

Orca Wave BlueWater Integrates Seamlessly with the Dialogic® ControlSwitch™ System

Adding the Orca Wave BlueWater Voice Management Solution to your Dialogic® ControlSwitch™ System can automate and enhance your business processes from code and routing management to reporting, alarming, rating, and billing management to create a solid balance between Quality of Service (QoS), profitability, and optimal network utilization.



Dialogic®

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Information about BlueWater Software for this brochure has been provided by OrcaWave LLC.

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Comprehensive Voice Management Solution Offers Automated Reporting, Intelligent Routing, Flexible Customer Rating and Billing, and Efficient Cost Management

Build on Dialogic

BlueWater Billing Solution Highlights

Use Intelligent Routing to Improve Margins

- Manage routing easily from a single location
- Control each route partition and route group code separately
- Set default routing, exception routing, and percent routing across both routings 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

Uncover Opportunities with Streamlined Code Management

- Define up-to-date customer, routing, and supplier codes easily
- Manage multiple codes and analyze in-depth to determine profitable and unprofitable routing
- Eliminate costly mistakes that can lead to lost margin and QoS degradation

Make Improvements in Margin with Rate Customization

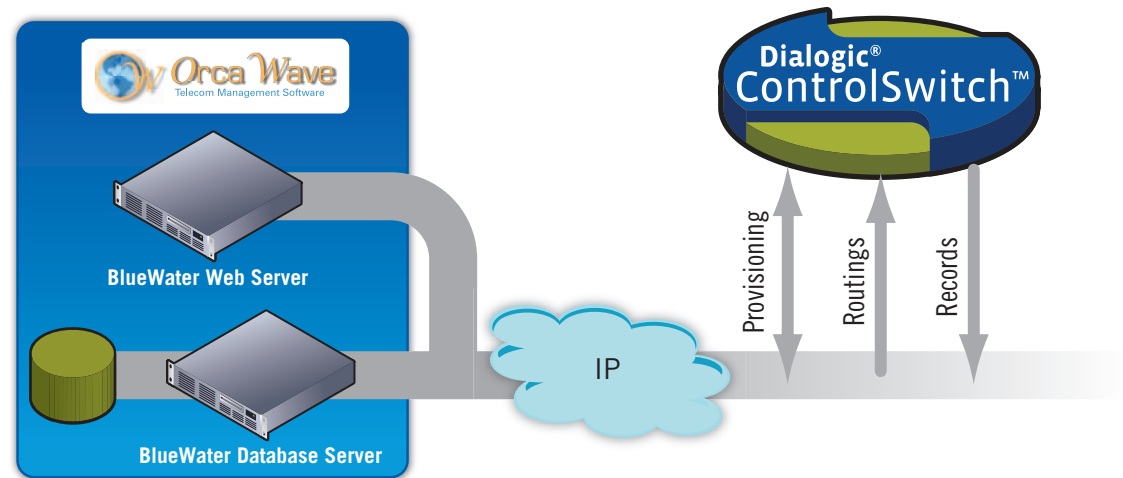
- Create customer rates by country or rate code group, either in fixed amounts or as a percentage
- Meet both customer requirements and business goals by defining gross margins by route
- Generate rate notices with a few keystrokes

Create 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 in customizable real-time graphics with color-coding
- Generate an “opportunity report” with supplier and routing codes to forecast routing profitability

Orca Wave BlueWater Voice Management Software: Key Features

Orca Wave BlueWater Billing 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 software can also generate a wide range of customizable reports that supply information efficiently. Features include:



- **Intelligent Routing** balances QoS and Least Cost, exception routing, time of day, percent, and settlement volume relationships
- **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 data 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, and ASRs for end customers and suppliers, and delivers invoice statements