

MOR X4

Class 4/5 Softswitch
With Billing and Routing



New Functionality

SUMMARY:



- Automated alerts
- FAS Detector
- Queues
- Music On Hold
- Provider availability monitoring/control
- Load Monitoring
- Blacklist functionality
- Webphone
- Automatic Old Calls Archiving
- mm:ss time format
- Aggregate report export to CSV
- LCR change on time periods
- CPS Limitation
- Provider Balance Limit
- Quick Provider Changes window
- DID Import
- Mass SMS Campaigns



















ABILITY TO SET AUTOMATED ALERTS

Why is it good?

Automated alerts for monitoring purposes notify you about the problems fast and allow to solve them as soon as possible.

 Alerts 

 Add new Alert

ID	Active	Raised/Cleared at	Object Type	Object Name	Counting in	Alert Type	Value at Alert	Alert if <=	Alert if >=	Disable Object	LCR on Alert	Value at Clear	Clear if <=	Clear if >=	Enable Object	LCR on Clear	Group to Notify		
1			User	Test User #1	TOTAL CALLS	ABS HOUR		60.0	0.0		Primary		0.0	145.0			Contacts Group		
2			Provider	Test Provider/1	NOT ANSWERED CALLS	ABS HOUR		0.0	100.0		Primary		10.0	0.0			Contacts Group		
3			Destination	93%	ANSWERED CALLS	ABS HOUR		10.0	0.0		Primary		0.0	30.0		Restore Original			



FAS DETECTOR

Why is it good?

Allows to detect False Answer Supervision (FAS) and take care of it.

This improves not only ASR/ACD but overall user experience.

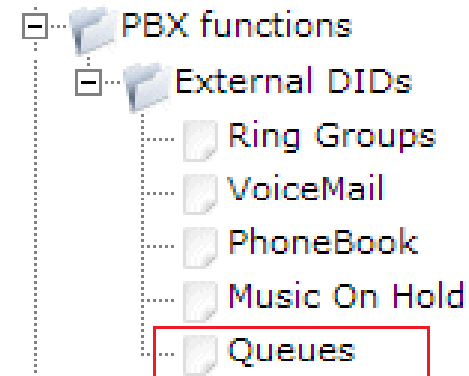


QUEUES

Why is it good?

Queue functionality extends MOR's PBX capabilities.

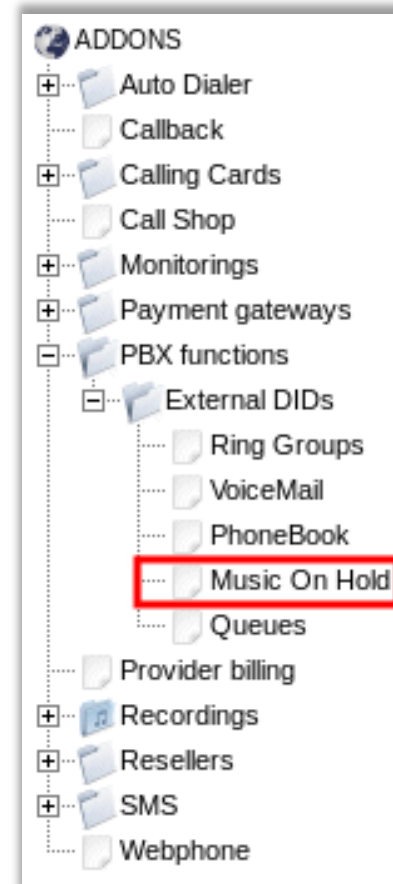
Allows an unlimited number of callers to wait for resources to become accessible to assist them. Ensures you provide each customer with the same quality service.



MUSIC ON HOLD

Why is it good?

Old simple Music On Hold management now over GUI.



PROVIDER AVAILABILITY MONITORING

Why is it good?

Will disable/enable Provider when it is down thus improving ASR/ACD statistics and user experience as calls are rerouted to another provider in LCR and traffic is not lost.

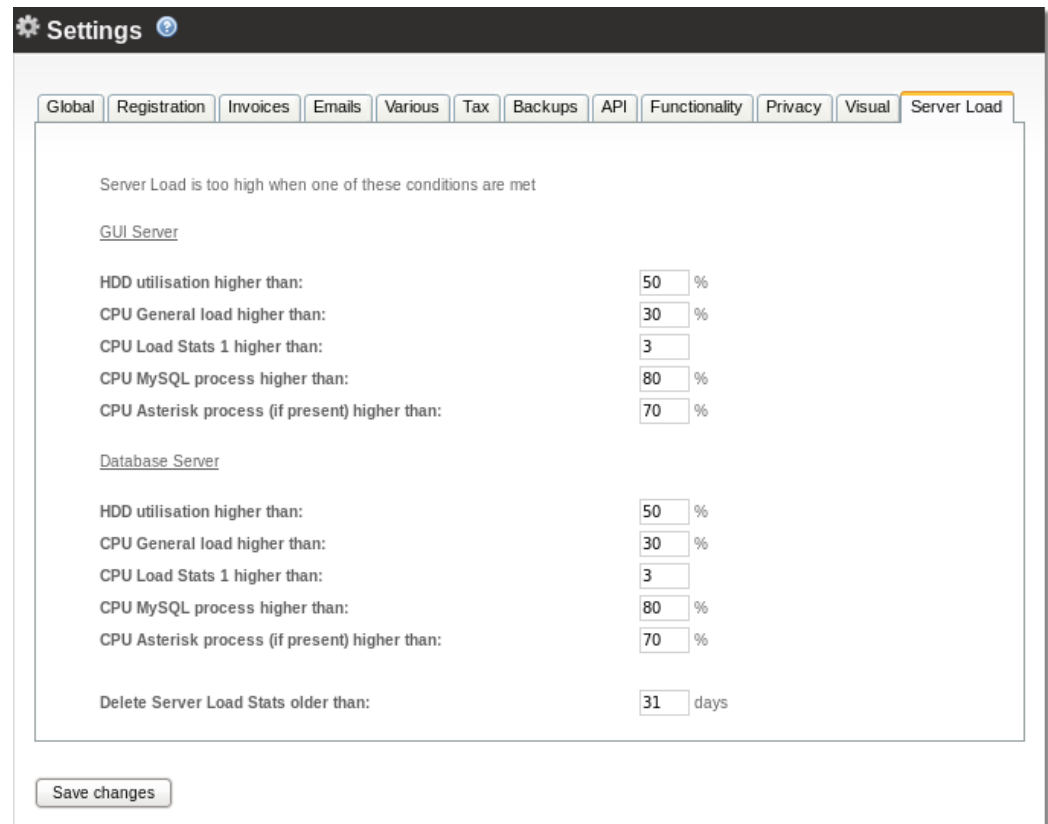


LOAD MONITORING

Why is it good?

Disallows Statistics which use a lot of server resources.

When server load is too high - saves system from overloading



The screenshot shows the 'Settings' page with the 'Server Load' tab selected. The page contains configuration options for monitoring server load on both GUI and Database servers. The 'Server Load is too high when one of these conditions are met' section lists several conditions with corresponding percentage or value thresholds. A 'Save changes' button is located at the bottom of the settings area.

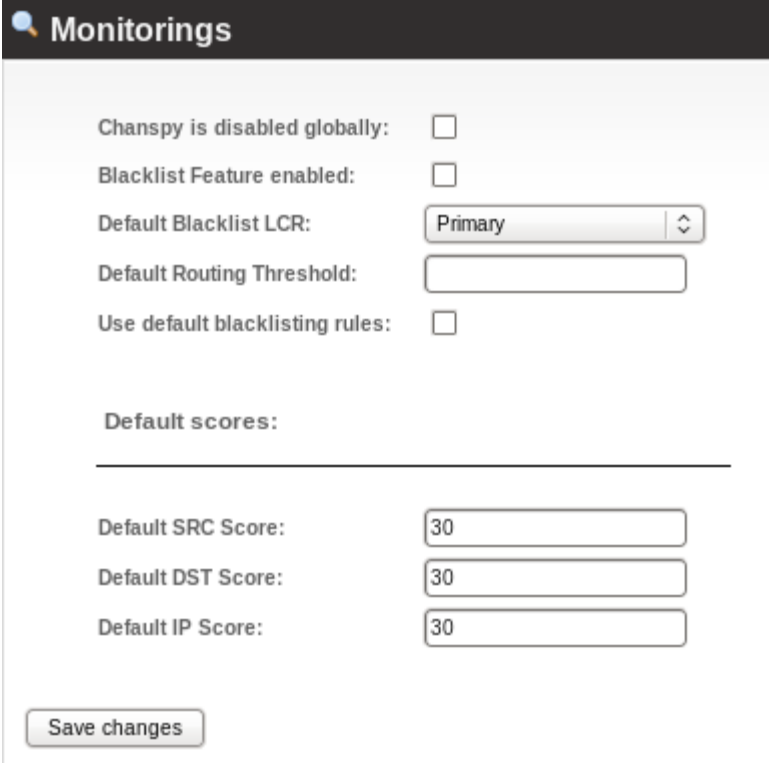
Category	Condition	Threshold
GUI Server	HDD utilisation higher than:	50 %
	CPU General load higher than:	30 %
	CPU Load Stats 1 higher than:	3
	CPU MySQL process higher than:	80 %
	CPU Asterisk process (if present) higher than:	70 %
Database Server	HDD utilisation higher than:	50 %
	CPU General load higher than:	30 %
	CPU Load Stats 1 higher than:	3
	CPU MySQL process higher than:	80 %
	CPU Asterisk process (if present) higher than:	70 %
	Delete Server Load Stats older than:	31 days



BLACKLIST FUNCTIONALITY

Why is it good?

Dynamic Routing based on smart logic puts a 'score' on the call by its SRC, DST or RTP IP and allows routing of suspicious calls over different routes thus avoiding the undesirable consequences.



The screenshot displays the 'Monitorings' configuration window. It includes the following settings:

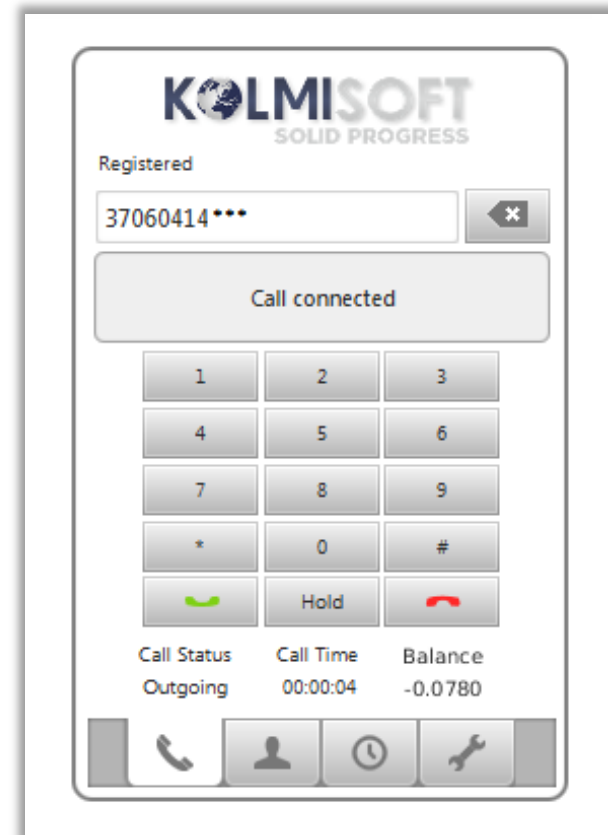
- Chanspy is disabled globally:
- Blacklist Feature enabled:
- Default Blacklist LCR: Primary (dropdown menu)
- Default Routing Threshold: [Empty text input field]
- Use default blacklisting rules:
- Default scores section (separated by a horizontal line):
 - Default SRC Score: 30 (text input field)
 - Default DST Score: 30 (text input field)
 - Default IP Score: 30 (text input field)
- Save changes button



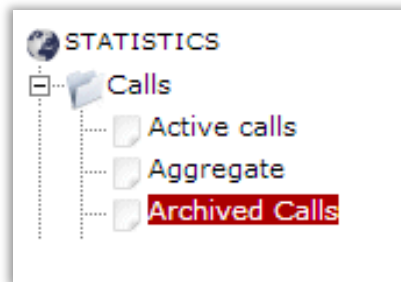
WEBPHONE

Why is it good?

Allows your users making calls straightly from their computer from anywhere anytime (Java based) thus increasing traffic.



AUTOMATIC OLD CALLS ARCHIVING



Why is it good?

Garbage collector saves space and increases system stability, reliability and speed!



MM:SS TIME FORMAT

Why is it good?

Show Time in Minutes:



Shows time in mm:ss format instead of hh:mm:ss. This is a market standard as a minute is the common used unit.

Example: 02:13:42 will be shown as 133:42



AGGREGATE REPORT EXPORT TO CSV

Why is it good?

Function allows you to quickly provide data to Providers/Users.

For example in case of disputes.

MOR X4

Aggregate

This page includes call attempts only. [For more information please visit this wiki page](#)

From	2013	July	2	-	00	:	00	Destination	<input checked="" type="checkbox"/>	<input type="button" value="Search"/>
Till	2013	July	2	-	23	:	59	Orig. Term.	<input type="checkbox"/>	
Originator	Any									
Terminator	Any	<i>There isn't any provider assigned to any terminator</i>								
Prefix										
Customer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>								
Price	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>								
Billed Time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>								

Group by prefix: Group by direction:

Records: 0 Pages: 0



LCR CHANGE ON TIME PERIODS

Why is it good?

Time period defines the exact time while LCR will be active. This feature enables Advanced Routing.

LCR Edit

Name
Primary

Order
Price

First Providers percent limit
0.0 %

Time periods:

Name	Date		Weekday		Hour : Minute		Change to LCR
	Start Time	End Time	Start Time	End Time	Start Time	End Time	
					00 : 00	00 : 00	
					00 : 00	00 : 00	
					00 : 00	00 : 00	
					00 : 00	00 : 00	
					00 : 00	00 : 00	

Save changes



CPS LIMITATION

Why is it good?

Function limits the amount of calls can be made per time/period.

This helps against flooding.

Advanced

Grace Time:	<input type="text" value="0"/>
Progressinband:	<input type="radio"/> No <input type="radio"/> Yes <input checked="" type="radio"/> Never
Video support:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Allow duplicate Calls:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Interpret NO ANSWER as FAILED:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Interpret BUSY as FAILED:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Fake Ring:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Common Use:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Anti-resale (Auto-answer)	<input checked="" type="radio"/> No <input type="radio"/> Yes
Limit up to <input type="text" value="0"/> calls, during <input type="text" value="0"/> seconds	

Debug

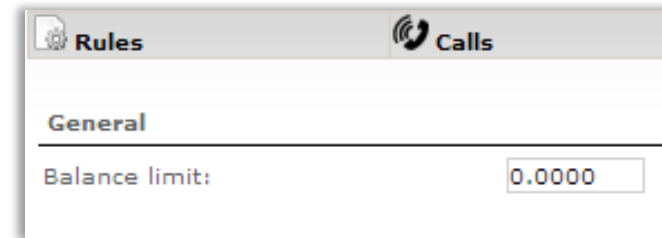
Save Call Log:	<input type="checkbox"/>
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PROVIDER BALANCE LIMIT

Why is it good?

Now you can be sure how much you will sell to a particular provider. When the limit is reached no more calls will be sent through this provider.



The screenshot shows a software interface with two tabs: 'Rules' (selected) and 'Calls'. Under the 'Rules' tab, there is a 'General' section. A 'Balance limit:' label is followed by a text input field containing the value '0.0000'.





QUICK PROVIDER CHANGES WINDOW

Why is it good?

Quickly change settings are very helpful for managing many several Providers at once.

Quick Providers changes

 New Provider  Search

Name : Hostname/Server IP : Type: All

1 2 3 4 5 6 7

Provider	Tariff	Call limit	Call Timeout	Ringing Timeout	Time limit per day
Provider for test	<input type="text" value="Test Tariff"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Test Provider	<input type="text" value="Test Tariff"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Provider for test	<input type="text" value="Test Tariff"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>



DID IMPORT

Why is it good?

Importing DIDs from file is easy and fast way to optimize a day-to-day engineer's work.

Here you can add DIDs from CSV file:


Upload: No file chosen

Provider: ▼



Mass SMS Campaigns


Run your Mass SMS campaigns easily and save time.

SMS Campaigns ?										
User	Name	Type	Status	Run time	Numbers	Dialed	Completed	Time	Profit	Actions
Test User #1	Test Campaign	simple	Active	14:15:00 - 21:50:59	4	0	0		0.0000	 2
Test User #1	Campaign #1	simple	Stopped	00:00:00 - 23:59:59	0	0	0		0.0000	0
Total:					4	0	0		0.0000	



IMPROVEMENTS

Quick Stats helps to avoid server overload.

Quick stats  Refresh	
This month:	
Calls:	257107
Duration:	7414:17:25
Self-cost:	36674.3846
Cost:	36674.3864
Profit:	0.0018
DID Owner Cost:	0.0000
Today:	
Calls:	2209
Duration:	71:38:29
Self-cost:	325.9060
Cost:	325.9060
Profit:	0.0000
DID Owner Cost:	0.0000
Now:	
Active Calls:	33

Available upon request only.



For more information please visit:
www.kolmisoft.com

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