.

Feature highlights:

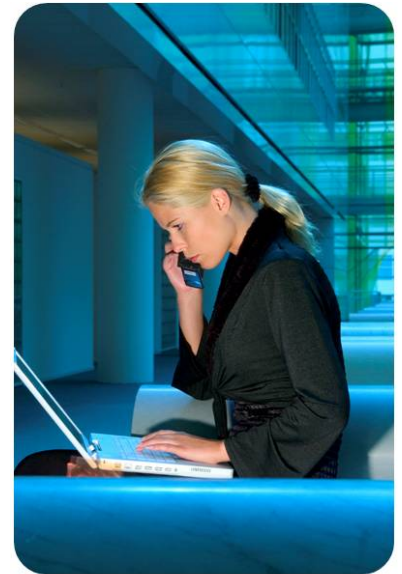
- Seamlessly connect multiple office locations regardless of network type, TDM, VoIP and wireless
- On-net to on-net, on-net to off-net, forced on-net
- Private numbering plan within group, supports closed user groups and abbreviated dialing
- Advanced routing
- Multi-tier Web-based control and reporting
- DND, time-of-day, origin-based routing
- National/global VPN with multi-country dial plan and language support
- Coexists with legacy PBX
- Supports wholesale/resale model & private branding

### Network ACD

- Integrated with advanced toll-free (ATF) service for advanced call routing capabilities
- Music on hold
- Skill based (available soon)
- Call queuing based on network IVR
- Branding of announcements
- Multi-tier Web-based management
- Supports routing of calls to individual agents, agent groups or agent locations
- Agents can either be behind a premises-based ACD system or directly controlled by the Network ACD
- Look ahead capability

### Local Number Portability

- Developed for supporting ACQ (All Call Query) based LNP per regulations for SIP and IN networks
- Scalable architecture to support high volumes with geographic redundancy
- Centralized provisioning, management and centralized interface to administrator database
- Ability to provide custom routing functionality with prefix digits based on destination number
- Ability to resell the service to smaller providers
- Efficient migration strategy with an interim ability to perform IN proxy functionality to interface with a non-LNP-compatible/existing SCP (If required)



### About AGNITY, Inc.

AGNITY is a global technology and consulting services firm dedicated to helping businesses, network equipment manufacturers and service providers design, develop and deploy application solutions. AGNITY ACONYX™ is the industry's leading Service-Oriented Communications Architecture (SOCA) enabling communication service components to be rapidly and cost-effectively deployed within the applications infrastructure. With more than 125 employees in Silicon Valley, Plano, Toronto and Noida, AGNITY is one of the only firms of its kind providing global support exclusively on application design, solution development and application migration and deployment. For more information, visit [www.agnity.com](http://www.agnity.com).



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