Comprehensive Voice Management Solution From Dialogic and Orca Wave

- Automated Reporting
- Intelligent Routing
- Flexible Customer Rating and Billing
- Efficient Cost Management
Orca Wave BlueWater Software Integrates Seamlessly with the Dialogic® ControlSwitch™ System and Dialogic BorderNet™ Session Border Controllers

Adding the Orca Wave BlueWater software to your Dialogic® ControlSwitch™ System, BorderNet™ 4000 Session Border Controller (SBC) or BorderNet™ Virtualized SBC can automate and enhance your business processes such as code and routing management, reporting, alarming, rating, and billing management to create a solid balance between Quality of Service (QoS), profitability, and optimal network utilization.

BlueWater Software Solution Highlights

Intelligent Routing to Improve Margins
- Manage routing easily from a single location
- Control each route partition and route group code separately on the ControlSwitch System softswitch and BorderNet SBC
- Set default routing, exception routing, and percent routing across both routings options and carrier trunk groups as well as very deep routing with sub-routing
- Balance pure cost with other business and QoS criteria
- Automate routing based on supplier costs and customer rate controls to reduce negative margin pricing
- Easily establish routing based on margin and profitability

Uncovering Opportunities with Streamlined Code Management
- Define up-to-date customer, routing, and supplier codes easily
- Manage multiple codes and perform in-depth analysis to determine profitable and unprofitable routing
- Eliminate costly mistakes that can lead to lost margin and QoS degradation
- “Blacklist” codes, groups or countries from selected suppliers

Making Improvements in Margin with Rate Customization
- Create customer rates by country, by customer, or by rate code group, either in fixed amounts or as a percentage of cost variables
- Meet both customer requirements and business goals by defining gross margins by route
- Generate rate notices with a few keystrokes
- Proactively manage customer credit including automated blocking to the BorderNet 4000 SBC and ControlSwitch System.

Creating Important Reports On-Demand or Automatically on a Daily or Weekly Basis
- Integrate key financial information with operational data to track profitability at different detail levels
- Monitor operational statistics with customizable real-time, color-coded graphical views
- Generate an “opportunity report” with supplier and routing codes to forecast routing profitability
Orca Wave's BlueWater Software: Key Voice Management Features

Orca Wave's BlueWater Software is an integrated set of modules that includes key features for managing carrier-to-carrier relationships, such as intelligent least cost routing (LCR), rate customization, supplier cost control, and flexible invoicing with switch partition management. The BlueWater Software can also generate a wide range of customizable reports that supply information efficiently. Its comprehensive array of features includes:

- **Intelligent Routing** looks at parameters that include route quality, route cost, time of day, and cumulative traffic volume to implement routing policy that balances user experience and QoS with managing costs and meeting traffic volume agreements with carrier partners.

- **Automatic Supplier Cost Calling Code Entry** in native formats determines Intelligent LCR placement by destination and routing plan.

- **Customer Rates and Notification** can be set based on margin, average cost, or specific routing by country, by customer, or by group.

- **Supplier Validation and Disputes** produces standard bills for specified suppliers with billing durations and time-zone adjustments for actual bill comparison.

- **Code Management** keeps the master destination code list up-to-date with all current supplier codes.

- **Real Time Reports** gather traffic, QoS, margin, and other key reports by customer, by supplier, by any route, and by timeframe.

- **Carrier Billing** provides timeframe and currency flexibility that can accommodate net settlement and one-way relationships.

- **Call Detail Record (CDR) Mediation** processes different types of CDRs into a common format for integration into an existing information system.

- **Portal Management** allows access to MOUs, Call Counts, ASRs for end customers and suppliers, and delivers invoice statements.

- **Credit Management** is a stand-alone module from Orca Wave that can be combined with BlueWater Software or purchased separately; it provides customers an efficient means of managing credit via reporting and can download policy rules to the BorderNet 4000 SBC or the ControlSwitch System to automatically block traffic.

- **Fraud Management** performs data mining of the Dialogic CDRs from the ControlSwitch System or BorderNet 4000 SBC to enable detection of fraud. Fraud alarms and reports are proactively pushed to customers.