

# DELIVERING SOLUTIONS ON TIME, ALL THE TIME

TVC develops innovative voice and SMS related applications for telecommunications companies, mobile phone operators, and a range of network users. We are dedicated to developing profitable partnerships that benefit our business partners, their customers, and ourselves. Understanding today's market imperatives, our approach is founded on fast, practical and creative responses, with the emphasis on user simplicity and cost effectiveness.

## MASS CALLING SYSTEM -SIMPLIFYING THE COMPLEX

Television game shows, charity donation drives by popular artists and voting shows generates very high and spiky call volumes on the telephone network. And while they represent a major revenue opportunity for entertainment companies and telcos alike, the handling and management of the millions of telephone calls these shows generate, can also be a major headache.

Our experience in designing and delivering systems and call flows for the automatic handling of thousands of simultaneous game show calls means we know how to take away the headaches and maximise revenue. We create and manage your complete system, front to back, and we do it to the tightest of programme deadlines.

Our Mass Call Handling solutions can efficiently and reliably manage your most complex telepoll, telesurvey or Infoline requirements.

## SYSTEM ARCHITECTURE

Our systems and applications are developed by leveraging "best-of-breed" strategic partnerships with industry leaders using client-server open architecture for maximum compatibility and scalability.

- Client-Server architecture
- Fault-tolerant database module
- N+1 redundancy for IVR and OA&M modules
- E1 ISDN/SS7 ISUP support
- MS Windows Operating System and MS SQL Database

## FEATURES AND BENEFITS

High Availability Platform With 99.995% Uptime

No Single Point Failure

Highly Modular And Scalable

Supports DNIS Driven Call Flows

Multiple DNIS Can Be Configured And Supported

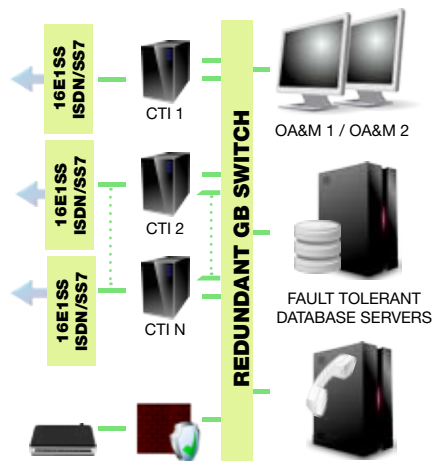
GUI Driven Point And Click Call Flow Setup

No System Reboot Needed For Call Flow Setup And Change

Call Flow Supported Includes The Following Which Can Be Ordered In Any Way:

- Information Prompts
- Multiple Choice Selection
- DTMF Entry
- Audio Recording

Examination Results Hotlines



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