



VoIP Traffic Manager (VTM)

Version 1.5

What value can you guarantee your VoIP customers?

As a VoIP service provider, you understand that the smoother you run your VoIP operation, the more time you have to focus on satisfying customers. Compromising on basic features and trained staff can easily cost you much more than a few hours of wasted troubleshooting—it can make you lose focus on your business.

VoIP Traffic Manager (VTM) is a feature-rich, hosted VoIP softswitch that **replaces your entire VoIP back-end**. By outsourcing the technical side of your company to XConnect, you gain a 24/7/365 staff of highly trained engineers that help you avoid the risks of managing your VoIP business on your own. It also helps you reduce capital expenditure and ongoing operational costs, so you have more time and resources to focus on your customers.

VTM integrates the most advanced suite of features—including innovative security such as SPIT filtering, denial of service protection, and intrusion prevention—making it the most robust and secure hosted VoIP platform on the market. And since VTM rests on its own scalable platform, we guarantee that you can grow with it as your traffic increases and needs change.

VTM version 1.5 offers the following rich suite of features:

- Network**
- Fully Redundant Components Architecture
 - Firewall and Load Balancer
 - Media Handling (RTP)
 - Secure Hosted Environment
 - RFC Compliant SIP Layer
 - Routing Mechanisms
 - Rating Engines
 - CDR Creation and Aggregation
 - NOC Support with 24/7 Monitoring

- Interconnects**
- Multiple Codec Support
 - SIP & H323
 - Interconnected with Hundreds of Terminators

- Security**
- Protocol Integrity Validation
 - Negotiated Media Policing
 - Network Layer DoS/DDoS Protection
 - Application Layer DoS/DDoS Protection
 - Intrusion Detection
 - Proactive Toll Fraud Detection
 - Group-Based Call Duration Limiting
 - Remote Identity Verification
 - Advanced SPIT Filtering

- Routing**
- Number Translation Rules
 - Intelligent Routing
 - Unique Route Definition: Dial Pattern or VoIP Account
 - Unlimited Routing Plans
 - Number Manipulation
 - Call Forwarding
 - LCR-Based: Cost of Termination
 - Routing Rules: LCR or Priority
 - Immediate Application of Updated Routing Plans
 - IP-to-IP Calls (On-net)
 - Inbound DID Support
 - Connection Timeout (Failover Optimization)

- Accounting**
- Real Time Rating & Costing (for all calls)
 - Immediate Updating of Account Balances
 - Balance Checking (prior to every call)
 - Credit Limit Definition
 - Payment Tracking and Balance History
 - Multiple Prefix Support
 - Effective Cost Plan Time Ranges
 - Global Mark-Up of Rate & Cost Plans
 - View/Change Rate Plan Users Assignment
 - Bulk Payments to Multiple Users
 - Update Credit for Multiple Users
 - Balance Reports

- User Management**
- Account Creation Wizard
 - Unlimited Billing Accounts
 - Multiple Hierarchy Levels
 - Detailed Account Hierarchy
 - Role-Based Security
 - Caller Authentication (Password or IP)
 - VoIP Profile Groups

- Web-Based Management**
- Authorized Login and User Categories
 - Manage Routing, Terminations, Accounts, Billing, and Reporting
 - Upload Rate and Cost Sheets
 - Daily/Hourly CDR Delivery Via FTP

- Statistics**
- ASR, ACD, and PDD
 - Call Duration
 - Codecs & Devices
 - Call Tear Down Reason
 - Daily Synopsis
 - Top Destinations & Accounts

- Alerting**
- SMS, Email, Instant Messenger
 - 15 Minute Polling Intervals
 - Route & Account Specific
 - Threshold-Based
 - Trending
 - Escalation Alerts
 - Alert History

- Reporting**
- Dashboard with Daily Updates
 - User configurable for date and appropriate parameters (Account / Destination / Termination)
 - Quality Reports: ASR, ACD, PDD
 - Accounting Reports: Traffic, Billing, Profitability
 - CDRs & Call History
 - Daily Account Summary

- Reseller Support**
- Account Creation Wizard
 - Full API Access
 - Parent-Child Hierarchy For All Users
 - Multiple-Level Call Rating
 - Parent & Child Rate Plan Views
 - Role-Based Login
 - Ability to Impersonate Child Users
 - Monthly & Weekly Bill Creation
 - Detailed Call History
 - IVR Platform
 - Voice Mail

- Peering**
- ENUM Support
 - SIP Redirect
 - SIP Forwarding