HIGH CPS TRAFFIC SOLUTION

For a Wholesale Reseller who provides outbound termination to Call Centers, it is a struggle to find an efficient platform that can handle their high Calls Per Second (CPS) traffic. Auris has a robust solution that will help you uncover new revenues from this market. Let us assess your needs to tailor a solution for your business.

NEEDS

- Cost effective call processing
- Quickly process short duration calls for marketing advertising
- Scalability for large volume traffic

SOLUTION

Auris has invested in the infrastructure necessary to effectively manage the processing of high CPS traffic with unparalleled reliability via our geographically redundant, highly-available data centers. The Auris Platform allows you to manage large volume call campaigns. Live traffic utilization reports allow to monitor the activity of your campaigns as they occur. Auris provides a complete cloud-based solution resulting in a smoother experience in managing your business.

☑ SUCCESS STORY: CALL CENTER

This Call Center provides contact center and automated voice solutions for several verticals including banking, debt collection, customer service and healthcare.

A strong player in the LATAM region, the Call Center was struggling to find a technology partner that met the strict high availability/high capacity requirements associated with processing automated contact center traffic. Switch vendors and PaaS providers are usually very restrictive on the amount of calls-per-second (CPS) they are willing to support; hampering the development of companies like this Call Center who lose revenue on every single rejected call.

The Wholesale Platform is designed for extreme resilience using a combination of logical and physical redundancy, geographical resource balancing and a home-grown, disaggregated and modular system architecture, that allows for unprecedented capacity for voice traffic processing. This serves as the foundation for a robust set of routing, real time reporting and billing tools that simplify management of aggregated voice traffic.

Via its successful partnership with Auris, the Call Center was able to leave behind the burden of maintaining a congested system that limited their potential revenue, and now focuses on business expansion and new opportunities.

PAIN RELIEVERS

- Resilient infrastructure supporting CPS (calls per second) intensive applications reduces rejected traffic and loss of revenue.
- Customizable graphical reports to maintain visibility of multiple outbound campaigns simultaneously for easier management.
- ANI/DNIS translation to facilitate privacy critical applications or to define customer callback number.

GAIN CREATORS

- Support for High-CPS application results in increased revenue and less customer complaints.
- Cloud-based service provides:
  - Immediate scalability and deployment for business expansion.
  - Seamless aggregation of new traffic originations (i.e.: call centers) regardless of geographical location.

ABOUT AURIS

Auris provides simple and innovative cloud-based OSS/BSS core digital platforms to Service Providers, enabling them to monetize missed opportunities in the digital economy. A trusted partner since 2002, Auris offers its partners one-stop-shop solutions that enable its clients to focus on their business. Auris combines technology and business knowledge to work as one.