Roaming Call Assistant

Key Operator Benefits

- Default service open to all subscribers

- Increases service usage

- Maximizes revenues - turns a failed call into a successful one and increases roaming revenues. Increases successful call rates

- Higher satisfaction - enhances subscriber experience and reduces churn

- Easy access to short code service numbers

- Easy configuration of mobile network codes and short codes for the system administrator

- Web/HTTP based user interface for designing and monitoring transactions easily

- Advanced reporting tool for monitoring results

- Reliable field proven solution backed with world-class managed services

Market Dynamics

Roamers frequently experience the annoying problem of failed calls due to numbers stored in national format in their phonebooks. This is also the case for service short codes such as voicemail, the operator call center, or the prepaid top-up service number, etc. The visited network does not recognize such numbers and drops the call. Even worse, these numbers may also be in use in the visited network, and the call is connected to the visited network service resulting in unnecessary roaming charges to the subscriber and dissatisfaction.

Mobile network operators need a solution that significantly eases local and international call dialing and that ensures a smooth service usage experience for roaming subscribers by automatically correcting dialing errors.

Product Overview

Defne's **Roaming Call Assistant** intelligently monitors calls initiated by the roaming subscriber and automatically converts the dialed number into international format if it is in national format and converts the dialed short code into a long service number. It enhances operator revenues, and increases customer satisfaction and loyalty by making it easy for subscribers to place calls successfully with short code service numbers even when they are traveling and are in foreign networks.

Both prepaid and postpaid subscribers can take advantage of the service. Roaming Call Assistant enables roamers to make calls and to any local number or short code in their home network without facing numbering normalization problems and enhances call completion.

The system checks the called party number and converts it into international format so that the visited network can recognize the number and connect the call. The system keeps a database of valid short codes and prefixes for the home network. When a given short code coincides with a valid short code in the visited network, it is possible to configure which one takes precedence over the other.

Key Subscriber Benefits

- Enhanced service experience while roaming without having to struggle with international dialing codes

- Seamless connectivity - ensures a simple connection and eliminates technical complexity regardless of different networks being used

Key Features

- Open to all subscribers by default
    - Prepaid and postpaid subscribers
    - Inbound and outbound roamers
- Automatic correction of dialed numbers in national format to international format
- Mobile network code management
- Short code management
- Support of multiple system users with different access permissions
- CDR generation for each placed call and usage
- Detailed Web-based reporting tool covering:
    - MSC report
    - MSISDN report
    - Network report
    - System statistics report
    - Top VPMN report
    - Translation report
    - Black & White list
    - Roamers traffic report
- Alarm management
- Fully hardware redundant and scalable solution